



CATAPULT

SITXCCS003

Interact with customers

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITXCCS003.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITXCCS003/>

Trainer/assessor guide

SITXCCS003

Interact with customers

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers, and respond to a range of basic customer service enquiries, including routine customer problems.

The unit applies to frontline service personnel who operate under close supervision and with guidance from others. They provide routine customer service and would not be expected to respond to complex customer requests or complaints.

The unit applies to individuals working in a range of tourism, travel, hospitality and events contexts.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Greet and serve customers.	5
Prioritising customers	5
Matching products and services to customer needs	19
Check your understanding	27
Topic 2: Work with others to deliver service.....	29
Service limitations.....	29
Check your understanding	37
Topic 3: Provide feedback on customer service	39
Reporting	39
Check your understanding	45
References.....	47
Assessment workbook.....	49
Unit information.....	51
What is competency-based assessment?.....	52
How will my competency be assessed?.....	53
Assessment agreement.....	54
Foundation skills checklist.....	55
Skills recognition.....	56
Topic 1: Greet and serve customers	57
Topic 2: Work with others to deliver service.....	58
Topic 3: Provide feedback on customer service	59
Knowledge questions	60
Topic 1: Greet and serve customers	61
Topic 2: Work with others to deliver service.....	65
Topic 3: Provide feedback on customer service.....	70
Topic 4: Specific knowledge evidence.....	73
Performance tasks.....	74
Third party evidence collection agreement	75
Topic 1: Greet and serve customers	76
Topic 2: Work with others to deliver service.....	79
Topic 3: Provide feedback on customer service.....	82
Completion record.....	83
Unit mapping and assessment checklist	84
Trainer/ assessor user instructions.....	87

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Greet and serve customers
- » Work with others to deliver service
- » Provide feedback on customer service

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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