



**CATAPULT**

# SITXCCS009

Provide customer information and assistance

## Table of Contents (Extract)

**NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.**

**This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITXCCS009.**

**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/SITXCCS009/>**

# Trainer/assessor guide

## SITXCCS009

# Provide customer information and assistance

### Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to provide customers with information and assistance on facilities, products and services.

The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, events, entertainment and cultural contexts. Information and assistance are often provided face-to-face, but may be by telephone or other remote mechanisms.

Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

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

<b>About this trainer/assessor guide .....</b>	<b>4</b>
<b>Learning resource.....</b>	<b>5</b>
Topic 1: Access and update information .....	5
Source and access information on facilities, products and services.....	5
Incorporate information into day-to-day work activities .....	9
Share information with colleagues to support the efficiency and quality of service .....	10
Identify and use opportunities to update and maintain facility, product and service knowledge .....	11
Check your understanding .....	13
Topic 2: Assist customers .....	15
Proactively identify information and assistance needs of customers, including those with special needs.....	15
Provide accurate information in a clear, courteous and culturally appropriate way.....	19
Identify and use opportunities to assist or instruct customers in the use of equipment and facilities according to safety requirements, or refer to relevant colleagues .....	23
Identify and use opportunities to promote internal products and services .....	27
Check your understanding .....	29
Topic 3: Seek feedback on services .....	31
Proactively seek customer feedback on facilities, products and services .....	31
Observe customer behaviour to inform future service developments and follow procedures for formal customer evaluation.....	34
Provide information on customer feedback to relevant colleagues .....	36
Check your understanding .....	37
Topic 4: Additional learning .....	39
Relevant legislation relating to customer service .....	39
Organisational policies and procedures to enable ethical and non-discriminatory treatment of client requests and resolution of complaints .....	41
Conflict-resolution strategies .....	44
References.....	45
<b>Assessment workbook .....</b>	<b>47</b>
Unit information .....	49
What is competency-based assessment?.....	50
How will my competency be assessed?.....	51
Assessment agreement .....	52
Foundation skills checklist.....	53
<b>Skills recognition .....</b>	<b>54</b>
Topic 1: Access and update information.....	55
Topic 2: Assist customers.....	56
Topic 3: Seek feedback on services.....	57

**Knowledge questions** ..... 58

    Topic 1: Access and update information.....59

    Topic 2: Assist customers.....66

    Topic 3: Seek feedback on services.....77

    Topic 4: Specific knowledge questions.....83

**Project** ..... 87

**Practical assessment** ..... 91

    Overview .....91

    Instructions for the learner.....93

    Learner agreement.....94

    Instructions for trainer/assessor or third party .....95

    Third party evidence collection agreement.....96

    Practical demonstration .....97

        Simulations.....98

**Completion record** ..... 113

**Unit mapping**..... 114

**Trainer/assessor instructions and requirements**..... 117

# About this trainer/assessor guide

---

## Learning resource

---

The learning resource is divided into the following topics:

- » Access and update information
- » Assist customers
- » Seek feedback on services
- » Additional learning

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.

---

## Disclaimer

---

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

---