

ANSWER GUIDE

PROVIDE CUSTOMER INFORMATION AND ASSISTANCE

SITXCCS001



HOSPITALITY GROUP TRAINING

1. Provide examples of the services and facilities an organisation can provide for the following customers needs

Customer with special needs	Services and facilities
Sight impairment	<p>Offer to assist immediately as the sight impaired customer may not be able to see where the service provider actually is standing.</p> <p>Explain organisational features, services provided, and any procedures that require more detail</p> <p>Describe how the venue is designed and enquire if they require assistance.</p>
Intellectual disability	<p>May require more time and patience than would be given to a person without any special needs</p> <p>Use a normal voice tone and don't shout. Keep sentences short and simple but do not be patronising</p>
Mobility impairment	<p>Ensure you speak to the customer and not the person pushing the wheelchair Don't assume because a person can't walk, they also have a communication disability as well.</p> <p>Explain organisation features, services provided and wheelchair access points. Offer to assist with parcels, luggage or other items as a matter of courtesy</p>

2. What are the two main forms of communication?
Verbal and non-verbal
3. Employees who provide information to customers must be good communicators. What techniques could you use so that the customer understands the information?
Present accurate information in a clear, courteous and culturally appropriate way. They should be able to express themselves clearly and positively to customers in face-to-face situations, over the telephone and in writing.
4. Name 3 situations where you would need to assist or instruct customers in the safe use of equipment and facilities according to safety requirements or refer to relevant customers?
 - **Fire evacuation**

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- Bomb threat
 - Gas leak
 - Theft
 - Injury/medical emergency
 - Machine breakdown
 - Use of self service equipment
5. Give three signs of a customer's body language that you can observe to inform other staff members on future service needs
Looking at watch, facial expression, arms folded, tense
- 6 a) List four ways you can proactively seek customer feedback on facilities, products and services
- Observing them
 - Talking to them
 - Asking them to fill out customer feedback forms
 - Surveying customers
- b) How do you provide information on customer feedback to relevant colleagues?
- Team meetings/briefings
 - Handover logs
 - Training sessions
 - Casual discussions
 - Emails
 - Newsletters
7. a) Part of your job role in hospitality/tourism is to identify and use opportunities to promote internal products and services. What two benefits does this have for your Hospitality/Tourism environment?
Income to the business, returning customers
- b) List four methods that a Hospitality/Tourism environment can use to promote their products and services to customers
- Promoting a special event menu to regular customers in the bar.
 - Providing guests with flyers and information in the guest bedrooms about the spa facilities
 - Placing posters in the reception advertising Christmas Functions.
 - Offering customers sitting by the pool the opportunity to purchase a drink from the bar

8. List three sources where you can access information on facilities, products and services
- The internet
 - People
 - Workplace documents
 - Leaflets, brochures and flyers
 - Other businesses
9. In your hospitality/tourism environment what methods of communication can you use to share with colleagues to support the efficiency and quality of service? List 4
Answers will vary
10. In the following situations write in how you would communicate with your customers. Ensuring you are following customs and practices of various social and cultural groups within Australia
Answers will vary
11. In the table below answer how the relevant legislation relates to customer service

Legislation	Relates to customer service
Australian Consumer Law The Australian Consumer Law is a basis for the Competition and Consumer Act 2010	<ul style="list-style-type: none"> • Refund guests where the service/product was not of the standard promised • Quotations to be fair, clear and honoured for reasonable length of time/according to stipulated period of time • Where guarantees are required or purchases may be subject to cancellation fees – policy must be stated at time of purchase • Ensure our products are priced correctly.
Equal Employment Opportunity This is a compilation of the <i>Equal Employment Opportunity) Act 1987</i>	<ul style="list-style-type: none"> • Ensures that people are not discriminated against based on their age, gender, gender history, marital status, family responsibility, family status, pregnancy, breastfeeding, impairment, race, sexual orientation, religious conviction, political conviction, spent conviction.

<p>Work Health and Safety <i>The Occupational Safety and Health act 1984</i> and the Occupational Safety and Health Regulations 1996</p>	<ul style="list-style-type: none"> • Applies to all West Australian workplaces and are there to protect and ensure the safety of all staff and people who visit the establishment.
<p>Promotions Liquor control act, Fair trading act 1987, Consumer affairs act 1971, etc Advertising guide explains advertising rules for all media.</p>	<ul style="list-style-type: none"> • Retail advertising guide • 'Special' price • Percentage discounting campaigns • 'Dollars off' savings • Price reductions • Price comparisons • 'Free' offers • Gifts or prizes • Non-stop sales • Introductory offers • Illustrations and photographs • Finance offers in advertising • Misleading or deceptive conduct • False or misleading representation • Unconscionable conduct • Country of origin claims

12. Give an example of when you could use the following communication mediums to provide service to clients and colleagues:

Telephone	Confirm bookings, feedback, lost property, arrange products and services, etc
Face to face	Service in a hospitality/tourism outlet
Email	Confirm bookings, feedback, promotions, roster changes, etc
Social media	Promotions, advertising, chat groups for staff messages, etc

13. Using examples from your Hospitality or Tourism venue detail two potential or actual conflict situations and how you have/would resolve each situation.

Conflict situation	Conflict resolution strategy
E.g. Customer complaint because of long wait for coffee	Inform the customer that there may be a delay before they order, make the drink as quickly and efficiently as can, constant communication with customer with progress if required.

14. Which of the following can be utilised as opportunities to update and maintain personal facility, product and service knowledge:

Answer: **F**

15. It is important to be aware of customs and practices of various social and cultural groups within Australia to assist with meeting client needs and expectations. Suggest examples that show your awareness in the following areas:

	Example
Modes of greeting, farewelling and conversation	Eg. Hand shaking, nodding, bowing, formal/informal language
Body language and body gestures	Eg. formal/informal language, open/closed body language, hand gestures, personal space usage
Formality of language	Eg. Different customs expect different language usage- eg young aussies would not like to be called 'sir', where as you should refer to older generations as 'sir'
Clothing	Eg. The use of the head, shoulder, or full body covering in certain customs. Also different clothing expectations of different situations.

16. What are the benefits of enhanced customer service experiences and positive communication?

Repeat business and word of mouth recommendations. Customers leave happy, then they will return and tell friends.