

ASSESSMENTS

SITXCCS001 Provide customer information and assistance

Trainee/Student Name:	
Assessor Name:	
School/Venue:	
Year (if applicable):	

RECORD OF EVIDENCE	
o KBT	Date achieved:
o Project	Date achieved:
o PD	Date achieved:

Unit Completion

This section below is only to be signed off when the trainee has achieved competency in all elements of this unit

1. Access and update information
2. Assist customers
3. Seek feedback on services

UNIT OF COMPETENCE	
Trainee/Student Signature:	Date:
Employer/Supervisor Signature:	Date:
Assessor Signature:	Date

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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	
Intellectual disability	
Mobility impairment	

2. What are the two main forms of communication?

1. _____
2. _____

3. Employees who provide information to customers must be good communicators. What techniques could you use so that the customer understands the information?

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

1. _____
2. _____
3. _____

5. Give three signs of a customer's body language that you can observe to inform other staff members on future service needs
1. _____
 2. _____
 3. _____
6. a) List four ways you can proactively seek customer feedback on facilities, products and services
1. _____
 2. _____
 3. _____
 4. _____
- b) How do you provide information on customer feedback to relevant colleagues?
- _____
- _____
- _____
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?
1. _____
 2. _____
- b) List four methods that a Hospitality/Tourism environment can use to promote their products and services to customers
1. _____
 2. _____
 3. _____
 4. _____

8. List three sources where you can access information on facilities, products and services

1. _____

2. _____

3. _____

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

1. _____

2. _____

3. _____

4. _____

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:

a) Hi Guys, how can I help?

b) See you later!

c) What do you want?

11. In the table below answer how the relevant legislation relates to customer service

Legislation	Relates to customer service
Australian Consumer Law	
Equal Employment Opportunity	
Work Health and Safety	
Promotions	

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

Telephone	
Face to face	
Email	
Social media	

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

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

A	Discussions with colleagues
B	Internal newsletters
C	Leaflets and brochures
D	Staff noticeboards
E	Team meetings
F	All of the above

Answer:

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	
Body language and body gestures	
Formality of language	
Clothing	

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

PROJECT

Part 1

Select a major West Australian Tourism or Hospitality Venue and complete the details of the organisational facilities, products and services that they offer under the following headings. You can also detail the information in a brochure format, providing all of the following information is included:

Facilities, products and services	Details	Example of customer who may require this information
Access		
Cloaking		
Direction or location of facilities		
Facilities for those with special needs		

Food and beverages		
New activities, events and procedures		
Opening hours		
Operational changes (eg weather changes/seasonality)		
Pricing		
Promotional activities		

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Ticket sales		
Times of activities or events		

Sources used:

Part 2

In your own words, describe your organisations policies and procedures to enable ethical and non-discriminatory treatment or client requests and resolution of complaints under the following headings:

Organisations policies and procedures	Description of your policy or procedure
Communication protocols with customers	
Complaint procedures	
Customer service procedures	
Reporting procedures	

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Personal presentation – uniform, personal hygiene, grooming	
Privacy - customer	
Record-keeping procedures – customer details of the above documents	



The following sections will be assessed at a time agreed with your trainer.

PRACTICAL DEMONSTRATION

Assessment Conditions

Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events. This can be:

- An industry workplace
- A simulated industry environment

Provide current, accurate and relevant information and assistance about organisational facilities, products and services to three different customers from different cultural backgrounds on three different occasions

	Date:	Date:	Date:
Access and update information			
Incorporate information on facilities, products and services into day-to-day work activities Details:			
Share information with colleagues to support efficiency and quality of service Details:			
Identify and use opportunities to update and maintain facility, product and service knowledge Details:			
Assist customers			
Proactively identify information and assistance needs of customers, including those with special needs Details:			
Provide accurate information in a clear, courteous and culturally appropriate way			

Provide information and assistance in a manner according to customer service standards			
Where appropriate, assist or instruct customers in the use of equipment and facilities according to safety requirements or refer to relevant colleagues Details:			
Identify and use opportunities to promote internal products and services Details:			
Seek feedback on services			
Proactively seek customer feedback on facilities, products and services Details:			
Observe customer behaviour to inform future service developments and follow procedures for formal evaluation			
Provide information on customer feedback to relevant colleagues Details:			
Foundation Skills			
Reading skills to interpret sometimes detailed information on predictable customer requests Details:			
Oral communication skills to listen and respond to diverse customer requests, asking questions to clarify and confirm Details:			

[illegible]