Modification history

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| Release | Comments |
| Release 1 | This version released with AMP Australian Meat Processing Training Package release 9.0. |

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| AMPRET206 | Provide service to customers |
| Application | This unit describes the skills and knowledge required to provide service to customers. It also describes the skills and knowledge required to establish and maintain good customer relations.  This unit applies to those who work under general supervision in meat retailing premises.  All work must be carried out to comply with workplace procedures, according to state/territory health and safety and food safety regulations, legislation and standards that apply to the workplace.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Pre-requisite Unit | Nil |
| Unit Sector | Retail (RET) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Acknowledge and greet customers | 1.1 Politely acknowledge customer on entering the workplace  1.2 Greet customer when first contact is made  1.3 Offer assistance to customer following workplace requirements  1.4 Convey a professional image that maintains established workplace approach |
| 2. Establish customer requirements | 2.1 Establish customer requirements by questioning, listening and clarifying customer comments  2.2 Acknowledge customer needs  2.3 Refer customer to more experienced staff when specialist service and/or products are required |
| 3. Take customer orders | 3.1 Answer telephone following workplace requirements  3.2 Take orders from customer by phone or face-to-face following workplace requirements  3.3 Note orders legibly and in the correct workplace format  3.4 Arrange pick-up or delivery time with the customer |
| 4. Refer customer complaints | 4.1 Acknowledge customer complaints and note issues  4.2 Refer complaints to more senior staff members or managers |

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| Foundation Skills  *Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.* |

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| Unit Mapping Information | | | |
| Code and title current release | Code and title previous release | Comments | Equivalence status |
| AMPRET206 Provide service to customers | AMPR105 Provide service to customers | Unit code updated  Unit sector code added  AQF code updated to Level 2  Unit application updated  Performance Criteria updated  Foundation Skills added  Assessment Requirements revised | Equivalent |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet:  https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7 |

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| TITLE | Assessment requirements for AMPRET206 Provide service to customers |
| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has provided prompt and courteous service to at least three different customers, while processing customer orders, following workplace requirements. | |

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| Knowledge Evidence |
| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:   * effective communication methods to interact with customers * workplace requirements for interacting with customers * workplace complaints procedures * workplace health and safety hazards encountered when working with meat, and how the associated risks are controlled * hygiene and sanitation requirements for working with meat products. |

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| Assessment Conditions |
| Assessment of the skills in this unit of competency must take place under the following conditions:   * physical conditions:   skills must be demonstrated in a meat retailing premises or in an environment that accurately reflects workplace conditions   * resources, equipment and materials:   meat products   * specifications:   workplace standard operating procedures, work instructions and task-related documents   * personnel:   customers  access to supervisor or mentor.  Assessment for this unit must include at least three forms of evidence.  Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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