



**Australian Government**

# **BSBCUS301 Deliver and monitor a service to customers**

**Release: 1**

## **BSBCUS301 Deliver and monitor a service to customers**

### **Modification History**

<b>Release</b>	<b>Comments</b>
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

### **Application**

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

It applies to individuals who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate theoretical knowledge of customer service to provide technical advice and support to customers over short or long term interactions.

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

### **Unit Sector**

Stakeholder Relations – Customer Service

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Identify customer needs	<p>1.1 Use appropriate interpersonal skills to accurately identify and clarify customer needs and expectations</p> <p>1.2 Assess customer needs for urgency to determine priorities for service delivery according to organisational and legislative requirements</p> <p>1.3 Use effective communication to inform customers about available choices for meeting their needs and assist in the selection of preferred options</p> <p>1.4 Identify limitations in addressing customer needs and seek appropriate assistance from designated individuals</p>
2 Deliver a service to customers	<p>2.1 Provide prompt service to customers to meet identified needs in accordance with organisational and legislative requirements</p> <p>2.2 Establish and maintain appropriate rapport with customers to ensure completion of quality service delivery</p> <p>2.3 Sensitively and courteously handle customer complaints in accordance with organisational and legislative requirements</p> <p>2.4 Provide assistance or respond to customers with specific needs according to organisational and legislative requirements</p> <p>2.5 Identify and use available opportunities to promote and enhance services and products to customers</p>
3 Monitor and report on service delivery	<p>3.1 Regularly review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements</p> <p>3.2 Identify opportunities to enhance the quality of service and products, and pursue within organisational and legislative requirements</p> <p>3.3 Monitor procedural aspects of service delivery for effectiveness and suitability to customer requirements</p> <p>3.4 Regularly seek customer feedback and use to improve the provision of products and services</p> <p>3.5 Ensure reports are clear, detailed and contain recommendations focused on critical aspects of service delivery</p>

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Reading	1.2 2.1, 2.3, 2.4, 3.1, 3.5	<ul style="list-style-type: none"> <li>Comprehends textual information to determine customer service requirements</li> <li>Proofreads texts for clarity of meaning and accuracy of grammar and punctuation</li> </ul>
Writing	2.3, 3.5	<ul style="list-style-type: none"> <li>Completes responses to customer complaints in required format</li> <li>Prepares reports using sequencing, format and words to communicate recommendations clearly and effectively</li> </ul>
Oral Communication	1.1, 1.3, 1.4, 2.2, 2.3, 2.4	<ul style="list-style-type: none"> <li>Provides information or advice using structure and language to suit the audience</li> <li>Asks questions and listens to gain information or confirm understanding</li> </ul>
Navigate the world of work	1.2, 2.1-2.4, 3.1, 3.2	<ul style="list-style-type: none"> <li>Recognises, understands and applies organisational policies and procedures relevant to role</li> </ul>
Interact with others	1.1, 1.3, 1.4, 2.2, 2.3, 2.4, 3.4	<ul style="list-style-type: none"> <li>Selects and uses appropriate communication conventions to establish connections, build rapport, seek information and develop professional working relationships</li> <li>Adjusts personal communication style in response to the opinions, values and particular needs of others</li> </ul>
Get the work done	1.2, 2.3, 2.5, 3.1-3.5	<ul style="list-style-type: none"> <li>Plans and implements systems to gather and organise information</li> <li>Monitor actions and progress against goals and implements adjustments as appropriate</li> <li>Uses problem-solving skills to analyse and respond to customer complaints or enquiries</li> <li>Identifies and follows up on opportunities to improve work practices and outcomes</li> </ul>

## Unit Mapping Information

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
BSBCUS301 Deliver and monitor a service to customers	BSBCUS301B Deliver and monitor a service to customers	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion volumes available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) - [http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes)