

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **WRRCS1B – COMMUNICATE IN THE WORKPLACE**  
**Field Of Study** : **CUSTOMER SERVICE**

### What is this course all about?

This unit encompasses the skills, knowledge and attitudes required for effective communication with customers and other staff in the workplace. It involves establishing contact with customers, processing information, working in a team, maintaining personal presentation, following routine instructions, reading and interpreting retail documents and using numbers in the workplace.

### When you have finished this course you should be able to demonstrate your ability to:

#### Establish contact with customers - WRRCS1B/01

- ❑ Welcoming customer environment maintained.
- ❑ Customer greeted warmly according to store procedures.
- ❑ Effective service environment created through verbal and non-verbal presentation according to store policy.
- ❑ Questioning and active listening used to determine customer needs.
- ❑ Confidentiality and tact demonstrated.

#### Process information - WRRCS1B/02

- ❑ Telephone answered promptly according to store procedures.
- ❑ Questioning and active listening used to identify caller and accurately establish and confirm requirements.
- ❑ Telephone system functions used according to instructions.
- ❑ Messages or information recorded and passed on promptly.
- ❑ Customer informed of any problems and relevant action being taken
- ❑ Follow up action taken as necessary

### Work in a team - WRRCS1B/03

- ❑ Courteous and helpful manner demonstrated at all times.
- ❑ Allocated tasks completed willingly without undue delay.
- ❑ Assistance actively sought or provided by approaching other team members when difficulties arise.
- ❑ Lines of communication with supervisors and peers identified according to store policy;
- ❑ Constructive feedback provided by other team members encouraged, acknowledged and acted upon;
- ❑ Questioning used to minimise misunderstandings;
- ❑ Signs of potential workplace conflict identified and conflict avoided wherever possible;
- ❑ Participation in team problem solving demonstrated

### Maintain personal presentation - WRRCS1B/04

- ❑ Personal dress and presentation maintained in a neat and tidy manner.
- ❑ Personal hygiene maintained according to store policy and government legislation.

### Follow routine instructions - WRRCS1B/05

- ❑ Instructions received and acted upon.
- ❑ Effective questioning used to elicit information.
- ❑ Store information relevant to the particular task assessed, comprehended and acted upon.
- ❑ Daily work routine planned and organised.
- ❑ Tasks prioritised and completed without undue delay;

### Read and interpret retail document - WRRCS1B/06

- ❑ A range of retail documents accurately listed and described.
- ❑ Information from a range of retail documents read and interpreted.

### Use numbers in the workplace - WRRCS1B/07

- ❑ Range of possible numerical problems in retail workplace accurately listed.
- ❑ Numerical information collected from various sources and calculated accurately with or without the use of a calculator.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration
- ❑ Sales / Customer Services Staff
- ❑ Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

*Competency in this unit requires evidence that, you the candidate: -*

- ❑ Provides a consistently welcoming environment by treating customers in a courteous and helpful manner.
- ❑ Uses effective questioning and active listening techniques to communicate with customers, while maintaining an awareness of the need for discretion, tact and confidentiality.
- ❑ Interprets and communicates information accurately to customers, supervisors and peers both face to face and via other electronic communication equipment;
- ❑ Accesses, comprehends and processes information accurately according to store policies and procedures;
- ❑ Consistently follows routine instructions and seeks advice/assistance if req;
- ❑ Participates actively and positively within a workplace team;
- ❑ Consistently applies store policies and procedures, in regard to personal dress, presentation, hygiene and code of conduct;
- ❑ Consistently meets store scheduling routines and uses time effectively;
- ❑ Interprets, calculates and records numerical information accurately.

Store policies and procedures, in regard to:

- ❑ external and internal customer contact;
- ❑ hygiene and self presentation;
- ❑ verbal and non-verbal presentation;
- ❑ code of conduct;
- ❑ Goods and services provided by the store;
- ❑ allocated duties and responsibilities;
- ❑ Location of store departments;
- ❑ Functions and procedures for operating telephones and other communication equipment

Interpersonal communication skills including:

- ❑ Questioning/listening
- ❑ Resolving conflict
- ❑ Negotiating
- ❑ Following set routines and procedures
- ❑ Managing stress
- ❑ Demonstrating self esteem

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Relevant legislation and statutory requirements including Trade Practices and Fair Trading Acts
- ❑ Relevant legislation and statutory requirements in regard to personal hygiene and self presentation;
- ❑ Relevant industry codes of practice;

What Recognition will you achieve?

Where demonstrated competencies have been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) In order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.