

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRCS4B – CO-ORDINATE INTERACTION WITH CUSTOMERS**

Field Of Study : **CUSTOMER SERVICE**

What is this course all about?

This unit requires the competencies to coordinate interaction with customers. It involves implementing customer service standards, implementing store policy regarding customer complaints, communicating with management and leading a customer service team.

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

Implement customer service standards – WRRCS4B/01

- ❑ Service standards monitored according to store policy.
- ❑ Deficiencies in service identified and action taken as required according to store policy.
- ❑ Store and legislative policies and procedures in relation to customer service provision conveyed to team members.
- ❑ Feedback on quality of service provision given to team members and management on a regular basis.

Implement store policy regarding customer complaints – WRRCS4B/02

- ❑ Service standards monitored to ensure store policy in regard to customer complaints is implemented by sales staff.
- ❑ Procedures to resolve customer complaints authorised, actioned, or referred to a higher authority according to store policy.
- ❑ Customers' special needs satisfied where appropriate according to store policy.

Communicate with management – WRRCS4B/03

- ❑ Current store policies on customer service issues that may affect the operation of the department/section referred to management.
- ❑ Operational information provided to management and other supervisors in order to facilitate customer service planning.

Lead customer service team – WRRCS4B/04

- ❑ Store policies and procedures interpreted and applied to store operation.
- ❑ Team motivated to achieve high standard of service to customers.
- ❑ Team access to current information on staff issues and operations ensured.
- ❑ Team tasks clarified, planned and allocated in consultation with staff to ensure effective day-to-day store operations and efficient use of human resources.
- ❑ Team informed of changes in store service policies and procedures which impact upon their roles/responsibilities.
- ❑ Team provided with feedback in regard to achievement/non achievement of agreed service standards and performance/targets.
- ❑ Team members encouraged to contribute feedback in regard to achievement of performance targets.
- ❑ Routine problems handled using appropriate problem solving techniques and referred to management if required.

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

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

- ❑ Coordinate a team in the provision of quality customer service according to store policy by:-
 - ❑ consulting with staff;
 - ❑ allocating tasks;
 - ❑ conveying relevant information;
 - ❑ applying policy;
 - ❑ monitoring performance;
 - ❑ identifying deficiencies;
 - ❑ providing feedback;
 - ❑ motivating staff;
 - ❑ solving routine problems;
- ❑ Provides accurate feedback to management on operational and procedural matters related to provision of customer service

- ❑ Supervises the resolution of customer complaints according to store policy

Store policies and procedures, in regard to:

- ❑ customer service;
- ❑ customer complaints about products or individual staff;
- ❑ staff supervision;
- ❑ monitoring team performance;
- ❑ discipline;
- ❑ grievance handling;
- ❑ allocating duties/responsibilities;
- ❑ meetings;
- ❑ store appraisal;
- ❑ Merchandise and service range of the store;
- ❑ Lines of communication to staff and management
- ❑ Skills in:-
 - ❑ Interpersonal communication skills including:
 - ❑ giving feedback;
 - ❑ coaching;
 - ❑ performance analysis;
 - ❑ questioning/listening/observation.
 - ❑ group presentation.
 - ❑ team motivation./ team leadership.
 - ❑ negotiation.
 - ❑ verbal and non verbal communication.
 - ❑ reading and interpreting store policies and procedures
 - ❑ completing a proforma for feedback to management

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

- ❑ Trade Practices Act.
- ❑ tobacco laws;
- ❑ liquor laws;
- ❑ sale of second hand goods;
- ❑ occupational health and safety;
- ❑ industry codes of practice;
- ❑ Lottery Acts.
- ❑ pricing procedures including Goods and Services Tax (GST) requirements;

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 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
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.

