

## Evidence Gathering Plan

Competency Unit: Interact with Customer

Competency Element: Deliver Service to Customers

Performance Criteria	Outcomes (Assessment Criteria)	Dimensions of competency	Evidence requirement		Assessment	
			Forms	Types	Selected methods	Tools
1.1 Customers are greeted & acknowledged in a professional & courteous manner according to store policy	<p>1.1a Customer are acknowledged with Eye contact or warm smile within 5 seconds</p> <p>1.1b Greeted customers in a friendly tone when approached for service or purchase with the following greetings( normal day / public holidays ) example: :</p> <p>"Good morning/afternoon/evening Sir/Madam/Name</p> <p>" Merry Christmas" / Happy New Year</p> <p>1.1c Offered help to customer when not attending to another customer or observed a customer who needs help by asking: May I help</p>	<p>Task Skills</p> <p>Transferable Skills</p>	Direct	Process	Role-Play	<p>Role Play Scripts</p> <p>Assessor Observation Checklist</p> <p>Instructions for Actor and Candidate</p>

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	you”  or  Invited customers to browse around, when customer indicated that they preferred to look around.					
1.2 Strategies are developed and used for dealing sensitively with customers from other cultures, countries and with other languages	Candidate describes at least 4 strategies from the following: <ul style="list-style-type: none"> <li>• Speak slowly and clearly</li> <li>• Use simple words/sentences</li> <li>• Do sketches with paper/pencil should customer request</li> <li>• Use appropriate gestures</li> <li>• Do not stand too close or too far</li> <li>• Do not stare</li> <li>• Do not use unhygienic habit, body language that seems rude eg. point finger at customer, touch inside nose/ mouth before handling items of purchase, etc</li> </ul>	Task Management Skills  Transferable Skills  Contingency Skills	Indirect	Knowledge	Oral Questioning	List of Q&A Instructions to Assessor and Candidate

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1.3 Customer service requirements are established through use of appropriate questioning and active listening techniques	<p>1.3a Used active listening to find out customer requirements, eg. Give full attention and observe customer's body language for cues</p> <p>1.3b Asked questions to find out, clarify and confirm customer's needs,</p> <p>1.3c Respond with verbal or body language eg. nod, "yes", "I see", maintain eye contact,</p> <p>1.3d Rephrase to confirm what was asked or heard</p>	<p>Task Skills</p> <p>Transferable Skills</p>	Direct	Process	Role-Play	<p>Role Play Scripts</p> <p>Assessor Observation Checklist</p> <p>Instructions for Actor and Candidate</p>
1.4 Customer service requirements are acted upon or referred to supervisor if necessary	<p>Candidate describe at least 2 instances of service requirements that must be checked / approved by supervisor first due to own limit of authority.</p> <ul style="list-style-type: none"> <li>• Exchange Request</li> <li>• Refund Request</li> </ul>	<p>Task Management Skills</p> <p>Transferable Skills</p> <p>Contingency</p>	Indirect	Knowledge	Oral Questioning	<p>List of Q&amp;A Instructions to Assessor and Candidate</p>

Performance Criteria	Outcomes (Assessment Criteria)	Dimensions of competency	Evidence requirement		Assessment	
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	<ul style="list-style-type: none"> <li>Discount Request</li> <li>Service Complaint to Management</li> </ul>	Skills				
1.5 Possible problems are identified, anticipated and actions are taken to minimise the effect on customer dissatisfaction	Candidate able to state possible action / solutions for problems raised:	Task Management Skills  Transferable Skills  Contingency Skills	Indirect	Knowledge	Oral Questioning	List of Q&A Instructions to Assessor and Candidate

Performance Criteria	Outcomes (Assessment Criteria)	Dimensions of competency	Evidence requirement		Assessment	
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1.6 Opportunities to deliver additional levels of service beyond the customer's immediate request is recognised and acted upon	Candidate able to state action plan for customer requests that could be turned into opportunity to delight customer <ul style="list-style-type: none"> <li>• Repair service request</li> <li>• No stock situation</li> </ul>	Task Management Skills  Transferable Skills  Contingency Skills	Indirect	Knowledge	Oral Questioning	List of Q&A Instructions to Assessor and Candidate
1.7 Contact with customer is maintained until sale is completed	Maintained contact with customer by attending to customer questions / requests until a sale is completed.	Task Skills  Transferable Skills	Direct	Process	Role-Play	Role Play Scripts  Assessor Observation Checklist  Instructions for Actor and Candidate
1.8 Customer is sent off appropriately and courteously	Customer is thanked for purchase with "Thank you." or "Thank you for shopping" and appropriate smile . Customer is bid farewell with friendly	Task Skills  Transferable Skills	Direct	Process	Role-Play	Role Play Scripts  Assessor Observation

Performance Criteria	Outcomes (Assessment Criteria)	Dimensions of competency	Evidence requirement		Assessment	
			Forms	Types	Selected methods	Tools
according to store policy	tone of voice.					Checklist  Instructions for Actor and Candidate
1.9 Verbal and non-verbal communications are used to develop rapport with customers during service delivery	1.9a Appropriate service friendly words are used during contact with customers eg. Please, thank you,  1.9b Displayed positive body language eg. smile when appropriate, warm tone of voice, maintain eye contact appropriately during the service delivery  1.9c Listened attentively and respond accordingly eg. nod when in agreement,  1.9d Ask questions to clarify customer requirements	Task Skills  Transferable Skills	Direct	Process	Role-Play	Role Play Scripts  Assessor Observation Checklist  Instructions for Actor and Candidate