

# Customer Service Management

**SITSS00077 Customer Service Management**



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# Course overview

Get the best job not just a job! Our skill set is based on the Customer Service Management Skill Set. It is perfect to give you the skills and confidence you need to excel within the industry and in future career paths. We have tailored this skill set to focus on customer service management in a bar and food and beverage setting.

## Where you can Work

This course will enable participants to gain the skills and knowledge to work within:

- Cafes
- Restaurants
- Bars
- Hotels
- Fast Food

## Delivery and duration

This course is delivered via 5 consecutive face-to-face practical sessions and online self-paced learning. On average this course will take students 1 month to complete

This course covers the following units:

- SITXCCS015 Enhance customer service experiences
- SITXCCS016 Develop and manage quality customer service practices
- SITXCOM010 Manage conflict

The assessment model is a combination of:

- Observation of performance and simulated service
- Oral questioning
- Theory questions; including short answers, matching questions, multiple choice and case studies.

## Outcomes

This course will give students the skills and knowledge to:

- Bar service: wine, basic cocktails, mixed drinks, beer and non-alcoholic
- Wine knowledge
- Food & beverage service: 3 plate carrying and clearing, tray carrying
- Delivering service over 4 simulated service periods
- Providing quality customer service to a range of customers
- Tips to exceed customer expectations
- How to handle complaints and difficult situations
- Customer service policy & procedures



## Tuition Fees

Skills First Funding Concession	<b>\$20</b>
Skills First Funding	<b>\$100</b>
Fee for Service	<b>\$600</b>

Visit our webpage for full details on [fees and funding eligibility](#).



Day 1: 9am-4pm

- Enrolment
- Introduction to customer service
- F&B service skills
- Wine knowledge & tasting: white wine & sparkling
- Develop policies

Day 2: 9.30am-4pm

- Bar service
- Wine knowledge & tasting: reds & rose
- Customer service theory & role plays
- Service period - 1 course, a la carte

Day 3:

- Bar service
- Cocktails, beers, mixed drinks
- Customer service theory & role plays
- Service period - bar

Day 4: 9.30am-4pm

- F&B service skills
- Bar skills
- Service period - 2 courses, a la carte

Day 5: 9.30am-4pm

- Customer service theory & role plays
- Service period - bar
- Review and update policy & procedures
- COMPLETE!!



# Entry requirements & pathways

To complete this skill set students will need:

- Access to a computer and the internet
- Digital skills to complete online assessments, upload, use a point of sale
- Complete a language, literacy and numeracy assessment as part of enrolment to ensure they are capable of completing course requirements, ability to read and comprehend policies and procedures and menus

After completing this skill set students may wish to undertake another skill set such as "Espress Yourself" Espresso Machine Operation and or "The Full Serve" Certificate IV in Hospitality.

## Further Information

### Student Handbook

View our [student handbook](#) on our website for information about; your rights & obligations, fees, payment terms, cancellations, refunds, complaints and appeals, support services and much more.

### Recognition of Prior Learning (RPL)

You can ask for your relevant existing skills, qualifications and experience to be assessed and taken into account when your level of competency is being assessed. There will be a cost associated, refer to our statement of fees and charges. RPL is not covered by government funding.

### Credit Transfer (CT)

If you have previously completed any of the units that feature in your Serve It Up course, we can give you credit and you will not have to repeat the unit. There is no associated cost but you will need to complete a credit transfer application.

### Support Services

We have educational support services available to meet the needs of many different students. This includes specialists that can provide one-on-one support. If you think you require additional support please let us know at enrolment. Or, if during the course you find you need extra help, please talk to your trainer or the office and we will work with you to find the best support options.

### Referrals

Third parties may be used to refer students to this course. Registered third parties are listed on our webpage. Third parties cannot confirm enrolment or pre-training reviews or conduct any training or assessment; this is always completed by Serve It Up. If you would like to check their credentials or make a complaint please call the head office on 1300 555 748.

