



SITSS00078 – SKILL SET

Customer Service

Description

A set of skills to equip individuals to provide quality customer service when working in any sector of the tourism, travel and hospitality industry.

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of skills to communicate effectively with and provide quality service to both internal and external customers.

Students will be required to source and complete their work placement as part of this course.

Pathways Information

Achievement of these units provides credit towards qualifications in the SIT Tourism, Travel and Hospitality Training Package.

Target Group

This skill set is for those tourism, travel and hospitality industry frontline service personnel who deal directly with customers on a daily basis.

For more information on this skill set, visit: training.gov.au/Training/Details/CHCSS00133

Units of Competency

- SITXCCS014** Provide service to customers
- SITXCOM007** Show social and cultural sensitivity



Access this course through the Alffie app

