

Gateway Learning Resources

Community Recreation Customer Service

What will I learn?

This training resource is to help you understand the interactions between customers and yourself. You will look at what customer service goals your facility wants you to achieve and some simple skills and techniques to assist you in your customer service role.

Your role/job/position description, training manuals, and other procedural documents will state the *standards* for customer service at your facility.

This resource talks about customer service delivery – ‘*how*’ you do your job, which is a mixture of common sense, courtesy, and training in customer service delivery.

Imagine saying ‘Hi, welcome to Valley Recreation Centre with an upbeat voice, eye contact, open body language, a smile and tidy clothes.

Now imagine saying exactly the same thing while looking past the customer, with your arms folded, a monotone voice, a numb look, and your shirt hanging out. You get the picture. Customer service delivery is about *how* you do things.

There is a right way and a wrong way!

This resource gives you a sound understanding of customer service and how to provide great customer service.

The resource is set out in sections.

1. Who customers are and what they want
2. Recreation facility roles in meeting customer needs
3. Communicating in the workplace
4. Meeting and greeting customers – personal factors
5. Talking with others in person and on the phone
6. Meeting and greeting customers in person and on the phone
7. Analysing customers needs
8. Providing customer focused solutions
9. Communicating information in the facility
10. Guiding the facility on behalf of the customer
11. Participating in meetings and making decisions

What do I gain?

Once you have successfully completed the entire workbook, including having your on-job performance assessed by your supervisor, you will achieve the National Customer Service Award (which is a nationwide award for achievement in customer service situations registered on the National Qualifications Framework).

This award is made up of the unit standards in the table below:

Unit	Name	Level	Credit
56	Attend to customer enquiries face-to-face and on the telephone (v5)	1	2
57	Provide customer service in given situations (v5)	2	2
62	Maintain personal presentation in the workplace (v4)	2	2
376	Employ customer service techniques for differing customer behaviours (v4)	3	2
1277	Communicate information in a specified workplace (v4)	2	3
1304	Communicate with people from other cultures (v4)	2	2
9681	Participate in groups and/or teams to make decisions	3	3
10791	Participate in informal meetings (v2)	2	3
11097	Listen to gain information in an interactive situation (v1)	3	3

These units will be registered on your record of learning on the National Qualifications Framework.