



Australian Government

SIRCCCS001 Interact with pharmacy customers

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to community pharmacy customers. It requires the ability to greet and serve customers and cover a range of customer service enquiries including routine customer problems.

This unit applies to pharmacy assistants who work under supervision, with guidance from more experienced team members, and ultimately under the supervising pharmacist. They provide routine customer service and would not be expected to respond to complex customer requests or complaints.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Greet and interact with customers.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1.Prioritise customers over other workplace duties.
- 1.2.Greet customers in a polite and friendly manner within designated response times.
- 1.3.Communicate with customers clearly and concisely.
- 1.4.Question and actively listen to customer responses to determine their needs.
- 1.5.Identify and act on triggers for referral to a pharmacist or

- other pharmacy staff.
2. Respond to routine customer needs.
 - 2.1. Direct customers to key product areas within the pharmacy.
 - 2.2. Explain and match pharmacy products and services to customer needs.
 - 2.3. Use tact and discretion when collecting and providing information to customers.
 3. Work with others to deliver service.
 - 3.1. Follow directions of supervisors and managers to deliver quality service.
 - 3.2. Share information with others and contribute constructively to the team to maximise quality of service provided.
 - 3.3. Resolve routine customer problems according to scope of own job role and organisational policy.
 - 3.4. Refer service issues beyond scope of own job role to colleagues for action.
 - 3.5. Provide customer feedback to supervisors or managers.
 - 3.6. Recognise limits of own skills and knowledge in responding to customer needs and seek assistance from others.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>