



Australian Government

SITSS00077 Customer Service Management

Release 1

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Modification History

Not applicable.

Description

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

Pathways Information

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

Licensing/Regulatory Information

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

Skill Set Requirements

Unit code	Unit title
SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict

Target Group

This skill set is for those tourism, travel and hospitality industry personnel with frontline customer service skills who require customer service management skills.

Suggested words for Statement of Attainment

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of skills to manage the delivery of quality customer service in the tourism, travel and hospitality industry.