



'Simplicity at its best'

SISXCCS004 Provide quality service

67 Marks

Answer booklet

Information for teachers

VCAA Examinations can ask questions relating to ANY content within a Unit of Competency. It is important that students are across all elements. The best way to do this would be to create a checklist for all elements of the unit of competency which students can tick off as it is covered in their learning program.

About this assessment

This assessment has been created to be an integrated assessment piece that provides both the required marking scale for your school based assessment and grading of your class along with the RTO requirements to be deemed satisfactory for each question.

Each question in this assessment has been mapped back to the unit of competency which has been indicated under the allocated marks for each question, by using the below key:

Where does it come from? – Knowledge Evidence

Where does it come from? – Performance Evidence

Where does it come from? – Performance Criteria 4.1

1. List two techniques you can use to establish rapport with a client during a face-to-face interaction.

Teacher discretion advised. Student responses may include but are not limited to:

1. **Maintain eye contact:** This shows the client that you are engaged and interested in what they are saying.
2. **Use a friendly tone:** Speaking in a warm and welcoming manner helps to make the client feel comfortable and valued.

School based result - 2 Marks
Where does it come from? – Performance Criteria 1.1

2. Explain how you would use active questioning to identify and confirm a client's needs, preferences, and expectations in a fitness consultation.

Teacher discretion advised. Student responses may include but are not limited to:

1. **Open-Ended Questions:** Ask open-ended questions such as, "What are your fitness goals?" or "Can you describe your current workout routine?" This encourages clients to provide detailed responses.
or
2. **Follow-Up Questions:** Based on the client's initial responses, ask follow-up questions like, "What specific outcomes are you hoping to achieve?" or "How often are you able to work out each week?"

School based result - 2 Marks
Where does it come from? – Performance Criteria 1.2

3. Brenton has arrived the customer service desk at the Meadow Dunes Aquatic and Community Recreation centre asking for advice on exercise classes. Brenton has described that he has extremely poor joint stability and cannot complete high intensity workouts due to this condition. Identify and describe an activity that can match his needs and preferences.

Teacher discretion advised. Student responses may include but are not limited to:

1. **Water Aerobics Classes:** These classes are low-impact and can help improve joint stability without putting excessive stress on the joints. The buoyancy of the water supports the body, reducing the risk of injury and allowing for a full range of motion exercises.

Or
2. **Yoga Classes:** Gentle yoga classes focusing on stretching and balance can help strengthen the muscles around the joints and improve stability. Classes that emphasise slow, controlled movements and poses can be particularly beneficial.

School based result - 3 Marks
Where does it come from? – Performance Criteria 1. 3

4. You are currently undertaking a work experience placement at Meadow Dunes Aquatic and Community Recreation Centre, in the fitness centre. On your third day as a receptionist, John a new member, has asked about a personalised strength program as he has recently recovered from a knee injury and is looking to build strength and improve his fitness without risking further injury. John is also interested in low impact exercise as it normally brings a social benefit like meeting new people. He has a flexible schedule but prefers morning activities.

- a. Identify two key pieces of information about John's needs that will help you recommend appropriate programs and services.

Teacher discretion advised. Student responses may include but are not limited to:

- John has recently recovered from a knee injury and needs low-impact activities to avoid further injury.
- John prefers morning activities.

School based result - 3 Marks
Where does it come from? – Performance Criteria 1. 2

- b. Explain how you would actively engage with John to explain the features and benefits of a low-impact exercise program.

Teacher discretion advised. Student responses may include but are not limited to:

I would discuss by using active listening the benefits of the program, such as improved strength and flexibility, and how it can help prevent further injuries. I would also mention the social aspect of the class, emphasizing opportunities to meet new people.

School based result - 2 Marks
Where does it come from? – Performance Criteria 1. 4

- c. John has requested a personalised program to reach his goals and continue to recover from his operation. Explain and justify how you would address his needs and expectations.

Teacher discretion advised. Student responses may include but are not limited to:

As a receptionist, I would first listen attentively to John's description of his fitness goals and recovery needs, asking clarifying questions to ensure I have a complete understanding of his requirements. I would then inform John about the various low-impact services we offer, such as water aerobics. Recognising my limitations, I would refer John to a personal trainer by notifying my supervisor and arranging an appointment for him.

School based result - 3 Marks
Where does it come from? – Performance Criteria 1.5

5. What are two different types of customers or client needs and requests that you may encounter in the Sport and Recreation industry?

Teacher discretion advised. Student responses may include but are not limited to:

This time allows staff to greet new members and provide an orientation to the facility and the session. It also ensures that any questions or concerns the member might have can be addressed before the session begins, making the experience more comfortable and less stressful.

School based result - 2 Marks
Where does it come from? – Performance Criteria 2.1

6. Complete the following statements below:

Expectations	are what a person perceives they will achieve from participating in the session
Preferences	relate to what a person likes over another
Needs	are something that are necessary

School based result - 3 Marks
Where does it come from? – Performance Criteria 2.2

7. Will has serviced the scooters for the day, while Sam has placed them with helmets out front for customers to collect. Leigh, another staff member, oversees the online booking system and has informed the front office staff of an error: scooters were booked without available stock. Mary and Clint enter the bike shop to collect their pre-booked electronic scooters. Clint, ahead of Mary in line, takes the last available scooter. Mary overhears Teddy, the administration staff member, explaining the situation to Clint and how fortunate he is. Mary becomes visibly upset and approaches the front desk to speak with Teddy. Identify and explain who Teddy should escalate Mary's complaint to in order to ensure it is resolved.

Teacher discretion advised. Student responses may include but are not limited to:

To resolve Mary's complaint effectively, Teddy should pass the complaint onto Leigh, the staff member who oversees the online booking system. Leigh is responsible for the online booking system, which is where the error occurred allowing scooters to be hired without available stock.

School based result - 3 Marks
Where does it come from? – Performance Criteria 3.3

8. When starting a new job role, identify where you find the complaint handling procedure for your workplace?

Teacher discretion advised. Student responses may include but are not limited to:

- Workplace policies and procedures manual
- Supervisor
- Internal training

School based result - 1 Mark
Where does it come from? – Knowledge Evidence

9. Personal appearance is important when dealing with customers and this includes, clothing, grooming and hygiene. Why?

Teacher discretion advised. Student responses may include but are not limited to:

Personal presentation is very important when dealing with clients and customers. It sets the tone for the organisation and demonstrates to customers your enthusiasm for your job.

It allows customers and clients to have an initial positive experience and view of the organisation.

Many organisations have policies about employee dress codes, which may include a standard uniform and regulations about facial piercings and hairstyles. The dress code usually relates to the nature of the workplace and employees' main duties.

School based result - 2 Marks
Where does it come from? – Knowledge Evidence

10. Consumer rights are protected through the Australian law and Fair-Trading ACT 2012. Explain how these laws protect consumers and provide an example to highlight this point.

Teacher discretion advised. Student responses may include but are not limited to:

These laws ensure that consumers are not misled or provided with faulty products. It also ensures that consumers are given the appropriate refunds, repairs and compensation when required if a product or service was not as it should be. An example would be if a customer purchased a basketball that had a small puncture in it, they could return this with the receipt to get a refund or replace the ball.

School based result - 4 Marks
Where does it come from? – Knowledge Evidence

11. Tom has organised a group bike ride for Rebecca's birthday party. The company described the cycling package as including use of Giant Hybrid Bikes to excel their experience. Tom has been contacted by the company to explain they are now using TREK Hybrid Bikes due to a manufactures recall.

a. Describe how the company has met their responsibilities to the consumer.

Teacher discretion advised. Student responses may include but are not limited to:

The company is required to ensure that Tom can use the described bike or a suitable substitute as a replacement under Consumer Law. As the bikes are the same type and just a different brand they have met this requirement and ensured that customer has not been misled.

School based result - 3 Marks
Where does it come from? – Knowledge Evidence

b. Provide an example below where Tom would be eligible for a refund from the company.

Teacher discretion advised. Student responses may include but are not limited to:

The company has replaced the Giant Hybrid Bike with electronic scooters.

School based result - 1 Mark
Where does it come from? – Knowledge Evidence

12. Describe how you can build quality client service through building a rapport with your customers?

Teacher discretion advised. Student responses may include but are not limited to:

Building rapport with customers is extremely important for repeat business. You can build rapport through effective communication, paying attention and responding thoughtfully. This makes conversations positive and creates a good connection between people.

School based result - 2 Marks
Where does it come from? – Knowledge Evidence

13. Positive communication has many aspects that ensures a positive experience for customers when dealing with a business. For the below principles and practices, provide a brief explanation for each.

Teacher discretion advised. Student responses may include but are not limited to:

Professionalism

Be professional in your behaviour. Dress appropriately, act respectfully, and be knowledgeable about what you're doing.

Empathy

Try to understand how others feel. If someone is having a problem, show that you care and want to help.

Non-Verbal Communication

Pay attention to your body language and facial expressions. A smile or friendly gesture can go a long way in positive communication.

School based result - 3 Marks
Where does it come from? – Knowledge Evidence

14. A technique for effective communication is open and closed questioning. Describe the difference between these 2 different techniques and provide an example for each which highlight this.

Teacher discretion advised. Student responses may include but are not limited to:

Open questions are designed to encourage detailed and expansive responses whilst closed questions are designed to elicit specific, often one-word or short responses. Asking a question like "How would you describe your experience with our product?" is an example of a open ended question compared with "Did you receive the package?" which is a close ended question.

School based result - 3 Marks
Where does it come from? – Knowledge Evidence

15. Paraphrasing is a useful skill to use to ensure effective communication takes place when needed with customers. Below is a phrase that has been spoken to you by a customer, you are required to use your paraphrasing skills to create an appropriate response.

"I keep getting transferred from one department to another, and it's frustrating."

Teacher discretion advised. Student responses may include but are not limited to:

"It sounds like you've been bounced around between departments, and I can see how that would be frustrating. I'm here to assist you directly. What can I help you with?"

School based result - 2 Marks
Where does it come from? – Knowledge Evidence

16. Define Active Listening.

Teacher discretion advised. Student responses may include but are not limited to:

Active listening is a communication technique where the listener fully focuses, understands, and engages with the speaker to comprehend their message.

School based result - 2 Marks
Where does it come from? – Knowledge Evidence

17. Karen has approached the reception area of Meadow Dunes Aquatic and Recreation Centre with a dissatisfied look upon her face. She has been asked to leave the workout room as she has not brought her gym towel for the spin class. All participants have been told to bring a towel to ensure that hygienic practices are followed. There are 3 signs leading into the room along with visual reminders on all of the TV screens in the facility. She wants to raise a complaint against Tom (the instructor) about this.

Explain how would you deal with this situation and ensure that Karen feels comfortable with the outcome.

Teacher discretion advised. Student responses may include but are not limited to:

I would listen to Karen's issues through active listening and allow Karen to explain her situation. Karen may be feeling embarrassed at being asked to leave the class.

I would take down her details of the incident and pass this onto my supervisor. I would ensure that this complaint was followed up and Karen was contacted after the incident.

I would also offer Karen a complimentary towel to use during the session to allow her to complete this and leave her feeling satisfied about the outcome of the situation.

School based result - 3 Marks

Where does it come from? – Performance Criteria 3

Where does it come from? – Knowledge Evidence

18. List 2 strategies that you could use to ensure effective communication for interacting with clients from diverse cultural backgrounds.

Explain how would deal with this situation and ensure that Karen feels comfortable with the outcome.

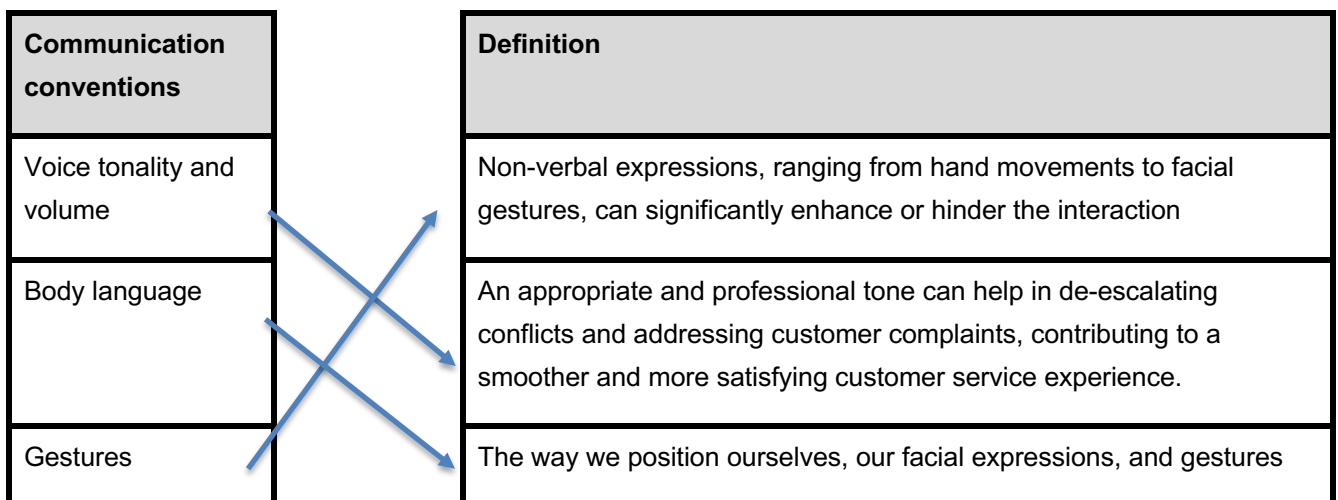
Teacher discretion advised. Student responses may include but are not limited to:

- Provide written information in multiple languages
- Use simple language

School based result - 2 Marks

Where does it come from? – Knowledge Evidence

19. Match together the examples below by drawing a line connecting the correct answers for delivering quality service in a face to face interaction:



School based result - 3 Marks

Where does it come from? – Knowledge Evidence

20. In the sports, aquatics and recreation industry what is the industry standard for response times to email enquiries and communication from businesses?

- 24 – 48 hours

School based result - 1 Mark
Where does it come from? – Knowledge Evidence

21. List 2 examples of online platforms that a business can have interactions with customers to provide quality service.

Teacher discretion advised. Student responses may include but are not limited to:

- Social media messaging
- Live Chat
- Community forums
- Online forms
- Webinars/Podcasts

School based result - 2 Marks
Where does it come from? – Knowledge Evidence

22. You have taken the below phone call from a customer:

You – Hello, thank you for calling Meadow Dunes Recreation Centre. How can I assist today.

Customer – I would like to cancel my membership as I do not use this.

You – I would be happy to help, if you log into your customer portal you will be able to cancel this in 2 steps as this is an online process.

Customer – I don't have access to the internet currently due to my current financial circumstances. Is there another way to cancel this today before the next payment cycle?

Describe your next step/s in this phone call to ensure that you are delivering a quality service:

Teacher discretion advised. Student responses may include but are not limited to:

I would ensure that I display empathy to the customers' circumstances.

I would take their contact details down and pass onto the correct person in the business to ensure that they can be contacted about their membership.

I would ensure that I followed up with the customer after our interaction to ensure that they were satisfied with the outcome and service provided.

School based result - 3 Marks
Where does it come from? – Knowledge Evidence

23. To work effectively with customers and clients, staff need the right attitudes and attributes. List 3 that are appropriate for the sport, aquatics and recreation sector.

Teacher discretion advised. Student responses may include but are not limited to:

- Friendly
- Patient
- Good interpersonal skills.
- Clear communication skills
- Problem solving

School based result - 3 Marks
Where does it come from? – Knowledge Evidence

24. Why do you think businesses put a large emphasis on personal presentation. Why is personal presentation important when dealing with customers?

Teacher discretion advised. Student responses may include but are not limited to:

Personal presentation is very important when dealing with clients and customers. It sets the tone for the organisation and demonstrates to customers your enthusiasm for your job.

Many organisations have policies about employee dress codes, which may include a standard uniform and regulations about facial piercings and hairstyles. The dress code usually relates to the nature of the workplace and employees' main duties.

School based result - 2 Marks
Where does it come from? – Knowledge Evidence

25. You have the role of a customer success officer and have received the below email from a client.

Subject: Inappropriate behaviour

Dear Fitness 24

I would like to report an incident in which one of your staff members made myself and my daughter extremely uncomfortable in your gym. On the morning of the 22nd of April, Mark your employee made a rude and crude comment about his activities on the weekend. This conversation was loud enough for a number of members to hear and the language used was highly inappropriate. I would like to lodge an official complaint about this. Who is the best person to speak with please?

Regards,

Robyn Jorge

- a. In your role as a customer success officer, you are tasked with replying to this email and then reporting this to you supervisor or an appropriate staff member in your organisation. Outline your email below.

Teacher discretion advised. Student responses may include but are not limited to:

Dear Robyn,

Thank you for bringing this matter to our attention. We sincerely apologise for the discomfort you and your daughter experienced due to our staff member's behaviour. This is not in line with our standards, and we take such incidents very seriously.

To address your complaint, I have passed this onto the appropriate staff member.

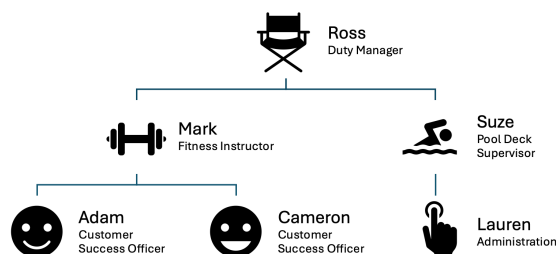
We appreciate your feedback and are committed to providing a positive and respectful environment for all our members.

Regards,

School based result - 2 Marks

Where does it come from? – Knowledge Evidence

- b. In the organisational chart, who is the best person to deal with this situation?



Ross is the appropriate person to handle this situation.

School based result - 1 Mark

Where does it come from? – Knowledge Evidence