



*'Simplicity at its best'*

## **SISXCCS004**

Provide quality service

### **SCHOOL ASSESSED COURSEWORK** *Question and answer booklet - 67 Marks*

#### **Materials supplied**

- Question and answer booklet

#### **Instructions**

- All written responses must be in English
- Ensure you complete the student agreement prior to beginning this task with your name
- Attempt all questions
- Students are permitted to bring into the SAC room: pens, pencils, highlighters, erasers, sharpeners, and rulers.
- Students are NOT permitted to bring into the SAC room: blank sheets of paper and/or white-out liquid/tape.
- No calculator is allowed in this SAC
- Clear water bottle is allowed
- Students are not permitted to bring mobile phones and/or any other unauthorised electronic devices into the SAC room.

*Recommended time allowance – 45 – 50 minutes (teachers discretion)*

**Student Name:** \_\_\_\_\_

**Student Signature:** \_\_\_\_\_

**Student USI:** \_\_\_\_\_

**How to achieve a satisfactory result:** Fully address the task or questions provided. Demonstrate clear understanding and include relevant details or examples. Use any feedback to improve future tasks.

In the following task, the student was assessed as;

**Satisfactory**

**Not Yet Satisfactory**

In the above unit, the student was assessed as;

**Competent**

**Not Yet Competent**

**Assessor Name:** \_\_\_\_\_

**Assessor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Any Assessor Comment**



**Instructions**

Answer all questions in the spaces provided. If you require more paper, please ask your teacher.

1. List two techniques you can use to establish rapport with a client during a face-to-face interaction and describe how these assist.

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

3. Brenton has arrived at the customer service desk at the Meadow Dunes Aquatic and Community Recreation Centre asking for advice on exercise classes. He has described that he has extremely poor joint stability and cannot complete high-intensity workouts due to this condition. Provide information about an available program, service, or the facilities suited to Brenton's identified requirements.

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**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



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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.

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

- 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.

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



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5. Emma has joined PilatesRU for the first time and has arrived 15 minutes prior to her session. Identify and explain a reason that the business requests all members attend 15 minutes prior to their first session.

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

6. Complete the following statements below:

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

**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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.

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**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



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

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**School based result - 1 Mark**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result – 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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.

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**School based result – 4 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



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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.

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**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 1 Mark**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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.

Professionalism:

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Empathy:

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Non-Verbal Communication:

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School based result - 3 Marks  
RTO Result - Satisfactory  Not Satisfactory

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.

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School based result - 3 Marks  
RTO Result - Satisfactory  Not Satisfactory

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."*

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School based result - 2 Marks  
RTO Result - Satisfactory  Not Satisfactory



## 'Simplicity at its best'

16. Define Active Listening.

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

Strategy 1: \_\_\_\_\_

Strategy 2: \_\_\_\_\_

**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



## 'Simplicity at its best'

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

| Communication conventions |
|---------------------------|
| Voice tonality and volume |
| Body language             |
| Gestures                  |

| Definition   |
|--|
| Non-verbal expressions, ranging from hand movements to facial gestures, can significantly enhance or hinder the interaction  |
| An appropriate and professional tone can help in de-escalating conflicts and addressing customer complaints, contributing to a smoother and more satisfying customer service experience. |
| The way we position ourselves, our facial expressions, and gestures  |

**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 1 Mark**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



## 'Simplicity at its best'

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:

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**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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.

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**School based result - 3 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**

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

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**School based result - 2 Marks**  
**RTO Result - Satisfactory**  **Not Satisfactory**



## *'Simplicity at its best'*

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

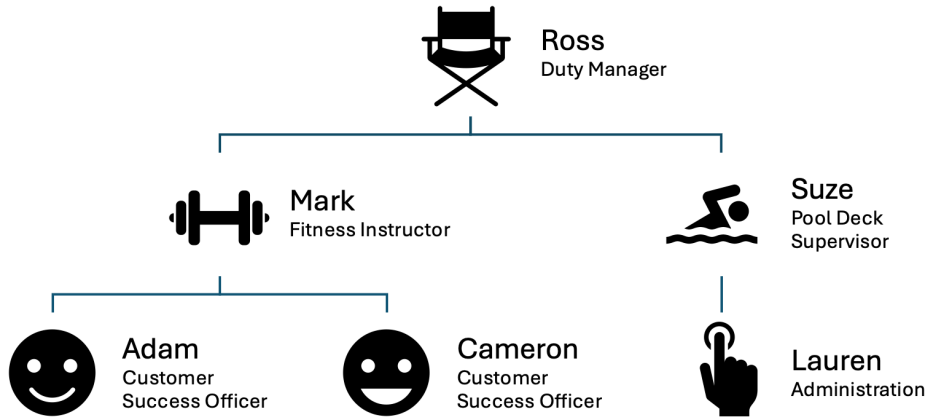
- a. In your role as a customer success officer you are tasked with replying to this email and then reporting this to you supervisor or an appropriate staff member in your organisation. Outline your email below.

**School based result - 2 Marks**  
RTO Result - Satisfactory  Not Satisfactory



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



School based result - 1 Mark  
RTO Result - Satisfactory  Not Satisfactory

SAC ENDS HERE  
WELL DONE  
PLEASE ENSURE ALL OVERLEAF PAGES ARE SIGNED AND DATED ACCORDINGLY

| FEEDBACK |      |
|----------|------|
|          |      |
| Score    | / 67 |