



'Simplicity at its best'

SISXCCS004 Provide quality service

Case studies and direct observation

TEACHER MARKING GUIDE

Suggested Answers can be found in red for case study. Teacher discretion is advised as answers may vary between students and their application of the content inside each scenario.



Case study 1

You are a customer service representative at a large fitness and recreation centre, Meadow Dunes Aquatic and Recreation. Your role involves interacting with clients face-to-face, over the phone, and through written media.

You handle client inquiries, provide information about services, and resolve complaints.

Scenario background

- The fitness club has a large open reception area and has small rooms off to the side where meetings can be held in private with clients
- The weekly timetable is available on the website, printed at the desk, posted on the notice board and played internally on video monitors for clients to view at their own discretion.
- The gym is running a promotion of 'Buy 6 personal training passes get 4 free' with this being the best promotion for customers as it includes a free consultation with a personal trainer.
- The gym also has 2 other promotions running in this period:
 - Premium personal training package - this package includes 12 one-hour sessions per month with a senior personal trainer, a personalised fitness plan, nutritional guidance, and access to exclusive fitness classes.
 - Basic personal training package - This package includes 4 one-hour sessions per month with a junior personal trainer, a basic fitness plan, and general nutritional tips.
- The Meadow Dunes Aquatic and Recreation has their policies and procedures listed on their website for all members to access.
- The Meadow Dunes Aquatic and Recreation Facility Cleaning Policy and Schedule is attached on the next page for reference.



Facility Cleaning Policy and Schedule

Policy Statement

Meadow Dunes is committed to maintaining a clean, safe, and hygienic environment for all workers, contractors, customers, and visitors. This policy outlines the procedures and responsibilities for cleaning and maintaining the facility, ensuring compliance with health and safety regulations.

Aims and Objectives

- Ensure all areas of the facility are clean and hygienic.
- Maintain high standards of cleanliness to prevent the spread of infectious diseases.
- Provide a safe and pleasant environment for all facility users.

Responsibilities

We will ensure that –

- **Management:** Ensure adequate resources for cleaning and maintenance, monitor compliance with cleaning schedules, and address any issues promptly.
- **Cleaning Staff:** Perform cleaning tasks as per the schedule and report any issues or damaged property.
- **All Staff and Users:** Maintain cleanliness in personal areas, report any spills, and adhere to hygiene practices

Cleaning Procedures

1. **General Cleaning:**
 - Daily cleaning of high-traffic areas such as reception, restrooms, locker rooms, and gym floors.
 - Weekly deep cleaning of all areas, including corners, under equipment, and behind fixtures.
 - Monthly cleaning of windows, light fixtures, and air vents.
2. **Specialized Cleaning:**
 - Immediate cleaning of any spills or contamination, particularly in areas like the swimming pool and gym.
 - Use of appropriate disinfectants for blood spills and other bodily fluids.
 - Regular cleaning and maintenance of equipment as per manufacturer's guidelines.
3. **Waste Management:**
 - Daily emptying of all trash bins and proper disposal of waste.
 - Recycling procedures in place for appropriate materials.
 - Safe disposal of hazardous waste, including sharps and cleaning chemicals.

Cleaning Schedule

Daily:

- **Reception Area:** Sweep, mop, and disinfect floors; clean surfaces and windows; empty trash bins.
- **Restrooms and Locker Rooms:** Clean and disinfect toilets, sinks, and showers; restock supplies; mop floors.
- **Gym Floor and Equipment:** Wipe down equipment with disinfectant; vacuum or mop floors; empty trash bins.



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Weekly:

- **Deep Cleaning:** All areas, including under and behind equipment, corners, and less accessible areas.
- **Windows and Light Fixtures:** Clean and polish.

Monthly:

- **Air Vents:** Clean to ensure proper ventilation and air quality.
- **Equipment Maintenance:** Inspect and clean all fitness equipment thoroughly.

Incident Reporting and Maintenance

- Any cleaning-related issues, such as spills, damage, or malfunctioning equipment, must be reported immediately to the duty manager or centre manager.
- Regular inspections to ensure compliance with the cleaning schedule and identify areas needing attention.

Compliance and Review

- The cleaning policy and schedule will be reviewed annually or as needed to ensure they meet current health and safety standards.
- Staff training on updated cleaning procedures and the importance of maintaining a clean environment will be conducted regularly.

Authorised By

Signed: Chief Executive Officer

Date: 01/01/2024



Face-to-Face Client Interaction 1

Client: Sarah, a new member of the facility

Scenario: Sarah approaches the front desk at 10 AM on a busy Monday morning. You, as the customer service representative, greet her warmly.

Sarah: Hi, I'm new here and I'd like to know more about the group fitness classes schedule. I saw some information on the website, but I'm hoping you can give me more details.

You: Good morning, Sarah! Welcome to Meadow Dunes Aquatic and Recreation Centre. I'd be happy to help you with the group fitness classes.

Students are required to role play the rest of the interaction and then complete the below reflective evidence.

Students are to submit (One student is to role play the client and one student to role-play the staff member)

List the steps taken:

Teacher discretion required; steps need to include the below:

- 1. Greeting the Client*
- 2. Providing Information*
- 3. Making Recommendations*
- 4. Ensuring Satisfaction*

How can you improve?

Teacher discretion required; each student will have a different improvement. Example provided below:

Send a follow-up email with additional information about the classes and trainers, including links to the schedule and promotions.

What was the client need in the scenario:

Sarah needed detailed information about the group fitness classes schedule to decide which classes to attend.

RTO Result - Satisfactory Not Satisfactory



Face-to-Face Client Interaction 2

Client: John, a long-time member of the facility.

Scenario: John approaches the front desk at 11 AM on a busy weekday morning. The reception area is bustling with activity as members check in and out, and a friendly receptionist, You, greets John with a warm smile.

John: Hi there. I'm thinking about joining the gym, but I'm not sure which personal training package would be the best fit for me. Can you help me out with some information?

You: Good morning, John! Welcome to Meadow Dunes Aquatic and Recreation Centre. I'd be happy to help you. We have a few different personal training packages available. Can you tell me a bit about your fitness goals and what you're looking for in a training program?

John: Sure. I'm looking to lose some weight and build muscle. I've never had a personal trainer before, so I'm not sure what to expect or which package would be best for me.

Students are required to role play the rest of the interaction and then complete the below reflective evidence.

Students are to submit (One student is to role play the client and one student to role-play the staff member)

List the steps taken:

Teacher discretion required; steps need to include the below:

- 1. Greeting the Client*
- 2. Identifying the Client's Needs*
- 3. Providing Information*
- 4. Making Recommendations*
- 5. Scheduling a Consultation*
- 6. Ensuring Satisfaction*

Which option was best for John's needs?

Teacher discretion required, each student will have a different opinion

Premium Personal Training Package because it provided the most level of support and an experienced trainer.

What was the client need in the scenario:

He sought recommendations to help him make an informed decision

List the features and benefits of each package that is offered by the organisation:

Promotion 1: 'Buy 6 personal training passes get 4 free' with this being the best promotion for new customers as it includes a free consultation with a personal trainer.

Promotion 2: Premium personal training package - this package includes 12 one-hour sessions per month with a senior personal trainer, a personalised fitness plan, nutritional guidance, and access to exclusive fitness classes.

Promotion 3: Basic personal training package - This package includes 4 one-hour sessions per month with a junior personal trainer, a basic fitness plan, and general nutritional tips.

RTO Result - Satisfactory Not Satisfactory



Client Complaint Interaction 1

Client: Emily

Scenario: Emily approaches the front desk at 5 PM on a busy weekday evening. The reception area is crowded with members checking in and out.

The receptionist, You, greets Emily with a professional demeanour despite her visible frustration.

Emily: (agitated) This is unacceptable! The locker rooms are filthy! I want to see the cleaning policies right now, and I demand to speak to someone in charge!

You: (calmly) I'm very sorry to hear that you're upset, Emily. We take cleanliness very seriously here at Meadow Dunes. Let's step into one of our private rooms so we can discuss this further without interruption.
(They move to a private room off to the side of the reception area)

You: Thank you for coming with me, Emily. I want to make sure we address your concerns properly. Could you please tell me more about the issues you've noticed in the locker rooms?

Emily: (still upset) They're disgusting! There's trash on the floor, the benches are dirty, and it smells awful. This has been going on for weeks now!

Students are required to role play the rest of the interaction and then complete the below reflective evidence.

Students are to submit (One student is to role play the client and one student to role-play the staff member)

List the steps taken:

Teacher discretion required; steps need to include the below:

- 1. De-escalation*
- 2. Listening to Concerns*
- 3. Providing Information on the policy to Emily*
- 4. Escalating the Issue*
- 5. Manager Interaction*
- 6. Immediate Action*

What was the client need in the scenario:

Emily needed the locker rooms to be clean and maintained to a high standard

RTO Result - Satisfactory Not Satisfactory



Case study Scenario 2

You are working at the Meadow Dunes Aquatic and Recreation centre in the Learn to Swim office as the booking liaison officer.

The facility is running at capacity with all classes currently full, due to a shortage of swim teachers.

Your role involves interacting with clients face-to-face, over the phone, and through written media. You handle client inquiries, provide information about services, and resolve complaints.

Scenario background

- The learn to swim office is a very small space off the side of the pool deck
- There is only room for 4 people in the space
- All classes are currently full for the next 2 weeks, but after this, new teachers are scheduled to start
- All parents have been told about the shortage of teachers through emails over the last 4 weeks and that in 2 weeks more classes will open up.
- Parents can log into the portal to view the upcoming availabilities of lessons, change lessons, postpone memberships and cancel their memberships.

(One student is to role play the parent and one student to role-play the booking liaison officer)



Face-to-Face Client Interaction 1

Client: Lisa, a parent that is extremely frustrated at the perceived lack of communication from the centre.

Scenario:

Lisa is extremely frustrated with what she perceives as a lack of communication from the Meadow Dunes Aquatic and Recreation Centre regarding her child's swim lessons.

She arrives at the centre at 6 PM on a busy evening, demanding an immediate change for her child's swim lesson. Lisa claims she did not receive the email notifications about the schedule changes and insists on a resolution without delay.

The Learn to Swim office is a small space off the side of the pool deck, accommodating only four people. All classes are currently full for the next two weeks, but new teachers are scheduled to start after this period.

Parents have been informed about the shortage of teachers via email over the past four weeks, and they can use the online portal to view lesson availability, change lessons, postpone memberships, or cancel memberships.

Lisa: (frustrated) I didn't get any of your emails about the swim lessons. I want to change my son's lesson now, no excuses! If you don't do it, I'll complain!

You: (calmly) I'm really sorry to hear you're frustrated, Lisa. I understand how important it is for your son to have his lessons. Unfortunately, all our classes are full for the next two weeks due to a shortage of teachers.

Lisa: (raising voice) That's not my problem! I didn't get your emails, and now I'm stuck. Change his lesson now!

You: I understand your frustration, Lisa. Let's step outside to a quieter area so we can discuss this more comfortably.

(They move to a quieter corner near the pool deck, away from the small, crowded office)

Students are required to role play the rest of the interaction and then complete the below reflective evidence.

Students should:

- ask open and closed questions and actively listen to prevent, defuse, and resolve interpersonal conflict.
- speak clearly and firmly in a polite, professional, and assertive manner with open and consistent body language.
- negotiate to defuse aggressive behaviour.
- estimate risk.
- diagnose and respond to interpersonal conflict situations.
- create a positive work environment.
- be objective, calm, and non-reactive in interpersonal conflict situations.



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Students are to submit (One student is to role play the client and one student to role-play the staff member)

List strategies you used in the meeting to deal with the interpersonal conflict.

Teacher discretion required; need to include two of the below:

*Active listening
De-escalation techniques
Clear and calm communication
Offering solutions
Empathy*

What was the trigger of the interpersonal conflict?

Teacher discretion required; answers can include:

Perceived poor communication

How did you resolve the conflict? List the steps and outcomes you took below:

Teacher discretion required; answers can include:

1. **Step 1: De-escalation and Relocation**
 - *Outcome: Reduced the emotional intensity of the situation and provided a more conducive environment for conversation.*
2. **Step 2: Listening and Understanding**
 - *Outcome: Established rapport and showed empathy, making Lisa feel heard and understood.*
3. **Step 3: Providing Information**
 - *Outcome: Provided clarity on why the issue occurred and what steps were being taken to address it.*
4. **Step 4: Offering Solutions**
 - *Outcome: Presented practical solutions to address her immediate concern and gave her control over the situation.*
5. **Step 5: Apology and Empathy**
 - *Outcome: Helped to sooth Lisa's frustration by acknowledging the issue and showing genuine concern.*
6. **Step 6: Follow-Up Commitment**
 - *Outcome: Built trust and assured Lisa that her issue was being taken seriously and would be resolved promptly.*

How did you gain feedback on your performance?

Teacher discretion required; answers can include:

Follow up survey or phone call

What was the client need in the scenario:

Teacher discretion required; answers can include:

Lisa needed an immediate change for her son's swim lesson.

RTO Result - Satisfactory Not Satisfactory



Telephone Client Interaction

Client: Tom, a parent

Scenario: Tom is a parent who calls Meadow Dunes Aquatic and Recreation Centre to inquire about the availability of swim classes for his child. The facility is currently experiencing a high demand for swim classes, with all classes fully booked for the next two weeks due to a shortage of swim teachers.

New teachers are scheduled to start after this period, which will open more class slots. Parents have been informed about the teacher shortage and upcoming availability through emails over the past four weeks, and they can use the online portal to view lesson availability, change lessons, postpone memberships, or cancel memberships. Tom calls the Learn to Swim office at 3 PM on a busy weekday afternoon. The receptionist, You, answers the call professionally.

You: Good afternoon, Meadow Dunes Aquatic and Recreation Centre. This is Alex speaking. How can I help you today?

Tom: Hi Alex, this is Tom. I'm calling to find out about the availability of swim classes for my child. We'd like to get him started as soon as possible.

You: Hi Tom, thanks for reaching out. We're excited to hear that you're interested in our swim classes. Currently, all our classes are fully booked for the next two weeks due to a shortage of swim teachers. However, we have new teachers starting soon, and more class slots will be available then.

Tom: Oh, that's disappointing. Is there any way to get him into a class sooner?

Students are required to role play the rest of the interaction and then complete the below reflective evidence.

Students are to submit (One student is to role play the client and one student to role-play the staff member)

Dialogue of phone call:

Teacher discretion required; answers can include:

You: *I understand, Tom. The demand has been really high, and we're doing our best to accommodate everyone. What I can do is put your child on a priority waitlist. If there are any cancellations, you'll be the first to know. Additionally, you can check our online portal regularly for any updates on class availability.*

Tom: *How do I access the online portal?*

You: *It's very straightforward. I can walk you through it right now. You'll need to log in with your account details. Once logged in, you can view all upcoming availabilities, change lessons, postpone memberships, and even cancel memberships if needed. Would you like me to send you the link and instructions via email?*

Tom: *Yes, please. That would be very helpful.*

You: *Great, I'll send that over to you right away. Also, I'll personally check the system daily and notify you immediately if a spot opens. We're committed to finding a solution that works for you.*

Tom: *Thanks, Alex. I appreciate that. It's just frustrating to have to wait.*

You: *I completely understand, Tom. We value your patience and support. Our goal is to provide the best experience for you and your child. If you have any further questions or need assistance, please don't hesitate to call me directly. I'll be your point of contact throughout this process.*

Tom: *Thanks, Alex. I'll keep an eye out for your email.*



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You: *You're welcome, Tom. I'll send the email right now, and I'll be in touch as soon as I have any updates. Have a great day!*

What was the client need in the scenario:

Teacher discretion required; answers can include:

Tom needed to know the current availability of swim classes for his child and when the next available slots would open.

RTO Result - Satisfactory Not Satisfactory



Written media Interaction

Client: Emily, a parent

Scenario: Emily, a parent, sends an email to the Meadow Dunes Aquatic and Recreation Centre requesting to change her child's swim lesson time.

The centre is experiencing a high demand for swim classes, and all classes are fully booked for the next two weeks due to a shortage of swim teachers.

New teachers are scheduled to start after this period, which will open up more class slots. Parents have been informed about the teacher shortage and upcoming availability through emails over the past four weeks, and they can use the online portal to view lesson availability, change lessons, postpone memberships, or cancel memberships.

Emily sends an email to the Learn to Swim office. The receptionist, You, receives the email and prepares a response.

Students are to submit (One student is to role play the client and one student to role-play the staff member)

Email from Emily:

Subject: Change of Swim Lesson Time

Dear Meadow Dunes Team,

I hope this email finds you well. I am writing to request a change in my child's swim lesson time. Due to a change in our schedule, the current lesson time no longer works for us. Could you please let me know if there are any available slots at different times? We would prefer a time slot in the late afternoon or early evening.

Thank you for your assistance.

Best regards,
Emily

Construct your email below or provide a screen shot of an email addressed to Emily.

Teacher discretion required; answers can include:

Subject: Re: Change of Swim Lesson Time

Dear Emily,

Thank you for reaching out to us. We understand that schedules can change and appreciate your need to find a more suitable swim lesson time for your child.

Currently, due to a high demand for our swim classes and a temporary shortage of swim teachers, all our classes are fully booked for the next two weeks. However, we have new teachers starting soon, and more class slots will be available after this period.

Here are the steps we can take to assist you:

- 1. **Priority Waitlist:** We can place your child on a priority waitlist for the next available slot in the late afternoon or early evening. If a spot opens due to a cancellation, you will be notified immediately.*
- 2. **Online Portal:** You can check the availability of upcoming lessons and make changes directly through our online portal. Here is the link to the portal: [Portal Link]. If you need assistance with accessing or using the portal, please let me know, and I will be happy to guide you through the process.*



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- 3. Upcoming Availability:** *In two weeks, with the arrival of new teachers, we will have additional slots available. I will keep an eye on the schedule and inform you as soon as a suitable time becomes available.*

We apologise for any inconvenience this may cause and appreciate your understanding. If you have any further questions or need immediate assistance, please do not hesitate to contact me directly.

Best regards,

*Learn to Swim Office
Meadow Dunes Aquatic and Recreation Centre*

What was the client need in the scenario:

Emily needed to change her child's swim lesson time to a more suitable slot due to a change in their schedule

RTO Result - Satisfactory Not Satisfactory