Lexis English

Customer Service Option – Interact with Customers SITXCCS003

Lesson	Element	Performance Criteria	Resources	Evidence
1 & 2	1.2	Greeting Customers C-W write greetings/scripts 3 options Perform role play S-S and T-S feedback	Field visit to shops – observations + notes	Smile Eye contact Greeting Role play Record speaking
3	1.2	Greeting Customers W-C Multiple customers 1W	Common Phrases	Approach Volume/tone/direction Level of formality Eye Contact
4	1.1	Prioritising Customers types of customers external/internal new and repeat customers/ visitors	Powerpoint + observations Restaurant scenarios	Writing
5 & 6	1.1	Prioritising customers Acknowledge-Ask-Stop-Listen-Help-Return to task Role Play	Menus/ Shop Observations	Different scenarios Problem Solving Observing
7 - 9	1.3	Communicate with customers active listening staying positive tone of voice keeping customers informed be aware of using jargon	Menus/Shop Observations	Different scenarios Role plays
10 & 11	1.4	Explain & Match products Q techniques open vs. closed Q Giving specific information/ using brochures/menus	Travel Agent Visit/Visitor Information Field Observations	Observation Different scenarios Role plays
12 & 13	1.4	Explaining price availability product benefits and specifications	Day trips booking Field Observations	Observation Role Play
14 & 15	2.2	Follow directions & carry out instructions – asking for clarification	1 hour Work Experience Lexis Koala Café (pop-up café)	Possible Work Experience
16 & 17	2.1	Identify limitations and seek assistance due to lack of skills/resources/time/authority	Powerpoint Role Play	Role Play
18-19	2.3 & 2.4	Resolve customer problems & service issues escalation	Role Plays restaurant/hotel reception Video clips	Video clips/Role Plays
20	F2	Writing skills – record simple notes and basic information	Food tasting Local menus	Writing a menu description and describing food
21	F1 & F2	Reading skills - interpret information and writing skills	Reservations – record customer requests and interpret room/table plans	Recording menu orders Using abbreviations