

Title	Contribute to the provision of positive alpine resort guest experiences		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to contribute to the provision of positive alpine resort guest experiences.
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Classification	Snowsport > Alpine Resort Operations
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Available grade	Achieved
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Guidance Information

- 1 All learning and assessment towards this unit standard must be carried out in accordance with the following:
 - Relevant legislation including the Health and Safety at Work Act 2015, Accident Compensation Act 2001, Fair Trading Act 1986, Consumer Guarantees Act 1993, Privacy Act 2020, and the Human Rights Act 1993, and subsequent amendments and associated regulations;
 - Alpine industry codes including *Snow Safety Code* and *Outdoor Safety Code*; (available at <http://www.mountainsafety.org.nz>);
 - Organisational policies and procedures including Emergency Action Plans (EAPs), Standard Operating Procedures (SOPs), and the use of personal protective equipment.
- 2 Definitions

Alpine resort refers to alpine areas that are established primarily for the provision of snowsport and associated snow activities. Some alpine resorts may also provide summer operations for activities such as mountain biking, walking and guest visits. *Organisational or alpine resort policy and procedures* are instructions to staff that may be documented and available for reference at each alpine resort in the form of an operations manual and/or policy and procedures manual.
- 3 For assessment purposes:

The candidate must be assessed while undertaking an alpine resort role under supervision. Evidence must be gathered over a sustained period of time (usually 3-6 weeks) to enable reflection, evaluation and ongoing development within the role.

Outcomes and performance criteria

Outcome 1

Contribute to the provision of positive alpine resort guest experiences.

Performance criteria

- 1.1 Describe the alpine resort's services to guests.
- 1.2 Identify common guest profile and demographics and meet their varied needs consistently within an alpine resort role.
- 1.3 Apply effective communication skills to ensure positive customer interactions with people of diverse cultures, ages and abilities.
- 1.4 Demonstrate clear and appropriate communication within and across teams in an alpine resort operation.
- 1.5 Reflect on customer service provision, and make improvements in own practice.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 April 2016	31 December 2022
Review	2	25 March 2021	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Skills Active Aotearoa info@skillsactive.org.nz if you wish to suggest changes to the content of this unit standard.