

<b>Title</b>	<b>Provide customer service in a delicatessen</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to provide customer service in a delicatessen.
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<b>Classification</b>	Retail, Distribution, and Sales > Retail Delicatessen
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to – Food Hygiene Regulations 1974, Food Act 2014, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995, Consumer Guarantees Act 1993, Fair Trading Act 1986, Human Rights Act 1993.
- 2 Definition  
*Workplace procedures* refers to the applicable procedures found in the following – workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- 3 Recommended knowledge and skills: Unit 11941, *Establish and maintain positive customer service interactions in a retail environment*; Unit 15962, *Demonstrate knowledge of characteristics and uses of delicatessen products*; and Unit 15963, *Demonstrate knowledge of handling and storage of delicatessen products*.
- 4 All tasks are to be carried out in accordance with workplace procedures, the organisation being the enterprise carrying out the work, or delivering the service.
- 5 Evidence is required for serving three customers in the delicatessen.

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### Outcomes and performance criteria

#### Outcome 1

Provide customer service in a delicatessen.

**Performance criteria****1.1 Customers are managed.**

Range may include but is not limited to – promptness, acknowledgement, greeting, attention, prioritising of customers waiting to be served, explanation of procedures, recognition of customer's personal situations.

**1.2 Customer requirements are identified.**

Range may include but are not limited to – speed of service; hygiene; use, product information; quality; quantity; category; range; packaging; budget; ethnic, religious, disability, dietary requirements; ease of preparation; presentation.

**1.3 Response to customer is provided accurately in accordance with their requirements.**

Range may include but is not limited to – product, ingredients, quantity, quality, handling, origin, packaging, use, recipes, storage.

**1.4 Personal and workplace safety and hygiene practices are maintained.****1.5 Customer special requests are satisfied.**

Range may include but are not limited to – orders; alternative product, preparation and packaging; product to taste or try; additional product; ethnic, religious, disability, dietary requirements; specialist product or usage information; information not available within the delicatessen; evidence is required for meeting four special requests.

**1.6 Product is provided in accordance with customer requirements.**

Range includes but is not limited to – product packaging, product presentation, product labelling.

**1.7 Add-on sales are offered.**

Range may include but is not limited to – complementary products, additional products, products outside the delicatessen area.

**1.8 Enquiries which require follow-up action are identified, recorded and actioned.**

Range may include but is not limited to – orders, information requests, complaints, new lines.

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<b>Planned review date</b>	31 December 2027
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	30 July 1999	31 December 2018
Review	2	21 February 2005	31 December 2018
Review	3	8 December 2016	31 December 2024
Review	4	2 March 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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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 Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.