

<b>Title</b>	<b>Supervise customer service and deal with customer complaints in a casino gaming machine area</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to, in a casino gaming machine area: supervise customer service, and deal with customer complaints.</p> <p>This unit standard is intended for employees at a supervisory level.</p>
----------------	---

<b>Classification</b>	Tourism > Casino Gaming
-----------------------	-------------------------

<b>Available grade</b>	Achieved
------------------------	----------

<b>Prerequisites</b>	To undertake this unit standard, people must meet the minimum age requirement for entry into a casino.
----------------------	--

---

## Guidance Information

- 1 Definition**

*Industry procedures* refer to all workplace requirements in operation in casinos. These may include, but are not limited to, relevant statutory and regulatory requirements, minimum operating standards, Gazetted Rules, licence conditions, and procedures described in training courses for the conduct of games, as approved by the Department of Internal Affairs or the Gambling Commission. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include quality assurance, documentation, security, communications, health and safety, and personal behaviour.
- 2** The Gambling Act 2003 is the main piece of legislation relevant to this unit standard, together with any associated legislation and/or regulations, including but not limited to the Anti-Money Laundering and Countering Financing of Terrorism Amendment Act 2017, and their subsequent amendments.
- 3** *Gaming machines* are also known as slots.

---

## Outcomes and performance criteria

### Outcome 1

Supervise customer service in a casino gaming machine area.

**Performance criteria**

- 1.1 Service times are supervised to ensure customers' requirements are met in accordance with industry procedures.
- 1.2 Customer reward schemes are monitored, and any irregularities are addressed in accordance with industry procedures.
- 1.3 Information provided to customers by staff on gaming machine features is supervised in terms of accuracy and clarity of explanation.

**Outcome 2**

Deal with customer complaints in a casino gaming machine area.

**Performance criteria**

- 2.1 Customer complaints are investigated to determine their cause.
- Range complaints may include but are not limited to – short pays, money placed into machine not registering, fluctuation of power, machinery malfunction, misinterpretation of pay-tables, fraudulent claims.
- 2.2 Customer complaints are actioned in accordance with industry procedures.

<b>Planned review date</b>	31 December 2023
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	26 September 2001	N/A
Review	2	12 December 2008	N/A
Revision and Rollover	3	1 November 2018	N/A
Revision and Rollover	4	29 July 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.