

<b>Title</b>	<b>Demonstrate knowledge of and respond to customer complaints in a tourism workplace</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate knowledge of customer complaints in a tourism workplace, and respond to customer complaints in a tourism workplace.
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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	Achieved
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## Guidance Information

- Definitions**  
*Complaint* refers to dissatisfaction with a product and/or service.  
*Tourism workplace* refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.  
*Tourism workplace policies and procedures* refer to documented instructions about workplace expectations, these must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- Customer complaints may be face-to-face, over the telephone, by email or internet, and/or in written form.
- This unit standard may be assessed against in a tourism workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.
- Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of customer complaints in a tourism workplace.

**Performance criteria**

- 1.1 Types of customer complaints are identified and described in terms of those received by a tourism workplace.
- Range evidence is required for three different complaints.
- 1.2 Methods of responding to customer complaints are identified and described in accordance with tourism workplace policies and procedures.
- Range complaints within personal authority, complaints outside personal authority.
- 1.3 Possible outcomes resulting from the different methods of responding to customer complaints are identified and described in terms of impacts on a tourism workplace.
- Range negative outcome, positive outcome.

**Outcome 2**

Respond to customer complaints in a tourism workplace.

Range two different customer complaints.

**Performance criteria**

- 2.1 The customer and their complaint are acknowledged in accordance with tourism workplace policies and procedures.
- 2.2 Details of the complaint are obtained and recorded in accordance with tourism workplace policies and procedures.
- 2.3 The cause of the complaint is summarised to the customer and the complaint resolution process is explained in accordance with tourism workplace policies and procedures.
- 2.4 Complaint is handled in accordance with tourism workplace policies and procedures.
- Range complaint within the trainee's personal authority, complaint outside the trainee's personal authority.
- 2.5 Information regarding the complaint resolution process is recorded in accordance with tourism workplace policies and procedures.
- 2.6 Follow-up action is carried out in accordance with tourism workplace policies and procedures.
- Range follow-up action includes – checking the customer is satisfied or a debrief with the manager.

<b>Replacement information</b>	This unit standard replaced unit standard 18209.
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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	16 July 2010	31 December 2018
Review	2	16 March 2017	31 December 2024
Review	3	27 April 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.