

Title	Provide customer service in a delicatessen		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to provide customer service in a delicatessen.
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Classification	Retail, Distribution, and Sales > Retail Delicatessen
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Available grade	Achieved
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Entry information	
Recommended knowledge and skills	Unit 11941, <i>Establish and maintain positive customer service interactions in a retail environment</i> ; Unit 15962, <i>Demonstrate knowledge of characteristics and uses of delicatessen products</i> ; and Unit 15963, <i>Demonstrate knowledge of handling and storage of delicatessen products</i> .

Explanatory notes

- 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
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; Government and local body legislation.
- 3 All tasks are to be carried out in accordance with organisational procedures, the organisation being the enterprise carrying out the work, or delivering the service.
- 4 Evidence is required for serving three customers in the delicatessen.

Outcomes and evidence requirements

Outcome 1

Provide customer service in a delicatessen.

Evidence requirements

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 requirements 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 Information provided in response to customer inquiry is accurate, and meets customer 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 special requests 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 of 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.

Planned review date	31 December 2021
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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	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.