

Title	Deal with customer complaints in the travel industry		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to deal with customer complaints in the travel industry.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

1 Definitions

Complaint refers to dissatisfaction with a product and/or service.

Customer refers to the person making the complaint. For example, the retail travel consultant's customer is the consumer, and the wholesale travel consultant's customer is the retail travel consultant.

Suppliers, in the context of this unit standard, may include wholesalers, general sales agents and/or direct suppliers.

Travel industry workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

- 2 Evidence is required for the completion of two complaints; it is essential that one of the complaints must be an actual customer complaint in a travel industry workplace, the other may be demonstrated under simulated conditions.
- 3 This unit standard is intended for those people working in retail travel and wholesale travel. Retail travel covers both leisure and corporate, wholesale travel covers both inbound and outbound and may include travel consolidation.
- 4 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard. Legislation relevant to this unit standard may include but is not limited to – Commerce Act 1986, Consumer Guarantees Act 1993, Contract and Commercial Law Act 2017, Employment Relations Act 2000, Fair Trading Act 1986, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 1993.
- 5 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

Outcomes and performance criteria

Outcome 1

Deal with customer complaints in the travel industry.

Performance criteria

- 1.1 The complaint is received, recorded, and acknowledged.
- 1.2 Any relevant records are located, and further information is obtained if necessary, to assist with investigating the source of the problem identified by the complaint.
- 1.3 The source of the problem resulting in the complaint is identified, and if possible, resolutions are determined.
- 1.4 Procedures for the resolution of complaints and timeframes are explained to the customer.
- 1.5 Any relevant suppliers are informed of the complaint and recommendations for resolutions, and improvements to avoid future complaints are made.
- 1.6 The response to the customer is relevant to and consistent with the resolution of the complaint, context, and situation.
- 1.7 Follow-up action is carried out.

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	16 July 2010	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference	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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.