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| Title | Demonstrate knowledge of and respond to customer complaints in a tourism workplace | | |
| Level | 3 | Credits | 4 |

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| Purpose | 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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| Classification | Tourism > Visitor Services |
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| Available grade | Achieved |
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Explanatory notes

- 1 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.
- 2 Customer complaints may be face-to-face, over the telephone, and/or in written form.
- 3 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.
- 4 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of customer complaints in a tourism workplace.

Evidence requirements

- 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.

Evidence requirements

- 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.

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| Replacement information | This unit standard replaced unit standard 18209. |
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| 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 | 16 July 2010 | 31 December 2018 |
| Review | 2 | 16 March 2017 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0078 |
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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, or an inter-institutional body with delegated authority for quality assurance, 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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.