

Title	Provide on-board customer services to passengers in a maritime environment		
Level	3	Credits	4

Purpose	<p>This unit standard is for senior cabin attendants working in the passenger services area of vessels moving passengers from one location to another.</p> <p>People credited with this unit standard are, in a maritime environment, able to: provide customer services to boarding passengers; maintain customer services for passengers; and provide customer services to disembarking passengers.</p>
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Classification	Maritime > Navigation and Seamanship
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes:
Health and Safety at Work Act 2015.
Maritime Transport Act 1994 and subsequent amendments.
- 2 Reference
Maritime Rules and advisory circulars. Available at <http://www.maritimenz.govt.nz>.
- 3 Definition
Workplace requirements refer to any policy, standard operation, procedure, or agreed requirement that is made known to the candidate prior to assessment against this unit standard.
- 4 Assessment information
 - a This unit standard must be assessed against in the workplace.
 - b All activities and evidence must be in accordance with workplace requirements.

Outcomes and performance criteria

Outcome 1

Provide customer services to boarding passengers in a maritime environment.

Performance criteria

- 1.1 Passengers are greeted as they board the vessel.
- Range requirements include but are not limited to – smile, polite, language, greeting, promptness.
- 1.2 Passengers are directed to service areas.
- Range directions may include but are not limited to – food service area, bar, entertainment area, safety briefing, retail area, seating area.
- 1.3 Passenger enquiries are actioned within timeframes appropriate to the situation and workplace environment.
- 1.4 Ability to maintain customer service levels to passengers when dealing with several demands at one time is demonstrated.

Outcome 2

Maintain customer services for passengers in a maritime environment.

Performance criteria

- 2.1 Customer services to passengers are provided within timeframes appropriate to the situation and workplace environment.
- 2.2 Personal behaviours and attitudes appropriate to the customer service experience are demonstrated.
- Range personal behaviours and attitudes include but are not limited to – confidence, enthusiasm, interest, polite, friendly, appropriate eye contact, positive body language.
- 2.3 Additional or alternative information provided to passengers provides potential added value to the passenger's experience and is consistent with the situation.
- 2.4 Customer services provided to passengers are consistent with any special needs of the passenger.
- Range special needs may include but are not limited to – age, language, culture, nationality, disability, dietary requirements.
- 2.5 Any difficult situations are dealt with.
- Range difficult situations may include but are not limited to – non-availability of products or services, angry or distressed passengers, passenger complaints, delays in service, adverse weather.
- 2.6 Passenger requirements are met to passenger's satisfaction or passenger is referred to more experienced staff.

Outcome 3

Provide customer services to disembarking passengers in a maritime environment.

Performance criteria

- 3.1 Passengers are advised of disembarkation procedures in a timely manner.
- 3.2 Passenger enquiries are actioned within timeframes appropriate to the situation and workplace environment.
- 3.3 Passengers are disembarked in a safe and timely manner.
- 3.4 Any passenger complaints are actioned.

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	21 January 2011	31 December 2022
Review	2	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference	0054
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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 Competenz qualifications@competenz.org.nz if you wish to suggest changes to the content of this unit standard.