

Title	Interact with customers in a service delivery context		
Level	2	Credits	2

Purpose	<p>This unit standard is for people training to work in the service sector.</p> <p>People credited with this unit standard are able to interact with customers in a service delivery context.</p>
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Classification	Service Sector Skills > Service Delivery
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Available grade	Achieved
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Guidance Information

- 1 Definition
Workplace requirements refer to documented policies and procedures or established protocols for workplace performance and may include but are not limited to – any legal requirements, standards, codes of practice, company and/or site procedures, and any industry best-practice documents.
- 2 Legislation to be complied with includes but is not limited to:
Health and Safety at Work Act 2015
Resource Management Act 1991.
- 3 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism, but the candidate must be under time pressure.
- 4 Candidates needing to gain generic customer service skills should be assessed against Unit 62, *Maintain personal presentation and a positive attitude in a workplace involving customer contact*.
- 5 All assessment tasks are to be carried out in accordance with workplace requirements.

Outcomes and performance criteria

Outcome 1

Interact with customers in a service delivery context.

Performance criteria

1.1 Personal presentation standards are met and maintained.

Range personal presentation standards may include but are not limited to – hair, hands and nails, feet, body, face, oral, clothing, piercings, hand washing, footwear, accessories; evidence of four is required.

1.2 Customers are greeted and acknowledged to enable the customer to feel welcomed.

Range acknowledgements may include but are not limited to – posture, body language, smile, polite language.

1.3 Greetings and acknowledgements are expressed in a timely manner and meet the needs of the customer's service delivery requirements.

1.4 Customer service delivery requirements are acknowledged in a manner that reflects the candidate's job role.

Range acknowledgement may include but is not limited to – offering assistance, providing a service.

Replacement information	This unit standard replaced unit standard 14462.
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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	20 February 2014	31 December 2023
Review	2	28 October 2021	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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.