

Title	Demonstrate knowledge of customer service when working as a cleaner		
Level	2	Credits	2

Purpose	People credited with this unit standard are able to demonstrate knowledge of customer service when working as a cleaner.
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Classification	Cleaning and Caretaking > Cleaning Skills
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Available grade	Achieved
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Guidance Information

- 1 Assessment conditions
All tasks must be carried out in accordance with own role and responsibilities, organisational policies and procedures, and industry best practice.
- 2 Definitions

Customer service refers to any action taken to meet customer needs and expectations in relation to provision of goods and/or services.

Industry best practice refers to guidelines, standards, and practices that represent the most efficient or sensible course of action in a given situation. Best practice can follow legal and regulatory requirements, industry standards, and may form part of the scope of organisational policies and procedures.

Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of customer service when working as a cleaner.

Performance criteria

- 1.1 The responsibilities and limitations of own role in relation to customer service are explained.

Range communication with customers, role boundaries with customers.

1.2 The importance of a cleaner's appearance is explained.

Range may include but is not limited to – wearing a name badge, clean uniform, good personal hygiene.

1.3 Examples of good customer service are described.

Range evidence of three examples is required.

1.4 Impacts of good customer service are described.

Range may include but is not limited to – retention of contracts, happy customers, new contracts through word of mouth, profits; evidence of three examples is required.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 July 2014	31 December 2023
Rollover and Revision	2	22 August 2019	31 December 2023
Review	3	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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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 Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.