

Title	Demonstrate knowledge of customer service in the cleaning industry		
Level	2	Credits	2

Purpose	<p>This unit standard is designed for workers in the cleaning industry.</p> <p>People credited with this unit standard are able to: identify customers; and define and explain customer service, in the cleaning industry.</p>
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Classification	Cleaning and Caretaking > Cleaning Skills
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Available grade	Achieved
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Explanatory notes

- 1 Competence demonstrated during assessment against this unit standard must comply with the requirements of:
Employment Relations Act 2000;
Health and Safety in Employment Act 1992;
Resource Management Act 1991.
- 2 Definitions
Internal customers include people within the organisation who benefit from the cleaning and need to be taken into consideration.
Contract customers include the people covered by the cleaning contract for a specific site, such as office workers or mall staff.
Third party customers include people who use the specific site but are not employed by the contracting organisation, such as visitors or customers.
Customer service refers to any action taken to meet customer needs and expectations in relation to provision of goods and/or services.
Site refers to one building or one part of a building when the requirements are different for different areas, for instance different wards of a hospital or different floors of a commercial building.
- 3 Assessment against this unit standard may include either written or verbal explanations.

Outcomes and evidence requirements

Outcome 1

Identify customers in the cleaning industry.

Evidence requirements

- 1.1 Customers involved in a cleaning contract are identified
 - Range may include but is not limited to – internal customers, contract customers, third party customers.
- 1.2 Responsibilities and limitations of the cleaner to customers’ requirements are explained.
 - Range includes communication with customers, and boundaries of role in communication with customers.

Outcome 2

Define and explain customer service in the cleaning industry.

Evidence requirements

- 2.1 Customer service in the cleaning industry is defined.
- 2.2 Examples of good customer service in the cleaning industry are explained.
 - Range explanation includes three examples of good customer service.
- 2.3 The importance of the appearance of the cleaner is explained.
 - Range explanation may include but is not limited to – wearing a name badge, clean uniform, personal hygiene.
- 2.4 The impact on the organisation of good customer service in the cleaning industry is explained.
 - Range explanation may include but is not limited to – retention of contracts, happy customers, new contracts through word of mouth, profits.

Planned review date	31 December 2019
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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	N/A

Consent and Moderation Requirements (CMR) reference	0004
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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, 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 (CMR). 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 Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.