

<b>Title</b>	<b>Demonstrate knowledge of customer service in the cleaning industry</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<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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<b>Classification</b>	Cleaning and Caretaking > Cleaning Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Competence demonstrated during assessment against this unit standard must comply with the requirements of:  
Employment Relations Act 2000;  
Health and Safety at Work Act 2015;  
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.

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### Outcomes and performance criteria

#### Outcome 1

Identify customers in the cleaning industry.

**Performance criteria**

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.

**Performance criteria**

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.

<b>Planned review date</b>	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	17 July 2014	N/A
Rollover and Revision	2	22 August 2019	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.