

<b>Title</b>	<b>Provide customer care for marina clients</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to explain key functions in relation to marina services for clients and provide customer care for marina clients.
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<b>Classification</b>	Boating Industries > Marina Operations and Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 All activities must comply with policies, procedures, and requirements of the organisation/s involved: Maritime New Zealand; the ethical codes of relevant professional bodies; and any relevant legislative and/ or regulatory requirements and any subsequent amendments that may include:
  - Health and Safety at Work Act 2015
  - Resource and Management Act 1991
  - Employment Relations Amendment Act 2008
  - Fair Trading Amendment Act 2013.
- 2 *Issues or problems* must be of such significance that to solve the issue or problem an action must be undertaken to remedy the issue or problem, or improve the clients' experience at the marina.

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### Outcomes and performance criteria

#### Outcome 1

Explain key functions in relation to marina services for clients.

#### Performance criteria

- 1.1 Key functions in relation to marina services for clients are explained.

Range key functions may include but are not limited to – health and safety for clients, marina logistics, berthing, mooring, rights and responsibilities, marketing and promotion of the marina.

#### Outcome 2

Provide customer care for marina clients.

**Performance criteria**

- 2.1 Information is communicated to clients in relation to the key functions of a marina environment.

Range communications – face-to-face, written.

- 2.2 Issues or problems for clients are identified and solutions proposed to meet clients' requirements.

Range evidence of two issues or problems is required.

- 2.3 Marina faults or complaints are reported in accordance with workplace policies and procedures.

Range evidence of three different faults or complaints is required.

- 2.4 Recommendations for remedial action for faults or complaints are made in accordance with workplace policies and procedures.

Range evidence of three different actions is required.

<b>Planned review date</b>	31 December 2022
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	23 November 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0136
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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 the NZ Marine and Composites Industry Training Organisation [training@nzmarine.com](mailto:training@nzmarine.com) if you wish to suggest changes to the content of this unit standard.