

Title	Demonstrate customer and supplier service to support continuous improvement objectives in a port environment		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to demonstrate knowledge of: operating procedures for a customer services role; and the importance of maintaining positive customer and supplier relationships in a port environment. They are also able to interact with internal or external customers to provide service delivery outcomes; and contribute to a team to meet continuous improvement objectives within a port environment.
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Classification	Stevedoring and Ports Industry > Cargo Operations
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Available grade	Achieved
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Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, and company requirements and legislative requirements.
- 2 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to – the current version of the Health and Safety at Work Act 2015; Biosecurity Act 1993; Customs and Excise Act 1996; Maritime Security Act 2004; Resource Management Act 1991; *Code of Practice for Health and Safety in Port Operations* available at <https://worksafe.govt.nz/>; General Harbour (Ship, Cargo, and Dock Safety) Regulations 1968; *International Maritime Dangerous Goods (IMDG) Code*; Part 24a Maritime Rule; port bylaws and any subsequent amendments and replacements.
- 3 Definitions
Company requirements refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.
Service information may include – technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of operating procedures for a customer services role in a port environment.

Performance criteria

- 1.1 A standard operating procedure for a customer services role is identified and described.
- 1.2 Code of Conduct expectations for a customer services role are identified and described.
- 1.3 Workplace levels of delegation for a customer services role are identified and described.
- 1.4 Reporting requirements related to a customer services role are identified and described.
- 1.5 Personal presentation and personal protective equipment requirements related to a customer services role are identified and described.

Outcome 2

Demonstrate knowledge of the importance of maintaining positive customer and supplier relationships in a port environment.

Performance criteria

- 2.1 Customers that have a working relationship with an operational administration role are identified and described.

Range may include – internal or external customers; evidence of two customers is required.
- 2.2 The importance of maintaining a positive customer relationship is explained.
- 2.3 Suppliers that have a working relationship with an operational administration role are identified and described.

Range may include – internal or external suppliers; evidence of three suppliers is required.
- 2.4 The importance of maintaining a positive supplier relationship is explained.

Outcome 3

Interact with internal or external customers to provide service delivery outcomes within a port environment.

Performance criteria

- 3.1 The customer is acknowledged in a manner that is appropriate.
- Range acknowledgement may include – greeting, offering assistance, providing a service.
- 3.2 Interaction with customers from other cultures is appropriate to the culture and situation.
- 3.3 Advice on facilities and current emergency protocols is communicated to customers.
- 3.4 Service is provided to the customer to meet their expectations.

Outcome 4

Contribute to a team to meet continuous improvement objectives within a port environment.

Performance criteria

- 4.1 Contribution to team is constructive, relevant and actions help team to achieve continuous improvement objectives.
- Range contribution may include – idea generation and refinement; problem solving; decision-making; data collection; data handling; presentation.
- 4.2 Actions taken are consistent with the team's continuous improvement objectives, team roles and dynamics, and any agreed rules for team member behaviour.

Planned review date	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	29 March 2018	N/A

Consent and Moderation Requirements (CMR) reference	0014
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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 MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.