

Title	Establish and maintain positive customer service with customers when selecting meat products		
Level	3	Credits	4

Purpose	<p>This unit standard is for people who are training to work in a retail meat environment and provide a positive customer experience when customers are selecting meat products.</p> <p>People credited with this unit standard are able to: establish and maintain positive customer service interactions when assisting customers to select meat products in a retail meat environment, and explain the process for dealing with customer complaints in a retail meat environment</p>
----------------	---

Classification	Meat Processing > Meat Retailing
-----------------------	----------------------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- Definitions**
Customer – external customers.
Customer service – any actions taken by a person to meet the needs and expectations of the customer.
Procedures – refer to the applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; and Government and local body legislation.
- Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- Assessment information**
 This unit standard can be assessed against in a simulated situation that reflects a realistic workplace environment.

Outcomes and performance criteria

Outcome 1

Establish and maintain positive customer service interactions when assisting customers to select meat products in a retail meat environment.

Range: face-to-face or over the phone

Performance criteria

- 1.1 Customers are acknowledged and candidates body language and/or manner are suitable for the type of interaction.

Range face-to-face interaction and/or verbal communication may include but is not limited to – facial expression, eye contact, physical orientation, movement, hand gestures, greeting, attentiveness, speaking clearly, tone of voice, avoiding interruptions, physical space (personal space), excusing oneself clearly and politely; telephone interaction may include but is not limited to – tone of voice, empathy, respect, courtesy, calmness, avoiding interruptions and speaking clearly; evidence of four is required.

- 1.2 Customer requirements are identified.

Range may include but is not limited to – nutrition, use, budget, ethnicity, religious, dietary requirements. evidence of three is required.

- 1.3 Response and appropriate meat product is provided in accordance with customer requirements.

Range includes – cookability and may include but is not limited to – meat type, quantity, ingredients, handling, origin, recipes, storage. evidence of three is required

- 1.4 Communication with customer is maintained in challenging interactions.

Range challenging interactions may include but are not limited to – customer dissatisfaction, customer confusion, customer slowness, customer impatience, customer over-friendliness. evidence of three challenging interactions is required.

- 1.5 Customer interaction is completed.

- 1.6 Customer enquiries which require follow-up action are identified, recorded, and actioned.

Range may include but is not limited to – orders, pricing, information requests, complaints.

Outcome 2

Explain the process for dealing with customer complaints in a retail meat environment.

Performance criteria

2.1 Complaints are identified, clarified; and corrective action is identified, approved, and resolved with customers.

Range replacement, refund, or alternative action as agreed with customers.

2.2 Complaint and corrective action are recorded.

Planned review date	31 December 2029
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 February 2025	N/A

Consent and Moderation Requirements (CMR) reference	0013
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.