

Title	Provide customer service for international visitors		
Level	3	Credits	3

Purpose	<p>This unit standard is for people employed in the service sector.</p> <p>People credited with this unit standard are able to: identify and describe present and emerging international visitor groups; communicate with international visitors; and develop service strategies to provide customer service for international visitor groups.</p>
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Classification	Service Sector Skills > Service Delivery
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Available grade	Achieved
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Guidance Information

- 1 This unit standard can be assessed against in a real or simulated workplace.
- 2 Definitions

Evidence refers to tourism statistics and data from Statistics New Zealand <http://www.stats.govt.nz/>.

Workplace refers to any workplace, worksite and/or training or educational establishment.

Workplace requirements refer to documented policies and procedures or established protocols for workplace performance and may include but are not limited to – any legal requirements, standards, codes of practice, company and/or site procedures, and any industry best-practice documents.
- 3 The following legislation and subsequent amendments provide reference, where needed, for this unit standard:
 - Health and Safety at Work Act 2015
 - Human Rights Act 1993
 - Privacy Act 2020.

Outcomes and performance criteria

Outcome 1

Identify and describe present and emerging international visitor groups.

Range international visitor groups may include but are not limited to – those identified in current New Zealand tourism statistics; evidence of one major and one emerging visitor group is required.

Performance criteria

- 1.1 Evidence for international visitor groups is researched, and major and emerging international visitor groups are identified.
- 1.2 Cultural characteristics of two international visitor groups are identified and described in terms of how they influence visitor behaviour and expectations.

Outcome 2

Communicate with international visitors.

Performance criteria

- 2.1 Oral communication with international visitors is demonstrated in accordance with workplace requirements.
- Range communication may include but is not limited to – foreign language greetings, dictionary use, translation of terms; evidence of oral communication with two visitors is required.
- 2.2 Non-verbal communication with international visitors is demonstrated in accordance with workplace requirements.
- Range communication may include but is not limited to – head nods, eye contact, body position, hand movements; evidence of non-verbal communication with two visitors is required.

Outcome 3

Develop service strategies to provide customer service for international visitor groups.

Range international visitor groups may include but are not limited to – those identified in current New Zealand tourism statistics.

Performance criteria

- 3.1 Service strategies are developed to meet the needs and expectations of two visitor groups.
- Range strategies may include but are not limited to – communication, catering, lifestyle; communication strategies may include but are not limited to – provision of foreign language information brochures, giving information via drawings, availability of dual language dictionaries; lifestyle strategies may include but are not limited to strategies that cater for each visitor group's – music tastes, television programmes, mealtimes, food preferences.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 June 1993	31 December 2014
Review	2	25 October 1995	31 December 2014
Review	3	24 March 1998	31 December 2014
Revision	4	20 June 2005	31 December 2014
Review	5	16 July 2010	31 December 2017
Rollover	6	17 July 2014	31 December 2017
Review	7	17 September 2015	31 December 2023
Revision	8	21 January 2016	31 December 2023
Review	9	28 October 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112
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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 ServicelQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.