

Title	Respond orally to customer enquiries		
Level	1	Credits	2

Purpose	<p>This unit standard is for those people working, or intending to work, in industries where customer contact is required.</p> <p>People credited with this unit standard are able to respond orally to customer enquiries.</p>
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Classification	Core Generic > Work and Study Skills
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Available grade	Achieved
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Guidance Information

- 1 Assessment can occur in a workplace or in a training or educational establishment, provided that workplace conditions are closely simulated, for example, in a model office, salon or workshop.
- 2 Definitions

Respond to may include dealing with the situation oneself or referring to another person.

Customer refers to both internal and external customers and refers to the recipient of goods and/or services.

Customer enquiries refer to requests for – help, information, orders.

Workplace refers to a place of paid or voluntary employment.

Workplace requirements are documented policies and procedures or established protocols for workplace performance.
- 3 The following legislation and subsequent amendments provide reference, where needed, for this unit standard:
 - Privacy Act 1993
 - Health and Safety at Work Act 2015
 - Human Rights Act 1993.

Outcomes and performance criteria

Outcome 1

Respond orally to customer enquiries.

Range face-to-face, by phone;
face-to-face can include electronic means;
by phone - real-time oral conversations without visual contact;
two separate occasions for each of face-to-face and by phone.

Performance criteria

- 1.1 Communication is demonstrated in accordance with workplace requirements.
- 1.2 Customer enquiries are responded to in accordance with workplace requirements.

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Status information and last date for assessment for superseded versions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	16 June 1993	31 December 2014
Review	2	25 October 1995	31 December 2014
Review	3	24 March 1998	31 December 2014
Revision	4	9 May 2002	31 December 2014
Revision	5	12 September 2002	31 December 2014
Review	6	16 July 2010	31 December 2015
Review	7	17 July 2014	31 December 2017
Review	8	17 September 2015	31 December 2019
Review	9	25 January 2018	N/A

Consent and Moderation Requirements (CMR) reference	0113
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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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.