### Title
Provide customer service

### Level
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<th>Credits</th>
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### Purpose
This unit standard is for people entering, or employed in, the service sector who wish to build their customer service skills.

People credited with this unit standard are able to: describe customer service; provide customer service; and respond to a customer complaint.

### Classification
Service Sector Skills > Service Delivery

### Available grade
Achieved

### Explanatory notes
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
   - Customer refers to both internal and external customers and refers to the recipient of goods and/or services.
   - Customer service refers to any action taken to meet customer needs and expectations in relation to provision of goods and/or services.
   - Workplace refers to a place of paid or voluntary employment.
   - Workplace requirements can be 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 in Employment Act 1992

### Outcomes and evidence requirements

#### Outcome 1
Describe customer service.

#### Evidence requirements
1.1 Customer service is described in terms of its significance to an organisation.
Range profit, customer satisfaction, reputation, customer loyalty, customer feedback.

1.2 Interpersonal factors are described in terms of their influence on customer service.

Range may include but is not limited to – personal presentation, attitude, motivation, interest, responsiveness, body language, communication.

Outcome 2

Provide customer service.

Evidence requirements

2.1 Customer is greeted in accordance with workplace requirements.

Range includes but is not limited to – smile, polite language, greeting, promptness, personal presentation.

2.2 Skills for customer service are demonstrated in accordance with workplace requirements.

Range includes – questioning, clarifying, reflective listening.

2.3 Ability to maintain customer service level when dealing with several demands at one time is demonstrated in accordance with workplace requirements.

2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced staff in accordance with workplace requirements.

Outcome 3

Respond to a customer complaint.

Evidence requirements

3.1 The nature of customer’s complaint is identified in accordance with workplace requirements.

3.2 Skills for handling customer’s complaint are demonstrated in accordance with workplace requirements.

Range includes – active listening, open questioning, follow-up.

3.3 Customer’s complaint is met to customer satisfaction or promptly referred to more experienced staff in accordance with workplace requirements.
Planned review date | 31 December 2020

Status information and last date for assessment for superseded versions

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Consent and Moderation Requirements (CMR) reference | 0112


Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServiceIQ at qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.