

Title	Provide customer service		
Level	2	Credits	2

Purpose	<p>This unit standard is for people entering, or employed in, the service sector who would like to build their customer service skills.</p> <p>People credited with this unit standard are able to: describe customer service; provide customer service; and respond to a customer complaint.</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 simulated situation. This refers to a situation that reflects some elements of commercial realism, but the candidate must be under time pressure.
- 2 **Definitions**
Customer service refers to any action taken to meet customer needs and expectations in relation to provision of goods or services.
Workplace refers to a place of paid or voluntary employment.
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
- 4 All assessment tasks must be carried out in accordance with workplace requirements.

Outcomes and performance criteria

Outcome 1

Describe customer service.

Performance criteria

- 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.

Performance criteria

- 2.1 Customer is greeted.
- Range includes but is not limited to – smile, polite language, greeting, promptness, personal presentation.
- 2.2 Skills for customer service are demonstrated.
- Range includes – questioning, clarifying, reflective listening.
- 2.3 Ability to maintain customer service level when dealing with several demands at one time is demonstrated.
- 2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced staff.

Outcome 3

Respond to a customer complaint.

Performance criteria

- 3.1 The nature of customer's complaint is identified.
- 3.2 Skills for handling customer's complaint are demonstrated.
- Range may include but is not limited to – active listening, open questioning, follow-up.
- 3.3 Customer's complaint is met to customer satisfaction or customer is referred to more experienced staff.

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	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 2023
Revision	9	21 January 2016	31 December 2023
Review	10	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 at qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.