

<b>Title</b>	<b>Maintain personal presentation and a positive attitude in a workplace involving customer contact</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard is for those people working in positions involving customer contact.</p> <p>People credited with this unit standard are able to: describe personal hygiene and presentation requirements for a workplace involving customer contact; describe factors that project a positive attitude; present a positive image; and maintain personal presentation and a positive attitude, in a workplace involving customer contact.</p>
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<b>Classification</b>	Service Sector Skills > Service Delivery
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<b>Available grade</b>	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
 

*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.

*Positive attitude* refers to a willingness to assist customers and a can-do approach for meeting customer needs.

*Positive image* is associated with professionalism and includes appropriate language, courtesy and politeness.
- 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 are to be carried out in accordance with workplace requirements.

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## Outcomes and performance criteria

### Outcome 1

Describe personal hygiene and presentation requirements for a workplace involving customer contact.

#### Performance criteria

- 1.1 Standards of personal hygiene and personal presentation are described.
- Range includes but is not limited to – personal cleanliness, clothing maintenance, hair care, makeup and perfume, deodorant and antiperspirants.
- 1.2 Reasons for personal hygiene and presentation standards for the workplace are described.
- Range reasons may include but are not limited to – health and safety, customer satisfaction.

### Outcome 2

Describe factors that project a positive attitude in a workplace involving customer contact.

#### Performance criteria

- 2.1 Factors that project a positive attitude towards customers are described.
- Range factors may include – enthusiasm, helpfulness, interest, responsiveness, courtesy, politeness; evidence of three is required.

### Outcome 3

Present a positive image in a workplace involving customer contact.

Range evidence is required to show consistency of performance in the workplace over a minimum of five working days.

#### Performance criteria

- 3.1 Positive interactions with customers are demonstrated.
- Range interactions include but are not limited to – using appropriate language when speaking, questioning and responding to questions; listening; facial expression; body language.
- 3.2 Clothing and accessories that are suitable for occupation and task are worn.
- Range clothing may include but is not limited to – uniforms, personal protective equipment, everyday wear.

**Outcome 4**

Maintain personal presentation and a positive attitude in a workplace involving customer contact.

Range evidence is required to show consistency of performance in the workplace over a minimum of five working days.

**Performance criteria**

4.1 A positive attitude is maintained in all customer contact.

4.2 Dress and personal presentation standards are maintained.

<b>Planned review date</b>	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	12 September 2002	31 December 2014
Review	5	16 July 2010	31 December 2014
Revision	6	15 March 2012	31 December 2015
Revision	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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 ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.