

<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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**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  
*Workplace* refers to a place of paid or voluntary employment.  
*Workplace requirements* include any legal requirements, standards, codes of practice, company and/or site procedures and any industry best practice documents.  
*Customer* refers to both internal and external customers and refers to the recipient of goods and/or services.  
*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:  
 Privacy Act 1993  
 Health and Safety in Employment Act 1992  
 Human Rights Act 1993.

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## Outcomes and evidence requirements

### Outcome 1

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

#### Evidence requirements

1.1 Standards of personal hygiene and personal presentation are described in accordance with workplace requirements.

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 explained.

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.

#### Evidence requirements

2.1 Factors that project a positive attitude towards customers are described in terms of workplace requirements.

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.

#### Evidence requirements

3.1 Positive interactions with customers are demonstrated in accordance with workplace requirements.

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 in accordance with workplace requirements.

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.

#### Evidence requirements

4.1 A positive attitude is maintained in all customer contact and in accordance with workplace requirements.

4.2 Dress and personal presentation standards are maintained in accordance with workplace requirements.

<b>Planned review date</b>	31 December 2020
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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	N/A
Revision	9	21 January 2016	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>.

#### 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.

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### **Comments on this unit standard**

Please contact ServiceIQ at [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.