

Title	Provide service to customers in a casino		
Level	3	Credits	8

Purpose	People credited with this unit standard are able to: demonstrate knowledge of good service in a casino; carry out customer service responsibilities in a casino; and provide information to customers in terms of the Gambling Act.
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Classification	Tourism > Casino Gaming
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Available grade	Achieved
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Prerequisites	To undertake this unit standard people must meet the minimum age requirement for entry into a casino.
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Guidance Information

1 Definitions

Industry procedures refer to all workplace requirements in operation in casinos.

These may include, but are not limited to, relevant statutory and regulatory requirements, minimum operating standards, Gazetted Rules, licence conditions, and procedures described in training courses for the conduct of games, as approved by the Department of Internal Affairs or the Gambling Commission. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include quality assurance, documentation, security, communications, health and safety, and personal behaviour.

Problem customer refers to a customer that is disruptive or may cause harm to themselves or others. Contributing factors to their behaviour may include but are not limited to – drugs, alcohol, mental illness.

- 2 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard, together with any associated legislation and/or regulations.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of good service in a casino.

Performance criteria

- 1.1 The elements of good service to a customer are described in terms of customer retention and referral.
- Range may include but is not limited to – clarity of speech, questioning skills, listening skills, positive body language appropriate to industry, meeting and exceeding customer expectations, product knowledge.
- 1.2 Good customer service is explained in terms of benefits to a casino.
- 1.3 Personal and interpersonal factors are identified and their influence on the provision of service to customers is described.
- Range may include but is not limited to – attitude, motivation, interest, responsiveness.
- 1.4 Verbal and non-verbal communication processes are described as they apply to interaction with customers.
- Range may include but is not limited to – clarity of speech, articulation, voice modulation, voice projection, language appropriate to industry, questioning skills, listening skills, feedback, non-verbal cues.
- 1.5 Barriers to effective communication in a casino are identified and described in terms of customer needs.
- Range may include but is not limited to – organisational restrictions, legislative requirements, cultural differences, stereotypes, word choice, non-verbal communication, voice modulation and articulation, not listening, external distractions.

Outcome 2

Carry out customer service responsibilities in a casino.

Performance criteria

- 2.1 Provision of service to customers is in accordance with industry procedures and the Gambling Act.
- 2.2 Interactions with customers enhance customer service and are in accordance with industry procedures.
- 2.3 Customer enquiries are responded to in a manner consistent with the situation and in accordance with industry procedures.
- Range may include but is not limited to – enthusiasm, interest, appropriate contextual knowledge.

- 2.4 Problem customers are dealt with in accordance with legislation and industry procedures.
- 2.5 Frequent player cardholders are provided with service in accordance with industry procedures and their status within the casino.

Outcome 3

Provide information to customers in terms of the Gambling Act.

Performance criteria

- 3.1 Promotional material and information are given to customers in accordance with the Gambling Act and industry procedures.

Range promotional material and information may include but is not limited to – displays, explanations, gaming guides, casino-wide products, rules, regulations, cardholder privileges, benefits, and applications.

Planned review date	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	11 April 1997	N/A
Review	2	30 April 2001	N/A
Review	3	12 December 2008	N/A
Revision and Rollover	4	1 November 2018	N/A

Consent and Moderation Requirements (CMR) reference	0078
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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 if you wish to suggest changes to the content of this unit standard.