



G R E A T  
S U C C E S S

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# Great Success powered by Skills4Work Workshops

|   |   |
|---|---|
| Customer Service Skills.....  | 2 |
| Customer Service and Interview skills .....                             | 2 |
| Customer Service and teams.....   | 2 |
| Interview skills .....  | 2 |
| Preparation for the Workplace .....                                     | 3 |
| Understanding Workplace Requirements .....                              | 3 |
| Advanced Customer Service skills.....                                   | 3 |
| Advanced Customer Service and Telephone skills .....                    | 3 |
| Advanced Customer Service, Telephone and Behavioural style skills ..... | 4 |
| Provide Customer Service for International Visitors.....                | 4 |
| Contribute within a team or group which has an objective .....          | 4 |
| Unit Standards Selection List .....                                     | 5 |
| Contact Details .....   | 7 |

## Customer Service

| Unit Standards<br>Day 1  | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Respond orally to customer enquiries   | 56     | 1     | 2      | 9       |
| Provide customer service   | 57     | 2     | 2      | 9       |
| Maintain personal presentation and a positive attitude in a workplace involving customer contact | 62     | 2     | 3      | 9       |

## Customer Service and Interview Skills

| Unit Standards<br>Day 1  | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Respond orally to customer enquiries   | 56     | 1     | 2      | 9       |
| Provide customer service   | 57     | 2     | 2      | 9       |
| Maintain personal presentation and a positive attitude in a workplace involving customer contact | 62     | 2     | 3      | 9       |
| Day 2  |        |       |        |         |
| Be interviewed in a formal interview   | 1294   | 2     | 2      | 7       |

## Customer Service and Teams

| Unit Standards<br>Day 1                               | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| Respond orally to customer enquiries                  | 56     | 1     | 2      | 9       |
| Communicate in a team or group which has an objective | 9677   | 2     | 3      | 10      |

## Interview Skills

| Unit Standards<br>Day 1              | Number | Level | Credit | Version |
|--------------------------------------|--------|-------|--------|---------|
| Be interviewed in a formal interview | 1294   | 2     | 2      | 7       |

## Preparation for the Workplace

| Unit Standards<br>Day 1                               | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| Communicate in a team or group which has an objective | 9677   | 2     | 3      | 10      |
| Demonstrate knowledge of diversity in workplaces      | 377    | 2     | 2      | 8       |

## Understanding Workplace Requirements

| Unit Standards<br>Day 1  | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Describe how employee behaviours and/or attitudes contribute to positive workplace relationships and performance | 30909  | 1     | 2      | 1       |

## Advanced Customer Service skills

| Unit Standards<br>Day 1   | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| Serve customers face to face in a wide range of contexts        | 11817  | 3     | 4      | 7       |
| Listen actively to gain information in an interactive situation | 11097  | 3     | 3      | 5       |

## Advanced Customer Service and Telephone skills

| Unit Standards<br>Day 1  | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Serve customers face to face in a wide range of contexts               | 11817  | 3     | 4      | 7       |
| Listen actively to gain information in an interactive situation        | 11097  | 3     | 3      | 5       |
| Day 2  |        |       |        |         |
| Answer customer enquiries on the telephone in a wide range of contexts | 11815  | 3     | 3      | 6       |

## Advanced Customer Service, Telephone and Behavioural Style skills

| Unit Standards<br>Day 1  | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Serve customers face to face in a wide range of contexts                                     | 11817  | 3     | 4      | 7       |
| Listen actively to gain information in an interactive situation                              | 11097  | 3     | 3      | 5       |
| Day 2  |        |       |        |         |
| Answer customer enquiries on the telephone in a wide range of contexts                       | 11815  | 3     | 3      | 6       |
| Day 3  |        |       |        |         |
| Employ customer service techniques to accommodate customer behavioural styles in a workplace | 376    | 3     | 2      | 8       |

## Provide Customer Service for International Visitors

| Unit Standards<br>Day 1                             | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| Provide customer service for International visitors | 378    | 3     | 3      | 8       |

## Contribute within a team or group which has an objective

| Unit Standards<br>Day 1   | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| Contriubte within a team or group which has an objective        | 9681   | 3     | 3      | 7       |
| Listen actively to gain information in an interactive situation | 11097  | 3     | 3      | 5       |

## Unit Standards List

| Unit Standards<br>Level 1  | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Respond orally to customer enquiries   | 56     | 1     | 2      | 9       |
| Describe how employee behaviours and/or attitudes contribute to positive workplace relationships and performance | 30909  | 1     | 2      | 1       |
| <b>Level 2</b>   |        |       |        |         |
| Provide customer service   | 57     | 2     | 2      | 9       |
| Maintain personal presentation and a positive attitude in a workplace involving customer contact                 | 62     | 2     | 3      | 9       |
| Demonstrate knowledge of diversity in workplaces   | 377    | 2     | 2      | 8       |
| Communicate in a team or group which has an objective  | 9677   | 2     | 3      | 10      |
| Be interviewed in a formal interview   | 1294   | 2     | 2      | 7       |
| <b>Level 3</b>   |        |       |        |         |
| Employ customer service techniques to accommodate customer behavioural styles in a workplace                     | 376    | 3     | 2      | 8       |
| Provide customer service for international visitors  | 378    | 3     | 3      | 8       |
| Contribute within a team or group which has an objective   | 9681   | 3     | 3      | 7       |
| Listen actively to gain information in an interactive situation  | 11097  | 3     | 3      | 5       |
| Answer customer enquiries on the telephone in a wide range of contexts   | 11815  | 3     | 3      | 6       |
| Serve customers face to face in a wide range of contexts   | 11817  | 3     | 4      | 7       |

## **Want to know what else we have to offer?**

### **We have:**

- Work placement options in Bakery, Butchery and Retail
- A large selection of individual unit standards in engineering, communication, butchery, bakery, food safety, health and safety to name a few.

We are happy to come and talk to you about what we have to offer or attend a cluster meeting, contact us today to arrange a day and time.



# Contact Details Great Success

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