

<b>Subject:</b>	<b>Customer Service Skills</b>		
<b>NCEA Level:</b>	<b>Two</b>		
<b>Teacher to Contact:</b>	<b>Ms A Brown</b>	<b>Code: CSS220</b>	

<b>Standard</b>	<b>Title</b>	<b>Credits</b>
US 62	I Maintain personal presentation in the workplace.	2
US 19583	I Demonstrate knowledge of products in a retail or distribution environment.	4
US 11941	I Build rapport with customers.	2
US 11938	I Assist customers to buy goods and/or services in a retail or distribution environment.	2
US 11974	I Participate in a team in a retail or distribution environment.	4
US 12008	I Sell goods and services.	6
US 24997	I Demonstrate knowledge of theft and fraud in a retail or distribution environment.	5

**I means the Unit Standard is assessed internally.**

**What will I learn?**

Introductory frontline customer service skills while working predominately with customers in a face-to-face situation. Including selling to different customers, minimising theft and fraud, researching product information, working effectively in a team and maintain workplace presentation.

**How will I learn?**

Through recording information, tests, assignments, practical work.

**What should I have already done?**

There are no prerequisites for this course.

**Where does the subject lead?**

This subject leads to further study towards the full National Certificate in Retail Level 2.

**How is the course assessed?**

By internal assessments, and a work based learning component.

**Other details: (costs, field trips etc)**

Stationery: lined refill pad, an A4 folder.

Contribution to course costs: approximately \$30

**End of course qualifications.**

Credits towards the National Certificate of Educational Achievement Level 2, and the National Certificate in Retail Level 2.