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Workshops 2024

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Customer Service

| Unit Standards Day 1 | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Respond orally to customer enquiries | 56 | 1 | 2 | 9 |
| Provide customer service | 57 | 2 | 2 | 10 |
| Maintain personal presentation and a positive attitude in a workplace involving customer contact | 62 | 2 | 3 | 10 |

Customer Service and Interview Skills

| Unit Standards Day 1 | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Respond orally to customer enquiries | 56 | 1 | 2 | 9 |
| Provide customer service | 57 | 2 | 2 | 10 |
| Maintain personal presentation and a positive attitude in a workplace involving customer contact | 62 | 2 | 3 | 10 |
| Day 2 | | | | |
| Be interviewed in a formal interview | 1294 | 2 | 2 | 7 |

Customer Service and Teams

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

Preparation for the Workplace

| Unit Standards 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 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 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 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 | 7 |

Advanced Customer Service, Telephone and Behavioural Style skills

| Unit Standards 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 | 7 |
| Day 3 | | | | |
| Employ customer service techniques to accommodate customer behavioural styles in a workplace | 376 | 3 | 2 | 9 |

Provide Customer Service for International Visitors

| Unit Standards Day 1 | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| Provide customer service for International visitors | 378 | 3 | 3 | 9 |

Contribute within a team or group which has an objective

| Unit Standards Day 1 | Number | Level | Credit | Version |
|---|--------|-------|--------|---------|
| 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 |

Unit Standards List

| Unit Standards | Number | Level | Credit | Version |
|--|--------|-------|--------|---------|
| Level 1 | | | | |
| 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 |
| Level 2 | | | | |
| Provide customer service | 57 | 2 | 2 | 10 |
| Maintain personal presentation and a positive attitude in a workplace involving customer contact | 62 | 2 | 3 | 10 |
| 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 |
| Level 3 | | | | |
| Employ customer service techniques to accommodate customer behavioural styles in a workplace | 376 | 3 | 2 | 9 |
| Provide customer service for international visitors | 378 | 3 | 3 | 9 |
| 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 | 7 |
| 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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