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Customer Service

Unit Standards Day 1	Number	Level	Credit	Version
Respond orally to customer enquiries	56	1	2	10
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	10
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	8

Customer Service and Teams

Unit Standards Day 1	Number	Level	Credit	Version
Respond orally to customer enquiries	56	1	2	10
Communicate in a team or group which has an objective	9677	2	3	11

Interview Skills

Unit Standards Day 1	Number	Level	Credit	Version
Be interviewed in a formal interview	1294	2	2	8

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	11
Demonstrate knowledge of diversity in workplaces	377	2	2	9

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	2

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	9
Listen actively to gain information in an interactive situation	11097	3	3	6

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	9
Listen actively to gain information in an interactive situation	11097	3	3	6
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	9
Listen actively to gain information in an interactive situation	11097	3	3	6
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

Contribute within a team or group which has an objective

Unit Standards Day 1	Number	Level	Credit	Version
Contriubte within a team or group which has an objective	9681	3	3	8
Listen actively to gain information in an interactive situation	11097	3	3	6

Unit Standards List

Unit Standards Level 1	Number	Level	Credit	Version
Respond orally to customer enquiries	56	1	2	10
Describe how employee behaviours and/or attitudes contribute to positive workplace relationships and performance	30909	1	2	2
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	9
Communicate in a team or group which has an objective	9677	2	3	11
Be interviewed in a formal interview	1294	2	2	8
Level 3				
Employ customer service techniques to accommodate customer behavioural styles in a workplace	376	3	2	9
Contribute within a team or group which has an objective	9681	3	3	8
Listen actively to gain information in an interactive situation	11097	3	3	6
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	9

What else do we have to offer?

We can help with:

- Work placement options in Bakery, Butchery and Retail
- A large selection of individual unit standards covering:
 - Engineering
 - Communication
 - Butchery
 - Bakery
 - Food safety
 - Health & Safety.

We would be happy to discuss our programmes with you and how it can support your students needs.

Please contact us to arrange a suitable time to visit, or if you would like us to participate in a cluster meeting.

Dyslexia-Friendly Quality Mark



Skills4Work recognise that we all learn in different ways, so, have designed different study methods to make completing assessments easier.

We are proud to have received the Dyslexia-Friendly Quality Mark (DFQM) from AKO Aotearoa, which shows our commitment to, and demonstrates, the best practice in supporting students with dyslexia and other learning barriers.

Students will have an easily accessible support system through:

- A. Individualised learning plan
- B. Small group or one-on-one support
- C. Advice from Skills4Work team and/or Trainer

We can offer coaching or referral to an appropriate outside organisation. Students will always be given full, accurate and timely information about the support and guidance available both internally and externally. Skills4Work makes every effort to ensure that all students have access to relevant staff, so that they can be confident in making informed decisions about their learning progress.

Nāu te rourou, nāku te rourou, ka ora ai te iwi

With your food basket and my food basket the people will thrive

This whakatauki talks to community, for collaboration and a strength-based approach. It acknowledges that everybody has something to offer, a piece of the puzzle, and by working together we can all flourish.

Contact Details

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