

Learning Assessment Guide

Unit Standard 378 – Version 4

Provide customer service for international visitors

Level 3 – 3 Credits

| Assessment Summary | | | |
|---|--|----------------|--|
| Learner to complete | | | |
| Learner's name: | | | |
| Employer: | | | |
| NSN no. (ROL): | | DOB: | |
| Signed: | | Date: | |
| Assessor to complete | | | |
| <input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required | | | |
| Assessor's name: | | Assessor's No. | |
| Signed: | | Date: | |

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Identify and describe present and emerging international visitor groups.
- Communicate with international visitors.
- Provide customer service for international visitors.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Manager or Team Leader Verification form.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

- *Enterprise requirements* refers to documented instructions about policy and procedures (including service level agreements and the application of legislation to enterprise situations). These instructions are available in the workplace, work site and/or training or educational establishment. Enterprise requirements may include but are not limited to - health and safety requirements, service delivery requirements, special needs requirements, customer complaints requirements.

Assessment Task One – Elements 1 and 3

Introduction

This task assesses your ability to identify and describe present and emerging international visitor groups.

These groups may include but are not limited to those identified in current New Zealand tourism statistics.

It also assesses your ability to provide customer service for international visitors.

Instructions

Answer the following questions.

Questions

1. Identify and briefly describe major visitor groups.

2. Identify and briefly describe emerging visitor groups.

3. Describe how the customs and values of two visitor groups impact on their behaviour and expectations.

| Visitor Group 1: | |
|-------------------------|---|
| Customs and values | Impact on visitor behaviours and expectations |
| | |
| | |
| | |
| Visitor Group 2: | |
| Customs and values | Impact on visitor behaviours and expectations |
| | |
| | |
| | |

4. Identify and briefly describe the service expectations of two visitor groups and the service strategies that have been developed to meet their needs and expectations. These strategies may include communication, catering or life style strategies.

| Visitor Group 1: | |
|-------------------------|---|
| Service expectations | Service strategies to meet needs and expectations |
| | |
| | |
| | |
| Visitor Group 2: | |
| Service expectations | Service strategies to meet needs and expectations |
| | |
| | |
| | |

Assessment Task Two – Elements 2 and 3

Introduction

This task assesses your ability to communicate with and provide service for international visitors.

Instructions

1. Answer the following question. Your assessor may wish to discuss your examples with you.

Question

1. Provide brief examples of how you communicate with and provide customer service for two international visitor groups using the tables below.

| Visitor group 1: | |
|--|----------------|
| Communicating with international visitors | Example |
| Communicating orally for international requirements. For example – foreign language greetings, use of dictionary, translation of terms. | |
| Communicating orally using acceptable and effective techniques. | |
| Communicating non-verbally. For example – head nods, eye contact, body position, hand movements. | |
| Responding to visitors non-verbal behaviour. For example - interpreting accurately and responding appropriately, acceptably. | |
| Providing customer service for | Example |

| | |
|--|--|
| international visitors | |
| Identifying service expectations. | |
| Developing and implementing service strategies. For example – communication, catering or life style strategies. These could include communicating via drawings, or catering for food preferences. | |

| | |
|--|----------------|
| Visitor group 2: | |
| Communicating with international visitors | Example |
| Communicating orally for international requirements. For example – foreign language greetings, use of dictionary, translation of terms. | |
| Communicating orally using acceptable and effective techniques. | |
| Communicating non-verbally. For example – head nods, eye contact, body position, hand movements. | |
| Responding to visitors non-verbal behaviour. For example – interpreting accurately and responding appropriately, acceptably. | |

| Providing customer service for international visitors | Example |
|---|----------------|
| Identifying service expectations. | |
| <p>Developing and implementing service strategies.</p> <p>For example – communication, catering or life style strategies. These could include communicating via drawings, or catering for food preferences.</p> | |

Assessment Task Three – Elements 2 and 3

Introduction

This task assesses your ability to communicate with and provide service for international visitors.

Instructions

1. Ask your manager, team leader or an approved observer to complete the attached Observer Feedback Form and return it to your assessor.

Observer Feedback Form

| | |
|---------------------------------|-----------------------|
| Name of Learner: | Learner's DOB: |
| Name of Observer: | Phone: |
| Relationship to Learner: | |

_____ is currently being assessed toward Unit Standard
378 v4 Provide service to international visitors.

Please indicate whether you have observed the learner communicating with and providing customer service for **two** international visitor groups as described below.

Your signature below confirms that learner's work meets the requirements of your organisation.

| Visitor group 1: | |
|--|---------------------------|
| Communicating with international visitors | Requirements met |
| Communicating orally for international requirements. For example – foreign language greetings, use of dictionary, translation of terms. | Yes No |
| Communicating orally using acceptable and effective techniques. | Yes No |
| Communicating non-verbally. For example – head nods, eye contact, body position, hand movements. | Yes No |
| Responding to visitors non-verbal behaviour. For example - interpreting accurately and responding appropriately, acceptably. | Yes No |
| Providing customer service for international visitors | Meets requirements |
| Identifying service expectations. | Yes No |
| Developing and implementing service strategies. For example – communication, catering or life style strategies. These could include communicating via drawings, or catering for food preferences. | Yes No |

| Visitor group 2: | |
|--|---------------------------|
| Communicating with international visitors | Meets requirements |
| Communicating orally for international requirements. For example – foreign language greetings, use of dictionary, translation of terms. | Yes No |
| Communicating orally using acceptable and effective techniques. | Yes No |
| Communicating non-verbally. For example – head nods, eye contact, body position, hand movements. | Yes No |
| Responding to visitors non-verbal behaviour. For example - interpreting accurately and responding appropriately, acceptably. | Yes No |
| Providing customer service for international visitors | Meets requirements |
| Identifying service expectations. | Yes No |
| Developing and implementing service strategies. For example – communication, catering or life style strategies. These could include communicating via drawings, or catering for food preferences. | Yes No |

The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance.

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 378 v4.

| Element | Task | Evidence required | Judgement |
|---|------------------------|--------------------------------------|--|
| 1. Identify and describe present and emerging international visitor groups. | Task 1 Question 1-3 | Responses to all questions. | Responses demonstrate the ability to identify and describe present and emerging international visitor groups. |
| 2. Communicate with international visitors. | Task 2 Task 3 | Completed examples for all criteria. | Examples for two visitor groups demonstrate the ability to communicate with international visitors. Observer form demonstrates the ability to communicate with international visitors according to enterprise requirements. |
| 3. Provide customer service for international visitors. | Task 2 Task 3 | Completed Observer Feedback Form. | Examples for two visitor groups demonstrate the ability to provide customer service for international visitors. Observer form demonstrates the ability to provide customer service for international visitors according to enterprise requirements. |