



## Marking Matrix: Unit Standard 57 – Provide Customer Service

Level: 2 | Credits: 2 | Version: 11

Outcome	Performance Criteria (PC)	Assessment Task	Evidence Requirements (Range)	Judgement Statement (Achieved)
1. Describe customer service	1.1 Describe customer service in terms of its significance to an organisation.	Verified in Question 1	Range: profit, customer satisfaction, reputation, customer loyalty, customer feedback.	The learner clearly explains, in their own words, how all five factors (profit, satisfaction, reputation, loyalty, and feedback) impact an organisation's success.
	1.2 Interpersonal factors are described in terms of their influence on customer service.	Verified in Question 1	Range may include but is not limited to – personal presentation, attitude, motivation, interest, responsiveness, body language, communication.	The learner identifies and explains how each of the seven interpersonal factors influences the quality of the customer experience and reflects professionalism.
2. Provide customer service	2.1 Customer is greeted.	Practical Application	Smile, polite language, greeting, promptness, personal presentation.	The learner is observed promptly acknowledging the customer with a smile and professional language while maintaining a tidy appearance.
	2.2 Skills for customer service are demonstrated.	Practical Application	Questioning, clarifying, reflective listening.	The learner uses open-ended questions to identify needs, seeks clarification to avoid errors, and paraphrases to confirm understanding.
	2.3 Ability to maintain customer service level when dealing with several demands at one time is demonstrated.	Practical Application	Managing multiple demands/distractions.	The learner remains calm and focused when interrupted, communicates wait times to customers, and prioritises tasks effectively.
	2.4 Customer requirements are met to customer satisfaction or customer is referred to more experienced staff.	Practical Application	Customer satisfaction or referral to experienced staff.	The learner provides a solution that satisfies the customer or correctly identifies when a supervisor's help is needed and makes the referral.
3. Respond to a customer complaint	3.1 The nature of the customers' complaint is identified.	Practical Application	Nature of the complaint is identified and reflected back.	The learner accurately identifies the core issue of the complaint and summarizes it back to the customer to ensure mutual understanding.
	3.2 Skills for handling customer complaints are demonstrated.	Practical Application	Range: Active listening, open questioning, follow-up.	The learner listens without interrupting, asks probing questions to gather facts, and outlines the next steps for resolution.



Outcome	Performance Criteria (PC)	Assessment Task	Evidence Requirements (Range)	Judgement Statement (Achieved)
	<b>3.3</b> Customer's complaint is met to customer satisfaction or customer is referred to more experienced staff.	Practical Application	Customer satisfaction or referral to experienced staff.	The learner reaches an agreement on a solution within their authority or escalates the matter to a manager as per workplace policy.

#### Assessment Context Notes:

- **Assessment Conditions:** Must be carried out in a real or closely simulated workplace environment under time pressure.
- **Verification:** Evidence for Outcome 1 is typically verified through written questions, while Outcomes 2 and 3 require observational evidence (video or observation form).
- **Workplace Policy:** All practical tasks (Outcomes 2 and 3) must be performed in accordance with the provided Workplace Policy for Customer Service.