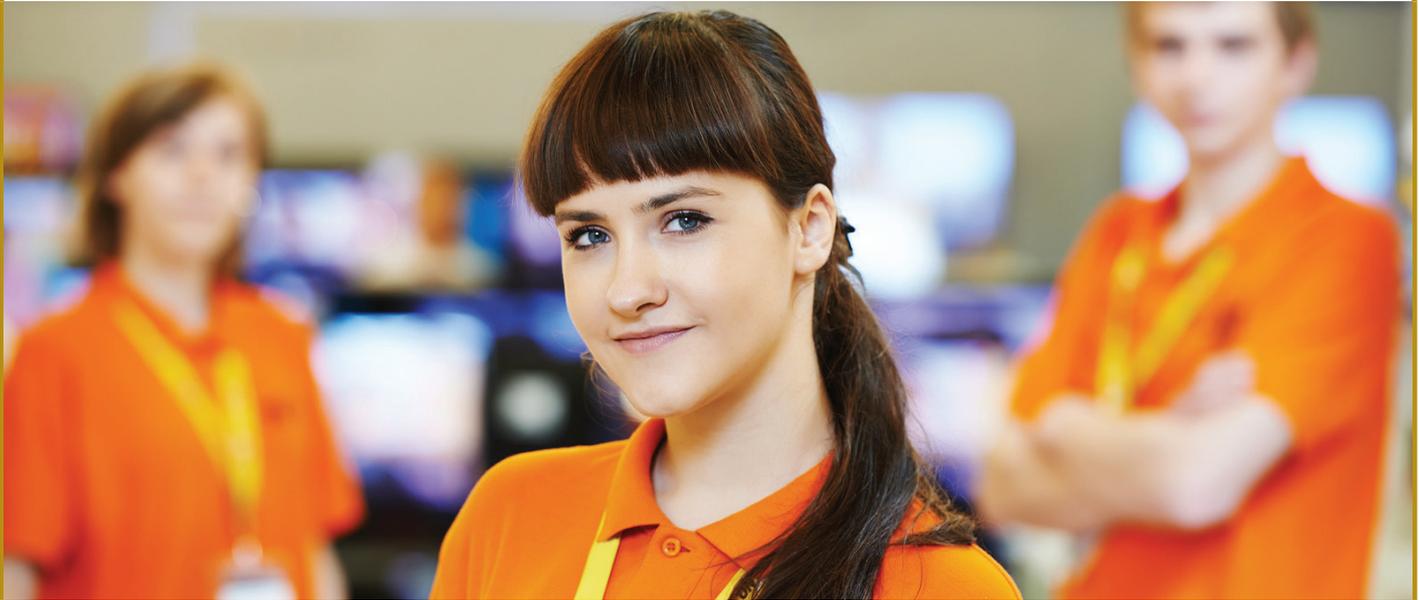


### Customer Service Award

# OPEN THE DOOR TO A CAREER IN RETAIL



**Retail is an exciting career choice with loads of possibilities – from helping customers, product displays, marketing, to running a store.**

The Retail Customer Service Award is a gateway programme that gives students a chance to get valuable work experience in retail and help make the move from school into a career.

Students will gain a ServiceIQ Customer Service Award as well as credits that can be used towards a nationally recognised New Zealand Certificate in Retail. They'll be supported all the way and learn important skills in line with industry standards including: effective communication; personal presentation; product knowledge and teamwork.

### How it works

Workplaces will need a coordinator who works with store management, who will guide students to make sure they get an all-round understanding of the world of retail. Students will also receive customised learning resources, clear development plans and their work will be assessed by the coordinator who also keeps their school up to date with progress.

### Benefits for students

- ▶ Get an introduction to an exciting career in retail.
- ▶ Gain credits towards a nationally recognised qualification.
- ▶ Get real experience in a real workplace.
- ▶ Enjoy the camaraderie from working as part of a team.
- ▶ Learn great industry skills and knowledge essential for a retail career.
- ▶ Learn in a fully supportive environment.

## TALK TO US

**ServiceIQ**  
SMARTER PEOPLE FOR  
SMARTER BUSINESSES

For more information  
please contact ServiceIQ:

0800 863 693

[schools@ServiceIQ.org.nz](mailto:schools@ServiceIQ.org.nz)

[ServiceIQ.org.nz](http://ServiceIQ.org.nz)

## School 2 Career

### Programme details

The Retail Customer Service Award is made up of 22 credits covering the essentials in customer service identified by the industry as essential for the retail workplace. Learning material and assessment are integrated but students can also use Individual Training Packs if they are more suitable.

### Menu

Unit	Title	Level	Credits
57	Provide customer service	2	2
62	Maintain personal presentation and a positive attitude in a workplace involving customer contact	2	3
11941	Establish and maintain positive customer service interactions in a retail environment	2	2
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	Use safe work practices in a retail environment under supervision	2	3
9677	Communicate in a team or group which has an objective	2	3
28301	Demonstrate knowledge of a product or product information in a retail environment	2	5
<b>Total Credits</b>			<b>22</b>

### Why ServiceIQ?

ServiceIQ is the training partner for the retail sector and many others in the service industry. We help hundreds of businesses build success through world-class customer service, and we help young New Zealand students get a head-start with skills they need for a satisfying career and employment in the service industry.

### How to get in the door

To apply for this exciting programme, please contact one of the ServiceIQ Schools team who will walk you through the process. Simply call ServiceIQ on **0800 863 693** or email [schools@ServiceIQ.org.nz](mailto:schools@ServiceIQ.org.nz)

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