



5. Show it: Customer service

Observation form

Trainee instructions

Ask your verifier (who may also be your supervisor) or assessor to complete the observation form for this task. They will observe you while dealing with customers.

Important note: Read over the observation form first so you are familiar with the performance your verifier/supervisor and assessor expects to see.

You may also attach evidence from work you have done already to support your competence. However, this is optional. If you do add optional evidence, tick the evidence you are submitting below. Attach it to your assessment, with the task number clearly marked. Evidence may include:

- ☐ a copy of your performance appraisal
- ☐ feedback from customers
- ☐ feedback from other staff
- ☐ a copy of a journal you may have kept
- ☐ other (specify):

Verifier/supervisor and assessor instructions

Complete the observation form to confirm that the trainee's actions consistently meet the unit standard requirements.

Trainee name	
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Skills/tasks to be demonstrated

The trainee has competently demonstrated **ALL** of the following:

- ☐ Interacted with customers on a regular basis.
- ☐ Interacted with customers in a positive way to gain information.
- ☐ Interacted with customers to deal with conflict.
- ☐ Interacted with customers to promote safe behaviour.
- ☐ Provided customer service to a diverse range of customers.
- ☐ Promoted aquatic programmes and activities to customers to encourage participation and safety.
- ☐ Monitored environmental conditions so that customers can have a safe and enjoyable aquatic experience.
- ☐ Other (please specify):



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Assessor or verifier/supervisor comments and feedback specific to the performance of this task:

Verifier/supervisor details

Name:

Date:

Signature:

Assessor details

Name:

Date:

Signature: