

**Guidance for employers,  
employees and training  
providers - May 2020**

# Service Operator

Industry-led Professional  
Standard

people<sup>1st</sup>  
international

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## Introduction

This document is to help employers and employees understand the criteria in the Service Operator professional standard and the steps necessary to prepare themselves and their workplace safely.

We hope it gives you freedom within a practical framework to think about what you need to do to continue, or restart, operations following the COVID-19 pandemic.

We know that many businesses are currently closed for their usual service. We hope this document will help those who are already working because they cannot work from home, as well as help other people think about how to prepare for when they return to work

### How to use the professional standard

The standard sets out criteria on how to work safely in service environments. It gives practical considerations of how this can be applied in the workplace.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of the business, including the size and type of business, how it is organised, operated, managed and regulated.

This guidance does not supersede any Government guidance or legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

### Who is the professional standard for?

The Service Operator professional standard meets the needs of service operators and organisations who wish to:

- Promote the increased standard of hygiene in their establishments post Covid-19
- Increase customer confidence in returning to the business
- Promote the good reputation of the business

# Service Operator professional standard

## Occupational profile

The service operator is found in all sectors, across a range of different types of organisations and employers, for example: hotels, retail outlets, administration, banks, health and social care settings, office receptions, restaurants, cinemas, theatres, visitor attractions and passenger transport.

The occupation requires operators to communicate across all levels, with colleagues, line managers and most importantly, the general public.

The broad purpose of this occupation is to ensure the health and safety of themselves and their customers, promote the reputation of their organisation and thereby increase customer confidence in the organisation.

At the heart of this occupation, Service Operators' day-to-day duties provide all necessary help and support to customers which may include social interaction, such as: greeting, check in, making reservations, serving customers, boarding of transport, security checks, providing special individual customer assistance, advice, information and guidance. They may also be responsible for handling disruption, customer complaints and maintaining general hygiene, health and safety working practices that comply with legislation, regulations and organisational procedures. Effective communication and team work ensure that all aspects of customer service forms a critical role that helps achieve the objectives of their organisation in this diverse field.

In the post Covid-19 world, Service operators will be at the forefront of their organisations, providing customers with up-to-date information, advice, support and guidance. They will be ambassadors for their business, demonstrating behaviours and practices which will support health and hygiene, maintain a positive business reputation and increase customer confidence.

## Occupational tasks (mapped to knowledge, skills and behaviours - KSBs)

Task	KSBs
<b>Task 1</b> Prepare, clean and present <b>self</b> (including personal hygiene, PPE, fitness to work and other organisational standards)	K1 K2 K4 S1 S4 B1 B4
<b>Task 2</b> Clean, check and maintain customer, preparation and <b>service areas</b> . Report any problems to the appropriate person	K1 K2 K4 K5 K7 S1 S2 S3 S4 S8 S9 B1 B4
<b>Task 3</b> Operate, clean, maintain and store <b>equipment</b>	K1 K2 K3 K4 K5 S1 S2 S3 S4 S5 B1 B3 B4
<b>Task 4</b> Ensure signage is clean, clear and visible to customers. Pass on relevant information to teams, customers and stakeholders in a timely manner	K5 K7 K8 S4 S5 S6 S7 S8 S9 B1 B2 B4
<b>Task 5</b> Acknowledge and greet customers	K6 K7 K8 S4 S6 S7 S8 B1 B2 B4
<b>Task 6</b> Engage with customers responding to enquiries or complaints. Offer support, advice and guidance to ensure customer confidence, satisfaction and expectations are maintained	K1 K2 K3 K4 K6 K7 K8 K10 S1 S2 S3 S4 S6 S7 S8 B1 B2 B3 B4 B5
<b>Task 7</b> Work with others to safeguard health and safety in the workplace, minimising risks to self, all staff, customers and stakeholders	K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 S1 S2 S3 S4 S5 S6 S7 S8 S9 B1 B2 B3 B4 B5
<b>Task 8</b> Identify and report opportunities for service recovery	K1 K2 K3 K6 K7 K8 K10 S1 S2 S3 S6 S7 S8 S9 B1 B2 B3 B5
<b>Task 9</b> Develop own skills through training and experiences	K10 S7 B1 B3 B5

# Knowledge, Skills & Behaviours (KSBs)

## Knowledge – the service operator will know and understand

**K1:** Relevant industry-specific regulations, legislation, and procedures appropriate to their organisation and sector

**K2:** The importance of complying with updated relevant (including National and International) legislation, monitoring compliance and the completion of legal documentation

**K3:** The organisation's digital / manual recording systems used, operational procedures, how to identify faults or errors, the remedial action to take and escalation process

**K4:** The importance and effective methods of infection control including; fitness to work, hand washing, segregation of people and processes, including reporting

**K5:** Effective cleaning techniques and how to minimise risks in their environment

**K6:** Methods to identify and respond to individuals' needs and abilities in different situations and communicate with others from a diverse range of countries and cultures

**K7:** Effective communication methods to transfer relevant information to people

**K8:** The importance of positive behaviours, communications and customer service to the organisation

**K9:** The appropriate action to take in the event of an incident or disruption that may occur in their environment

**K10:** Own role within the wider team and how it contributes to achieving objectives

## Skills – the service operator will

**S1** Comply with all relevant, regulations, work within current legislative and organisational guidelines and procedures.

**S2** Complete and maintain documentation to meet current legislative and organisational guidelines

**S3** Use digital / manual systems effectively. Take remedial action upon identification of faults or errors in a timely manner

**S4** Implement infection control methods minimising risks to self, internal and external customers and other stakeholders

**S5** Carry out cleaning activities according to organisational and legal requirements

**S6** Adapt to different circumstances whilst maintaining customer service standards and remaining polite, helpful and customer focused

**S7** Work effectively as part of a team identifying and responding to the needs of individuals, including colleagues, other organisations/stakeholders or internal and external customers

**S8** Communicate effectively transmitting and receiving information and recording it as required

**S9** Take appropriate action in the event of an incident, disruption or emergency, liaising with relevant people and recording actions and outcomes as required

**S10** Communicate with the wider team regarding customers' requirements

### Behaviours – the service operator will demonstrate

**B1:** A positive attitude, acting as a role model to increase customer confidence

**B2:** Treating the team, customers and stakeholders with courtesy and respect

**B3:** A problem-solving, can-do attitude

**B4:** High standards of health and hygiene in all areas

**B5:** A drive to achieve the values and the reputation of the organisation

## Achieving competence

The period of learning, development and continuous assessment is managed by the employer. Learning, development and on-programme assessment is flexible and the process is not prescribed, however online learning packages (for example, [WorldHost 2020](#)) may assist with a structured pattern of learning.

The recommended assessment method to check awareness of the professional standard knowledge, skills and behaviour criteria is the multiple-choice test included in WorldHost 2020.

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