

# Ō TĀNGATA Ō KIRITAKI TŌ PAKIHI

*He kupu whakataki mō ServiceIQ*



**ServiceIQ**

 Te Pūkenga



*Mā ā mātou hōtaka whakangungu wāhimahi e whai tohu ai te tangata ki te wāhimahi tonu, e hanga aramahi pārekareka ai, ā, e whakapiki ai hoki i ngā tutukinga mahi mō te ahumahi ratonga tōnui o Aotearoa.*



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## Nā pūkenga pai ko pakihi pai

Ā mohoa nei, he nui ngā kōwhiringa a ō kiritaki. E whakataetae ana te tini pakihi kia tūtahi ai: hei tauira, ngā raupapa hōtēra, ngā wharekai tūmatanui, ngā kāmuri, ngā whakaratarata ā-tāpoi me ētahi toa. Mā te pai o te manaaki e hoki mai anō ai ngā kiritaki.

He waiwai ngā kaimahi iho pūmanawa kua whai pūkenga kouna e angitu ai, e whakaratarata ai hoki i ngā kiritaki hou me ngā pakihi hou.

I te ao o te pae pāpori, he māmā noa iho te kōrero atu ki ētahi atu e pā ana ki ō wheako manaakitanga. He pānuitanga waiwai ngā pae tukutuku mō ō kiritaki hou. Mā ngā arotakenga pai e tō mai te tangata.

Ko te kouna o te manaaki kiritaki te poutokomanawa o ngā pakihi angitu o te rāngai manaaki kiritaki, kaihoko, tāpoi, rererangi me te hāereere. Mā ngā kaimahi whai pūkenga me te takohanga ki te kouna o te manaaki, e tō ai tō

**SERVICEIQ – Te Pūkenga** te mātanga whakangungu wāhimahi mō ngā rāngai rererangi, manaaki, kaihoko, hāereere, tāpoi anō hoki. Ka āwhina mātou i ā mātou kiritaki kia angitu ai mā te whakapiki i ō rātou pūmanawa: **Poipoia te kākano kia puāwai.**

Ka whakawhanake mātou i ngā hōtaka rāroto e whai ai ngā pakeketanga katoa i ngā pūkenga,



pakihi i te kiritaki, e hoki mai anō ai rātou, e pakari ai te pakihi, ā, e piki ai hoki ngā putanga o te pakihi.

Ko ServiceIQ tō kōtuinga whakangungu ahumahi, ā, nō mātou te haepapa ki te āwhina i tō pakihi kia angitu ai i te ao nei mā ngā tāngata e whai pūkenga ana, e mātau ana hoki.

Tony Laskey

**Kaihautū | Director | ServiceIQ**

ngā whakangungu me ngā tohu tika mō te ahumahi me ngā pakihi.

CHECK US OUT AT:  
[www.ServiceIQ.org.nz](http://www.ServiceIQ.org.nz)







## He aha te pai o ServiceIQ i tō pakihi?

- ▶ Ko ServiceIQ tō kōtuinga motuhake mō ngā whakangungu inamata. E ū ana mātou ki te āwhina i a koe kia hanga i tētahi pakihi angitu mā ngā kaimahi whai pūkenga, mātau anō hoki e mōhio ana ki te manaaki kounga atu.
- ▶ Kua waihangatia ngā hōtaka whakangungu rāroto hei āwhina ki te whakapiki i te māpua me te moniwhiwhi o te pakihi. Ka hua ake hoki ko ngā tohu mā ō kaimahi, e mōhio ana e te ahumahi.
- ▶ Ka mahi tahi ā mātou mātanga ki a koe ki te tuku i ngā hōtaka whakangungu rāroto tiketike, e whai hua ai ngā momo pakihi katoa huri noa i te motu.
- ▶ Ko ngā hōtaka whakangungu i tō pakihi he mahi ariā, he mahi ā-ringa hoki. He māmā te tuku atu ki ō kaimahi i te wāhimahi tonu, kia hāngai hoki ki ō tāngata me ngā whakahaere.
- ▶ E mahi ana ā mātou tautōhito ki ngā rohe katoa hei āwhina i ngā pakihi o ia rāngai e whakakanohi ana mātou ki te whai i ngā hua o ngā whakangungu wāhi mahi kounga.





## ServiceIQ e manaaki ana i tō ahumahi

Ka whai hua a ServiceIQ i tana hītori ngahurutau te roa e whakangungunu ana i te wāhimahi me te ahumahi.

Ā mohoa nei, i raro i Te Pūkenga, koia tonu te kōwhiringa tuatahi o ngā kaitukumahi e pīrangi ana ki te toro i ngā whakangungu kounga e tautokona ana e te tahua mātauranga a te kāwanatanga. Ko ngā rāngai ratonga o Aotearoa e waiwai ana, e tipu ana, he wāhanga o te ōhanga, ā, kitea ai tēnei i ngā kōwhiringa huhua a ServiceIQ.

Ka kapi i ngā rāngai e tautokona ana e ServiceIQ te 26% o te hungamahi o Aotearoa, arā, te 697,000 tāngata i ngā tūranga mahi pūmau. Ka takohatia e ngā rāngai ahumahi e kapi ana i a ServiceIQ te \$60.9 piriona ki te ōhanga, arā, te 19% o te GDP pū o Aotearoa.

He tari ō ServiceIQ ki Pōneke, ki Ōtautahi me Tāmaki Makaurau, ā, he māngai ā mātou kei te nuinga o ngā rohe o te motu.



## Ngā pūkenga matua mō tō pakihi

Mā ServiceIQ, e whai hua ai koe i tō mātou āhua tāwariwari e whakaū ana i te anga pakihi whakangungu tika.

Ko tā mātou ki ō kaimahi:

- ▶ he hōtaka whakangungu (ika tauhou ki te Pōkairua whakahaere mātāmua)
- ▶ he rauemi aromatawai mō te kōhi
- ▶ he aromatawai i ngā pūkenga me ngā āheitanga.

He utu-kore mēnā kei a koe tāu anō kaiaromatawai wāhimahi kua rēhita ki ServiceIQ. Mā mātou rānei e pīkau te aromatawai i runga i te utu iti.





## Ngā hua ki tō pakihi

Ngā hua ki tō pakihi mā te whakawhanake i ngā pūkenga kaimahi kōunga me te tiketike o te manaaki kiritaki e piki ai te māpua me te moniwhiwhi.

Mā te mahi tahi ki ngā mātanga o ServiceIQ e pai ai tō kōwhiri i ngā hōtaka pūkenga, whakangungu hoki e tika ana mō ngā matea o tō pakihi me ō tāngata.

Ko ngā whakapaitanga e taea ana te ine, waihoki, he mauroa. Ko ētahi ko:

- ▶ ngā kaimahi horopū e mōhio ana ki te tika o ngā mahi mā ō kiritaki me tō pakihi
- ▶ te whakangakoa o te manaaki e tō mai ai i ētahi anō kiritaki, e piki ai hoki ō hokonga
- ▶ te hau o te rongonā runga i ngā arotakenga pai a ngā kiritaki me ngā tūtohutanga
- ▶ te hokinga mai – ka hoki mai ngā kiritaki
- ▶ ngā tāngata hihiko, piri hongo hoki ka piri nei ki a koe
- ▶ te whakangakoa o te pai o te wāhimahi mā te tuku i ngā ika tauhou hou, te whai moni me te whai tohu
- ▶ te motuhaketanga e tūtahi ai koe i ētahi atu
- ▶ te pikinga o ngā āheitanga – kia nui ake, kia pai ake.





## Hōtaka whakangungu

Ka kite koe i tā mātou whakarite i ngā whakangungu rāroto mō ngā momo pakihī katoa, ngā momo tūranga katoa, ā, ngā iho pūmanawa kei ngā taumata katoa o tētahi pakihī.

Ko ngā pūkenga ka huri i ngā ringa taka kai hei kaitunu whai-tohu, i ngā kaihoko āwhina hei kaiwhakahaere toa ngaio, i ngā ika tauhou pūhanga waka rererangi hei pūhanga whai tohu waka rererangi. Anei ētahi o ngā tūranga ka whakangungua e mātou.



### KAIHOKO

Kaihoko āwhina  
Kaiārahi/kaitāwharau tīma  
Kaiwhakahaere āwhina  
Kaiwhakahaere toa

### ARA TUKUTUKU KAIHOKO

Tipako, tākai o tētahi warehouse  
Kaiārahi/kaitāwharau tīma

### TĀPOI

Kaitaki tāpoi  
Kaiwhiriwhiri tāpoitanga  
Kaiwhakahaere tāpoi  
Manaaki kiritaki tāpoi  
Kaiārahi/kaitāwharau tīma

### HĀEREERE

Kaiwhiriwhiri hāereere  
Kaitāwharau hāereere  
Kaiwhakahaere hāereere

### MANAAKITANGA

#### Tunu kai

Ringa kihini  
Ika tauhou  
Kaitunu  
Whakarite whakahaere

#### Kai me te inu

Kaihari  
Tuari kawhe  
Tuari inu  
Kaiwhakahaere mahi  
Kaiwhakahaere wharekai  
Kaiwhakahaere kai me te inu

#### Taka kai

Tunu  
Kaitunu  
Kaitāwharau tunu kai  
Kaiwhakahaere tunu kai

#### Wharenoho

Te whakapai whare  
Hāpai  
Kiripaepae  
Kaiwhakahaere whakapai whare  
Kaiwhakahaere taupaepae  
Kaiwhakahaere hōtēra

### RERERANGI

#### Whakahaere hohoko ā-rangi

Kaiwhakahaere hohoko ā-rangi

#### Paerata rererangi

Paerata tūnuku ā-rangi  
Paerata arumoni

#### Ratonga kaieke

Āpiha ekenga  
Kaimanaaki rererangi

#### Ngā whakahaere wakarererangi

Kaiwhakapai wakarererangi  
Kaiuta wakarererangi  
Kaiwhakarite whakahaere wakarererangi

#### Ngā tohu wakarererangi

Ngā tohu wakarererangi  
Ngā tohu tautiaki wakarererangi

Me te huhua atu anō... E kitea ai te whānuitanga me te rārangi hōtaka whakangungu mā ngā iho pūmanawa o tō pakihī, tēnā, kōrero ki tō Kaitohu Whakangungu nō ServiciQ, toroa rānei a [www.ServiciQ.org.nz](http://www.ServiciQ.org.nz)

## Te mahi tahi ki a koe

Ka mahi tahi a ServiceIQ ki: ngā kaitukumahi nui, iti hoki, ki ngā tōpūtanga ahumahi, ki te whatunga whakangungu ringarehe o Te Pūkenga, ki ngā kura, ki ngā rōpū whakahaere monihua-kore, ki te kāwanatanga me ngā rōpū whakahaere ā-hapori.

Whakamahia ai ā mātou hōtaka whakangungu e ngā momo pakihī katoa – hinonga iti mai, hinonga waenga mai, tae ana ki ngā kaporeihana nui ā-motu, ā-ao hoki – mā ngā kaimahi whai pūkenga e hua ake ai ko te kounga o te manaaki.



Mā te hōtaka whakangungu rārōto a ServiceIQ e whai ai ō kaimahi i ngā pūkenga tika hei whakamahi wawe atu e whai hua ai tō pakihī.

Ka kite kite koe i tētahi tukanga ka ākina e ngā putanga, ā, koinei tā ServiceIQ ki a koe.

1. Ka mahi tahi tō Kaitohu Whakangungu ki a koe ki te kōwhiri i te hōtaka whakangungu inamata e tika ana hei āwhina i tō pakihī me ō kaimahi kia angitu ai.
2. Kia hainatia te kirimana whakangungu a ServiceIQ, ka whiwhi ō kaimahi i ngā rauemi ako e tika ana, ā, ka wātea ki te timata i te hōtaka.
3. He angawā tō ia hōtaka. Ka ako ana ō kaimahi, ka whiwhi rātou i ngā paerewa motuhake me ngā whiwhinga ka whāngai i ō rātou tohu.
4. Ka taea e te tīma aromatawai mātanga o ServiceIQ te aroturuki i ngā kokenga o ō kaimahi Māna, ka āhei hoki koe te kōwhiri kia whakapikihia ngā pūkenga o tētahi o ō kaiwhakahaere hei kaiaromatawai rārōto, e heke anō ai te utu whakangungu, e utu-kore ai rānei.
5. Kia oti pai i ō kaimahi ō rātou tohu, ka tuku a ServiceIQ i ō rātou tiwhikete ki a koe hei tuku atu ki a rātou.
6. Ka wātea hoki ō kaimahi ki te tuari i ō rātou angitutanga ki ngā hoamahi, ngā hoa me ngā whānau i te ServiceIQ Achievement Gallery me te tūhono hei ServiceIQ Alumnus ki LinkedIn – hei whakaatu ki ngā kaiwhakamahi o LinkedIn he kaimahi whai tohu āu.



## Whakapā mai

Mō ētahi whakamārama anō, tēnā kōrero ki tō Kaitohu Whakangungu nō ServiceIQ, toroa tā mātou pae tukutuku, waea mai, imēra mai rānei. E hiamō ana ki te āwhina i a koe.

[www.serviceiq.org.nz/business](http://www.serviceiq.org.nz/business)

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