

Te tīmata ki ngā mahi kaihoko

Te Tohu Kaihoko Atamai – E wātea ana mā te tā, mā te ipurangi rānei

Ka tika i te pakihi pai te tūāpapa. Whakaūngia te takatū o ō kaimahi tauhou ki ngā āhuatanga waiwai o te manaaki i te kiritaki kia kounga. He whakangungutanga tōmua pai te Tohu Retail Savvy mō te ahumahi kaihoko.

He māmā te tuku atu ki ō kaimahi, i a rātou e mahi ana, ka hāngai hoki ki tō pakihi, ā, e wātea ana mā te tā, mā te ipurangi rānei. Ka piki ngā pūkenga o ō kaimahi i te wāhi ki: te whakarato, te mōhio ki ngā hautaonga, ā, te hauora me te haumarua.



Ngā hua ki tō pakihi

Mā te whakapiki i ngā pūkenga o ō kaimahi i tēnei hōtaka whakangungu inamata, koe e āwhina kia:

- ▶ whakamiharo i ō kiritaki ki te rawe o te manaaki
- ▶ hau ō rongo nā te pai o te manaaki kiritaki
- ▶ tō mai anō i ngā kiritaki
- ▶ whakapiki i te māpua me ngā hokonga
- ▶ whakaihiihi i ngā kaimahi me tō rātou pirihongo mā ngā whakangungu e mōhiohia ana e te motu
- ▶ pupuri i ngā kaimahi whai pūkenga me te whakaheke i ngā utu o te nui o te tuku kaimahi.

Ngā hua ki ō kaimahi

Mā te whakapiki i ngā pūkenga o ō kaimahi i tēnei hōtaka whakangungu inamata, rātou e āwhina kia:

- ▶ mārāma ki te wāhi nui ki a rātou i tō pakihi
- ▶ whai pūkenga hua nui kia pai ai ā rātou mahi
- ▶ whakapiki i te māha mahi
- ▶ tīmata te whakarite ara mahi i a rātou ka koke ki Te Pōkaitahi Kaihoko o Aotearoa (Taumata 3).



Ka hua ake i ngā pūkenga ko ngā whiwhinga me ngā tohu

I pīrangi a **Spark Store** i Ngāmotu kia tū motuhake i tētahi māketē apiapi e tuku ana i ngā hautaonga me ngā ratonga ōrite. I mōhio rātou mā te kounga o te manaaki kiritaki e motuhake ai, e angitu ai hoki rātou.

Urupare: Ka tōia e te Hautū, e Jody Stephens, ngā painga tiketike o tana tīma mā te tuku i a rātou katoa kia whanake ake i roto i ngā mahi manaaki kiritaki o te ao, i tētahi o ngā hōtaka kaihoko ā-mahi a ServiceIQ.

Putanga: Kua tino whai hua te toa Spark motuhake i te mārāma ki te manaaki tika i ngā kiritaki: hei āpiti ki te pikinga o ngā moniwhiwhi more, i toa i te tīma tētahi tohu kaihoko kaitā, ā, ka māha rātou i ia rā i te āwhina i ngā kiritaki pirihongo huhua.



Ngā āhuatanga o te hōtaka – Ngā pūkenga angitu

Ka whai pūkenga waiwai ō kaimahi, ā, ka whai hua tō pakihi. Anei te whakarāpopototanga o ā rātou e ako ai.

- ▶ Te ako kia whai hua te tauwhitiwhiti ki ngā kiritaki.
- ▶ Te whakamahi i ngā mōhioatanga hautaonga ki te āwhina i ngā kiritaki ki te hoko.
- ▶ Te whakamahi i ngā hātepe me ngā tukanga whakahaere hokonga i te toa.
- ▶ Te whai i ngā tikanga mahi haumaruru i ngā wāhi kaihoko, wāhi tuari rānei.
- ▶ Te mahi tahi ki tō tīma.



He aha te pai o ServiceIQ?

He wāhanga a ServiceIQ o Te Pūkenga – New Zealand Institute of Skills and Technology.

Ko mātou tō kōtuinga kua whakamanahia e te ahumahi. Waihoki, e ū ana mātou ki te āwhina i a koe ki te hanga i tētahi pakihi angitu mā te manaaki kiritaki kei te taumata ā-ao. Ko mātou ngā mātanga whakangungu wāhi mahi mō ngā kaitukumahi rāngai whakarato o te rererangi, te ahumahi manaaki, te kaihoko, te hāereere, te tāpoi, me ngā whare tongarewa. Ka āwhina mātou i ā mātou kiritaki kia angitu ai mā te whakapiki i ngā pūmanawa.

He āpitihanga

Ko tēnei hōtaka pūkenga waiwai te kotahi o roto mai i te huhua e whai hua ai tō pakihi me ō kaimahi. Me kōrero ki tō Kaitohu Whakangungu ServiceIQ mātanga mō ētahi kupu āwhina herekore me ētahi hōtaka e hāngai ana ki ō matea.