

# Open Awards Qualification Unit



This unit forms part of a regulated qualification. Click [here](#) to view qualifications.

## 1 Unit Details

Unit Title:	Understanding Effective Customer Relations in Preparation for Volunteering
Unit Reference Number:	R/504/3891
Level:	Entry 3
Credit Value:	1
Minimum GLH:	10

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the needs and expectations of different types of customer	1.1 Give examples of needs or expectations of different types of customer
2. Know how to prepare for meeting with members of the public	2.1 State why it is important to prepare for meeting customers
	2.2 List at least three ways to prepare to meet customers
	2.3 Use key words/expressions in at least two different languages that would be useful when greeting overseas visitors
3. Understand what is meant by good customer care	3.1 Give examples of good customer care
	3.2 Give examples of poor customer care