

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Customer Service
QAC Code:	H/615/7002
Level:	Level 1
Credit Value:	2
Minimum GLH:	16

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the principles of good customer service	1.1 Outline why good customer service is important
	1.2 Outline how poor customer service can affect customers and organisations
	1.3 Outline the importance of making a good impression when dealing with customers
2. Be able to provide good customer service	2.1 Demonstrate good customer service when dealing with a range of customers
3. Know how to communicate positively with customers	3.1 Outline positive verbal and non-verbal ways of communicating with customers
	3.2 Outline the possible results of poor communication with customers
4. Be able to communicate positively with customers	4.1 Communicate with customers positively in different situations
5. Be able to respond to customers in accordance with policies and procedures	5.1 Respond to customer queries, requests and complaints in accordance with set policies and procedures