Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Contribute to the Provision of Customer Service in Logistics Operations
Unique Reference Number:	R/506/0237
Level:	Level 2
Credit Value:	3
Minimum GLH:	18

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to contribute to the provision of customer services in logistics operations.	1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations that relate to: (a) Health, safety and security (b) Personal Protective Equipment (c) Maintaining effective customer relations (d) Personal appearance and hygiene (e) Reporting procedures and systems (f) Recording information (g) Confidentially (h) Complaints
	1.2 Describe different types of customers in relation to own organisation.
	1.3 Describe the importance of: (a) Promoting the organisation's image positively (b) Effective communication (c) Good customer service
	1.4 Identify services available to customers in own organisation.

The intellectual property rights remain with Open Awards

	1.5 Describe the implications of: (a) A negative image on your organisation (b) Poor communication (c) Poor customer service.
	1.6 Describe: (a) Own role in dealing with customer complaints (b) The limits of your responsibility.
	1.7 Identify who to report to when you are unable to deal with a customer enquiry or request.
2. Be able to contribute to the provision of customer services in a logistics operation.	2.1 Follow all organisational policies and procedures, in relation to contributing to customer services in logistic operations, that relate to: (a) Health, safety and security (b) Personal Protective Equipment (c) Maintaining effective customer relations (d) Personal appearance and hygiene (e) Reporting procedures and systems (f) Recording information (g) Confidentiality (h) Complaints.
	2.2 Develop positive relationships with customers.
	2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards.
	2.4 Communicate effectively with customers.
	2.5 Ensure that all information available is up-to-date and accurate.
	2.6 Identify customer needs.
	2.7 Deal effectively with customer enquiries.
	2.8 Ensure the customer is promptly informed of any action that is taken.
	2.9 Maintain customer confidentiality
	2.10 Update customer records accurately.
	2.11 Record customer enquiries and outcomes accurately using the organisations' procedures and systems.
	2.12 Deal with customer complaints effectively

The intellectual property rights remain with Open Awards