

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Dealing with Customer Queries and Complaints

Unit Reference Number: A/615/5594

Level: Entry Level One (1)

Credit Value: One (1)

Minimum Guided Learning Hours: 10

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to deal with customer queries	1.1 Give a reason for good customer service
	1.2 Give an example of how to respond to a customer a query