

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Dealing with Customer Queries and Complaints

Unit Reference Number: H/615/5802

Level: Entry Level Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to deal with customer queries and complaints	1.1 Give a reason for good customer service
	1.2 Give an example of how to respond to a customer a) Query b) Complaint
	1.3 Give an example of who to ask for help from if they are unable to deal with the query or complaint