

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Customer Service

Unit Reference Number: M/615/5804

Level: Entry Level Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand what is meant by good customer service	1.1 Identify examples of good customer service
	1.2 Identify examples of bad customer service
	1.3 Give answers to why good customer service is important
2. Understand own role in providing a service to customers	2.1 Identify the customers they work with
	2.2 State the work they do with customers
3. Be able to work with customers	3.1 Identify safety factors of using different methods of cooking
	3.2 Identify the risks different methods may have