

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Work in a Customer-Friendly Way
Unit Reference Number:	L/615/6359
Level:	Entry 3
Credit Value:	2
Minimum GLH:	20

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about good customer service	1.1 Give examples of characteristics of effective customer service
	1.2 Give reasons why it is important to offer good customer service
2. Be able to provide effective customer service	2.1 Respond appropriately to routine customer queries and requests
	2.2 Demonstrate politeness in interactions with customers
	2.3 Follow instructions to complete routine customer service tasks