

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Handling Telephone Calls from Customers

Unit Reference Number: F/615/6505

Level: Entry Level Three (3)

Credit Value: Two (2)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to greet customers calling on the telephone	1.1 State why it is important to answer the telephone promptly
	1.2 Give examples of appropriate greetings to use when answering customer telephone calls
2. Know how to deal with customers calling on the telephone	2.1 Outline ways to identify and confirm customers' needs
	2.2 Give examples of situations where customer needs are outside their own authority and will need passing to others
	2.3 Identify ways to transfer calls from customers to appropriate colleagues
	2.4 Give examples of ways to close a call appropriately
3. Know how to deal with communication problems whilst on the telephone	3.1 State the types of communication problems that may occur
	3.2 Identify ways to deal with commonly-occurring communication problems