

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Working with Customers and Clients in Sports and Active Leisure Settings
Unit Reference Number:	D/615/6351
Level:	Entry 3
Credit Value:	3
Minimum GLH:	30

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about customer service tasks in sport and active leisure organisations	1.1 Give reasons why a sport and active leisure organisation needs to project a positive image to its customers
	1.2 Give examples of customer service tasks expected of someone working in the sport and active leisure sector
	1.3 Identify common customer enquiries in sport and active leisure settings
	1.4 Identify situations where it would be appropriate to refer a customer to a more senior colleague
2. Be able to provide appropriate customer service to customers and clients in given situations	2.1 Greet customers politely
	2.2 Check whether or not customers need assistance
	2.3 Respond in a helpful manner to customers' queries and requests
	2.4 Provide basic information about products and services