Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Customer Service

Unit Reference Number: H/615/7002

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 16

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the principles of good customer service	1.1 Outline why good customer service is important
	1.2 Outline how poor customer service can affect customers and organisations
	1.3 Outline the importance of making a good impression when dealing with customers
2. Be able to provide good customer service	2.1 Demonstrate good customer service when dealing with a range of customers
3. Know how to communicate positively with customers	3.1 Outline positive verbal and non-verbal ways of communicating with customers
	3.2 Outline the possible results of poor communication with customers
4. Be able to communicate positively with customers	4.1 Communicate with customers positively in different situations
5. Be able to respond to customers in accordance with policies and procedures	5.1 Respond to customer queries, requests and complaints in accordance with set policies and procedures

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