

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Understand the Provision of Customer Service Within a Logistics Environment
Unit Reference Number:	H/618/3275
Level:	Level 2
Credit Value:	3
Minimum GLH:	22

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the Provision of Customer Service Within a Logistics environment	1.1 Explain organisational policies and procedures in relation to the provision of customer services in within a logistics company, that relate to: a) Maintaining effective customer relations b) Recording service procedures and services c) Confidentiality d) Complaints e) Personal appearance and hygiene
	1.2 Describe the different types of customers in a logistics environment
	1.3 Describe the importance of: a) Promoting a company's image positively b) Effective communication c) Good customer service
	1.4 Describe the services available to customers in a logistics environment

1.5 Describe the implications to a logistics company of:

- a) A negative image of a logistics company
- b) Poor communication with a logistics customer
- c) Overall poor customer service

1.6 Describe:

- a) Your own role in dealing with customer complaints
- b) How you deal customer complaints effectively
- c) The limits of your responsibility when dealing with a customer complaint
- d) When to pass a complaint over and to whom

1.7 Explain how to develop positive relationships with customers

1.8 Explain how to identify a logistics customer's additional requirements