

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Customer Service Skills

**Unit Reference Number:** H/618/4698

**Level:** Entry Level Two (2)

**Credit Value:** Two (2)

**Minimum Guided Learning Hours:** 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand what is meant by good customer service	1.1 Identify examples of good customer service
	1.2 Identify examples of bad customer service
	1.3 Give answers to why good customer service is important
2. Understand own role in providing a service to customers	2.1 Identify the customers they work with
	2.2 State the work they do with customers
3. Be able to work with customers	3.1 State how to create a positive first impression when dealing with a customer
	3.2 Demonstrate greeting customers in an appropriate manner
	3.3 Demonstrate responding to straightforward questions from customers in an appropriate way