

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Customer Service Skills

Unit Reference Number: K/618/4699

Level: Entry Level Three (3)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand why good customer service is important	1.1 State how poor customer service can impact on: a) customers b) the organisation itself
2. Understand customer needs and how an organisation tries to meet them	2.1 State what products/services customers want from an organisation 2.2 State how the organisation provides products/services in ways that meet customer needs
3. Know ways to provide good customer service	3.1 List ways to make a good first impression 3.2 Give examples of how they give good customer service
4. Be able to provide good customer service	4.1 Demonstrate using appropriate verbal and non-verbal communication skills to greet customer 4.2 Demonstrate behaviours that meet the customer service standards of the organisation when carrying out own role