

NOS PSSPO108 Passenger vessel operations

Unit PSSPO108.1 Give customers a positive impression of yourself and your organisation (SQA Unit Code-H77D 04)

Performance Criteria

You must be able to

Give customers a positive impression of yourself and your organisation

1. meet the organisation's standards for appearance and behaviour
2. greet customers in a way that is appropriate to their needs
3. identify and confirm the needs and expectations of customers
4. maintain communication with customers by ensuring that they are kept informed and reassured
5. respond appropriately to customers who indicate that they need or want attention
6. check with the customer that their needs and expectations are fully understood
7. locate information that will help the customer
8. give customers the information that they need about the service offered by the organisation
9. recognise information that customers might find complicated and check whether they understand fully
10. explain clearly to customers any reasons why their needs or
11. expectations cannot be met

Knowledge and understanding

You need to know and understand

1. what customers' rights are and how these rights limit what can be done for the customer
2. the specific aspects of, health and safety, data protection, equal opportunities, and disability discrimination, and legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
3. industry, organisational and professional codes of practice and ethical standards that affect the way the products or services dealt with can be delivered to your customers
4. contractual agreements that customers may have with the organisation
5. the products or services of the organisation relevant to a customer service role
6. the guidelines laid down by the organisation that limit what can be done within your job role
7. limits of own authority and when it is necessary to seek agreement with or permission from others
8. any organisational targets relevant to own job role and the implications for the organisation if those targets are not met

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9. how to communicate in a clear, polite, confident way and why this is important
10. how to recognise when a customer is angry and confused
11. organisational standards for appearance and behaviour

Scope

1. **Relevant information appropriate to preparing for the movement of vehicles, should include:** sailing times, vehicle numbers, the vessel's berth and details relevant to onward travel arrangements

Glossary

2. **Hazard:** a hazard is something with potential to cause harm
3. **Risk:** a risk is the likelihood of the hazard's potential being realised