

Unit PPL2GEN7 (HL1V 04) Resolve Customer Service Problems

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about the effective handling of customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** | | |
| **You must do:** | | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 3–7 by directly observing the candidate’s work.  PCs 1, 2 and 8–16 may be assessed by alternative methods if observation is not possible. | | |
| **Spot customer service problems**  1 Listen carefully to your customers about any problem they have raised.  2 Ask your customers about the problem to check your understanding.  **3 Recognise repeated problems and alert the appropriate authority.**  **4 Share customer feedback with others to identify potential problems before they happen.**  **5 Identify problems with systems and procedures before they begin to affect your customers.** | **Pick the best solution to resolve customer service problems**  **6 Identify the options for resolving a customer service problem within organisational systems and procedures.**  **7 Work with others to identify and confirm the options to resolve a customer service problem within the 'ethos' of the organization.**  8 Work out the advantages and disadvantages of each option for your customer and your organization.  9 Discuss the best option(s) with your customer and your organization.  10 Identify for your customer other ways that problems may be resolved if you are unable to help. | **Take action to resolve customer service problems**  11 Discuss and agree the options for solving the problem with your customer.  12 Implement the option agreed with your customer.  13 Work with others and your customer to make sure that any promises related to solving the problem are kept.  14 Keep your customer fully informed about what is happening to resolve the problem.  15 Check with your customer to make sure the problem has been resolved to their satisfaction.  16 Give clear reasons to your customer when the problem has not been resolved to their satisfaction. |

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| **Scope/Range** | |
| **What you must cover:** | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | |
| **two** from dealing with customer service problems:  (a) within organisational time parameters  (b) within organisational cost parameters | (c) according to brand standard or standard operating procedures  (d) in line with organisational culture |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | | | **Scope/Range** | | | |
| **What you must do** | | | | | | | | | | | | | | | | **What you must cover** | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **a** | **b** | **c** | **d** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 1 | Organisational procedures and systems for dealing with customer service problems. |  |
| 2 | How and when to use own initiative. |  |
| 3 | How to have confidence in discussing customers’ needs. |  |
| 4 | How to defuse potentially stressful situations. |  |
| 5 | How to negotiate. |  |
| 6 | The limitations of what you can offer your customer. |  |
| 7 | Types of action that may make a customer problem worse and should be avoided. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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