

ASTC202 (SQA Unit Code - F4PH 04)

Communicate effectively with customers and others



Overview

This unit is about communicating politely and effectively with other people that you might encounter when conducting your work.

Many cleaning activities have a risk to health and safety associated with them, therefore it is important that, when you are required to, you communicate clearly and pass on all of the necessary information.

Communicating with others is also important to you if you work alone when you must follow workplace procedures to keep in touch with your workplace and/or colleagues.

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Performance criteria

- You must be able to:*
- P1 make sure your own behaviour by words and attitude conveys to others a positive image of your organisation
 - P2 make sure you have all the necessary and current information that you need to carry out your work
 - P3 ensure communication with your workplace and/or colleagues is arranged, according to organisational procedures
 - P4 communicate clearly, giving all the information needed at a pace and in a manner that helps others to understand
 - P5 respond promptly and positively to questions and comments from customers or the public
 - P6 acknowledge and respond to communication promptly, clearly and courteously
 - P7 check that you have understood the information correctly
 - P8 where appropriate, record information in the correct manner and in line with organisational procedures
 - P9 using language that is clear and concise pass on accurate and up-to-date information at the right time to persons who require it and who are authorised to receive it
 - P10 take prompt and effective action when there is difficulty in relaying information, following organisational procedures
 - P11 report faults with communication equipment promptly to an appropriate person
 - P12 be aware of your customer and their needs and attitudes

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Knowledge and understanding

You need to know and understand:

- K1 the reasons for communicating with others
- K2 how your behaviour and attitude reflects on your organisation and/or workplace and why it is important to create a positive impression
- K3 where to obtain the information that you need to carry out your job, the form in which the information is expressed and why it should be up-to-date
- K4 why you should check that you have understood information correctly
- K5 the different forms of communication available to you and how they are used
- K6 why it is important to communicate clearly and give all of the information necessary to the audience
- K7 why you should respond positively to question or queries from customers or the public
- K8 organisational and/or workplace procedures for acknowledging and responding to incoming information
- K9 organisational and/or workplace procedures for recording information
- K10 who is authorised to receive information and the correct manner in which to pass it on
- K11 how to identify problems in relaying information, what these might be and the action to take to deal with them
- K12 to whom to report faults with communication equipment
- K13 how to establish customer needs and attitudes and the correct response

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