

SKAD15 (2) (SQA Unit Code - FA3H 04)

Help to give good levels of service to participants and customers



Overview

Your customers expect good levels of service. If they do not receive good levels of service, they may take their business somewhere else.

Good relationships with the customer are important. They expect staff to dress appropriately, behave in a professional and polite way, and be helpful.

Teamwork is just as important. If you do not work well with your colleagues, everyone's work will be affected and the customer will suffer in the long run.

It is also important for you to always try to improve what you do at work – the customer will see the benefits of this, and it will help you to get along in your career.

The unit is divided into three parts. The first part describes the three things you have to do. These are:

1. work well with participants and customers
2. work well with your colleagues
3. help to improve your own work

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in this unit.

This unit is for new/junior staff working in a sport and activity environment.

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Performance criteria

You must be able to:

Work well with participants and customers

- P1 meet your organisation's standards for appearance and behaviour
- P2 deal with participants and customers politely
- P3 be helpful to participants and customers
- P4 communicate with participants and customers clearly
- P5 give participants and customers any information they need or seek help from your colleagues
- P6 treat and value each person equally as an individual
- P7 follow the correct procedures for safeguarding children and other vulnerable people

You must be able to:

Work well with your colleagues

- P8 carry out your duties as you have been asked to do
- P9 ask your colleagues for help and advice when you need it
- P10 give your colleagues help when they need it
- P11 communicate with your colleagues clearly and accurately
- P12 maintain good working relationships with your colleagues
- P13 if you have any problems working with your colleagues, explain these problems to your line manager

You must be able to:

Help to improve your own work

- P14 always try to achieve the standard of work your organisation expects
- P15 ask your colleagues for feedback on your work
- P16 work with a relevant colleague to
 - P16.1. identify the things you do well and areas where you could do better
 - P16.2. identify the new things you need to learn
- P17 take part in training that helps to improve your work

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Knowledge and understanding

You need to know and understand:

For the whole unit

- K1 why it is important to provide good levels of service to participants and customers
- K2 the standards you should achieve in your work
- K3 how your efforts helps to provide good levels of service to participants and customers
- K4 why it is important to communicate clearly with participants, customers and colleagues
- K5 what might happen if you do not communicate clearly
- K6 why equality and diversity are important in the way you work with customers, participants and colleagues
- K7 how to treat people equally and respect their individuality

You need to know and understand:

Work well with participants and customers

- K8 how you should dress and present yourself at work
- K9 how you should behave and not behave with participants and customers
- K10 why dress, appearance and behaviour are important at work
- K11 how to deal politely with customers
- K12 the types of situations where participants and customers may need help and information
- K13 what you should do to give customers help and information
- K14 situations where you should not try to help a customer yourself but ask for help from a colleague
- K15 why safeguarding children and vulnerable people is important
- K16 the procedures you should follow for safeguarding children and vulnerable people

You need to know and understand:

Work well with your colleagues

- K17 why teamwork is important in providing good levels of service
- K18 why it is important to carry out your duties as you have been asked to do
- K19 what might happen if you do not carry out your duties as you have been asked to
- K20 the types of situations where you need help and advice from colleagues
- K21 why it is important to ask for help from colleagues
- K22 situations where it may not be right to give your colleagues help and what you should do if you are unsure participants and customers
- K23 what a 'good working relationship' with your colleagues means
- K24 what you can do to maintain a good working relationship
- K25 the types of situations where you might have problems working with your colleagues
- K26 why it is important to take any problems to your line manager

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You need to know and understand:

Help to improve your own work

- K27 why it is important to always try to improve your work
- K28 how to ask colleagues for feedback on your work
- K29 why feedback from your colleagues is important
- K30 how to use feedback from your colleagues to improve your work
- K31 who you should work with to identify what you do well and where you could improve
- K32 why it is important to take part in training and education
- K33 the types of training and education available to you

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Additional Information

Scope/range related to performance criteria

1. **participants and customers**
 - 1.1. adults
 - 1.2. children and young people
 - 1.3. people with special needs
2. **communication**
 - 2.1. spoken
 - 2.2. written
3. **colleague**
 - 3.1. working at the same level as yourself
 - 3.2. line manager

Glossary

Colleagues

The people you work with – people working at the same level as yourself or your manager(s)

Communicate in writing

This could include short notes or messages or giving a participant or customer an information leaflet

Good working relationship

The type of relationship with your colleagues that helps the team to work well and provide a high level of service to the customer – this includes getting along well with your colleagues, being fair to them, avoiding unnecessary disagreements and not letting your personal life influence the way you relate to colleagues

Line manager

The person who directly manages your work

Organisation's standards for appearance and behaviour

How your organisation wants you to dress and present yourself to participants and customers; this would cover wearing the correct uniform or other clothing and standards of personal hygiene; it also includes how you behave when participants and customer are present

Participants

People taking part in coaching or activity sessions

People with special needs

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this could be people with physical disabilities, learning difficulties or medical problems

Training

this could involve on a course, but would also include watching other members of staff doing things that are new to you, receiving instructions from other members of staff on new things you have to do and having the opportunity to practise new skills

Links to other NOS

This unit links closely with all other units in the Sport and Active Leisure suite of National Occupational Standards.

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