

## Handle customer communications and book external services

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### Overview

This standard is about collecting, sorting and distributing communications and booking external services for customers. It is for people that work on reception or concierge desks. Customers may receive and send various types of communications through the reception facility of an organisation. External services may be a taxi booking, tickets for an event or something much more unusual!

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Handle customer communications and book external services

## Performance criteria

You must be able to:

### **Handle mail and messages**

1. Collect mail and messages from appropriate sources
2. Sort and distribute mail and messages to the correct person or place promptly
3. Deal with mail and messages which have not been collected and distributed in line with workplace procedures
4. Follow current data protection legislation when dealing with mail and messages as well as customers confidentiality
5. Deal with incoming electronic mail according to organisational procedures

### **Book external services**

6. Book external services for customers, remaining polite, helpful and efficient at all times
7. Identify customer needs and requirements
8. Identify organisations correctly and contact them as requested
9. Book services which meet customer needs
10. Provide customers with accurate details of the booking and of any alternatives offered
11. Follow your organisation's procedures for booking services
12. Inform customers politely and promptly when you have been unable to meet their requests

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## Knowledge and understanding

You need to know and understand:

### **For the whole unit**

1. Why it is important to deal with everyone you communicate with politely, helpfully and efficiently

### **Handle mail and messages**

2. Legal requirements for handling mail and messages

3. Safe and hygienic working practices when handling mail, messages and written communications

4. Your organisation's procedures for handling and distributing mail and why these are important

5. Why suspicious items should be reported immediately

6. Why written communications should be secured against unauthorised access

7. What the procedures are for recorded delivery and registered mail

8. The type of unexpected situations and problems that may occur and how to deal with these

### **Book external services**

9. The types of services you may be asked to book and the procedures you should follow

10. Why it is important to give accurate verbal and written information to customers

11. Why confirmation and deposits may be required from customers

12. The type of unexpected situations and problems that may occur and how to deal with these

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**Scope/range**

**1. Mail**

1.1 letters

1.2 parcels

1.3 registered or courier delivered post

1.4 electronic

**2. Messages**

2.1 faxes / typed / hand written notes

2.2 emails

**3. Services**

3.1 transport

3.2 deliveries

3.3 entertainment / restaurant bookings / spa

3.4 other

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