

Contribute to solving business problems

Overview

This standard is for members of staff that are involved in solving business related problems. Roles associated with this level could be deputy head receptionists, shift leaders or similar level roles. It includes checking your understanding of the problem, seeking advice on how to deal with it and agreeing how to recognise when it has been solved. This could be a proactive and reactive approach to solving problems. With the ever increasing reliance of social media platforms when choosing a hospitality establishment the handling of complaints is business critical in any type of hospitality business.

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

- Contribute to solving business problems.

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Performance criteria

You must be able to:

1. Check understanding of the business problem
2. Demonstrate empathy to the customer when they are explaining the problem
3. Take responsibility for the problem where possible
4. Discuss the business problem with others
5. Seek advice on how to deal with the business problem
6. Update customers on the progress of the problem being solved if this is not immediate
7. Agree how to recognise when the business problem has been solved
8. Use support and feedback from others to help solve the business problem
9. Confirm with the customer that the problem has been resolved before they leave the establishment wherever possible

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Knowledge and understanding

You need to know and understand:

1. How to identify a business problem
2. How to be empathetic to a customer
3. Different ways to solve business problems
4. Different ways of recognising when a business problem has been solved
5. How to update the customer on the progress of of the problem being resolved
6. Reasons for using support and feedback from others
7. How to ensure customers don't leave the establishment without the problem being resolved

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Developed by	People 1st
Version Number	2
Date Approved	February 2016
Indicative Review Date	March 2021
Validity	Current
Status	Tailored
Originating Organisation	Council for Administration
Original URN	Unit BAG125
Relevant Occupations	Receptionist
Suite	Hospitality - Housekeeping and Front of House Reception
Keywords	contribute, solving, business, problems
