

## Collect and deliver items for customers and staff

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### Overview

This standard is about collecting and delivering items such as letters and other papers, customer property and messages. It is for receptionists or porters. The task of collecting or delivering customers property efficiently is extremely important. The property may be very valuable to the customer and the delivery or collection may be connected to the customer's business transactions or for personal reasons.

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

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## Performance criteria

You must be able to:

### **Collect items from customers and staff**

1. Follow instructions correctly
2. Collect the right items from the right place at the right time
3. Protect all items against damage or loss
4. Record the collection according to organisation's procedures
5. Deal with customers and staff in a polite and efficient manner

### **Deliver items to customers and staff**

6. Follow instructions correctly
7. Deliver the right items to the right place at the right time
8. Protect all items against damage or loss
9. Record the delivery according to organisation's procedures
10. Deal with customers and staff in a polite and efficient manner

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## Knowledge and understanding

You need to know and understand:

1. How to follow spoken and written instructions
2. The types of items you might be asked to collect and deliver
3. The types of places you may be asked to collect and deliver items and how to find these places
4. How to handle items without injuring yourself or damaging the items
5. Why it is important to collect and deliver on time
6. What records of collection and delivery you may have to keep up to date
7. How to deal with customers and other staff when you are making collections and deliveries
8. The types of problems that may happen when you are collecting and delivering items and how to deal with these

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**Scope/range**

**1. Instructions**

1.1 written

1.2 spoken

**2. Items**

2.1 customer belongings

2.2 letters and parcels

2.3 documents

2.4 messages digital and non-digital

**3. Places**

3.1 inside your organisation

3.2 outside your organisation

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