

COSVR476 – SQA Unit Code HM2E 04

Deal with product enquiries



Overview

This standard is about

- 1 providing information
- 2 responding to product enquiries
- 3 resolving customer/colleague problems whilst promoting and maintaining effective relationships

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Performance criteria

- You must be able to:*
- P1 provide relevant and accurate information to customers/colleagues relating to the work
 - P2 develop and maintain working relationships with customers/colleagues
 - P3 follow organisational procedures when dealing with the enquiry
 - P4 comply with organisational procedures when dealing with difficult customer/colleague relationships
 - P5 ensure that customers/colleagues are informed on the progress of the enquiry
 - P6 ensure that reports and records meet the organisational requirements

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Knowledge and understanding

You need to know and understand:

Performance Criteria 1

Provide accurate information

- K1 the **organisational procedures** developed to provide accurate **information** relevant to the work
- K2 the types of **information**, their source and how they are interpreted
- K3 the **organisational procedures** to solve **problems** with the **information** and why it is important they are followed

Performance Criteria 2

Working relationships

You need to know and understand:

- K4 the **organisational procedures** for dealing with internal and external **customers**

Performance Criteria 3

Dealing with the enquiry

You need to know and understand:

- K5 how to deal with **enquiries and complaints** within the limits of your authority and organisational guidelines

Performance Criteria 4

Difficult customer relationships

You need to know and understand:

- K6 the organisational procedures to deal with difficulties in working relationships with **customers**

Performance Criteria 5

Progress of the enquiry

You need to know and understand:

- K7 how to carry out **communications** with **customers** to inform them of any changes and the progress of the enquiry and/or complaint

Performance Criteria 6

Reports and records

You need to know and understand:

- K8 the **organisational procedures** for **reporting** and **recording** how enquiries or complaints have been dealt with
- K9 the method for **reporting** and **recording** any **problems** that may have occurred

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Additional Information

Scope/range related to performance criteria

Performance Criteria 1

- 1 provide spoken and/or written information to customers/colleagues related to the products and services relevant to the work

Performance Criteria 2

- 2 record meetings, conversations and correspondence with customers/colleagues, whilst maintaining confidentiality in accordance with organisational requirements

Performance Criteria 3

- 3 deal with enquiries within the limits of your authority and organisational guidelines
- 4 refer issues to the appropriate people when you are unable to deal with them

Performance Criteria 4

- 5 deal with difficulties in relationships with customers/colleagues within the limits of your authority

Performance Criteria 5

- 6 inform customers/colleagues of any changes to the delivery of products and/or services

Performance Criteria 6

- 7 report and record the actions taken whilst dealing with the product enquiry

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Scope/range related to knowledge and understanding

Communication

- 1 written, oral, visual and electronic
- 2 the lines and methods of effective communication

Customers

- 3 people within and outside of the organisation who require products or services which are provided

Enquiries and complaints

- 4 spoken and/or written correspondence from customers/colleagues relating to products or services which are provided

Information

- 5 spoken and/or written information and customer awareness related to relevant products and services which are provided

Organisational procedures

- 6 this relates to the understanding of procedures put in place by the organisation to provide information, solve information related problems, deal with enquiries or complaints, deal with internal or external customers, record and report information concerning the enquiry or complaint

Problems

- 7 those arising from information, resources and methods of work
 - 7.1 own authority to rectify
 - 7.2 organisational reporting procedures

Recording

- 8 organisational recording procedures and statutory requirements

Reporting

- 9 Organisational reporting procedures and statutory requirements

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Suite Woodmachining (Construction/Sawmilling Extrusion and Furniture)

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