

Unit PPLHSL19 (HK72 04) Monitor and Solve Customer Service Problems

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about monitoring customer service problems and taking action to develop a solution. This unit is for hospitality team leaders, first line managers or supervisors. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Respond positively to customer service problems following organisational guidelines.  2 Solve customer service problems when you have sufficient authority.  3 Work with others to solve customer service problems.  4 Keep customers informed of the actions being taken.  5 Check with customers that they are comfortable with the actions being taken.  6 Solve problems with service systems and procedures that might affect customers before they become aware of them.  7 Inform managers and colleagues of the steps taken to solve specific problems.  8 Identify repeated customer service problems.  9 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.  10 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation.  11 Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.  12 Action your agreed solution.  13 Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems.  14 Monitor the changes you have made and adjust them if appropriate. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 1 | Organisational procedures and systems for dealing with customer service problems. |  |
| 2 | Organisational procedures and systems for identifying repeated customer service problems. |  |
| 3 | How the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers. |  |
| 4 | How to negotiate with and reassure customers while their problems are being solved. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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