

Unit PPLHSL5 (HK7H 04) Lead a Team to Improve Customer Service

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 looking at both your organisation and your staffing resources and bringing these together in a constructive way to improve overall customer service. 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 Treat team members with respect at all times.  2 Agree with team members their role in delivering effective customer service.  3 Involve team members in planning and organising their customer service work.  4 Allocate work which takes full account of team members' customer service skills and the objectives of the organization.  5 Motivate team members to work together to raise their customer service performance.  6 Give team members support and direction when they need help.  7 Encourage team members to work together to improve customer service.  8 Check that team members understand what they have to do to improve their work with customers and why that is important.  9 Check with team members what support they feel they may need throughout this process.  10 Provide sensitive feedback to team members about their customer service performance.  11 Encourage team members to discuss their customer service performance.  12 Discuss sensitively with team members action they need to take to continue to improve their customer service performance. |

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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** |
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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 | The roles and responsibilities of your team members and where they fit in with the overall structure of the organisation. |  |
| 2 | How team and individual performance can affect the achievement of organisational objectives. |  |
| 3 | The implications of failure to improve customer service for your team members and your organisation. |  |
| 4 | How to plan work activities. |  |
| 5 | How to present plans to others to gain understanding and commitment. |  |
| 6 | How to facilitate meetings to encourage frank and open discussion. |  |
| 7 | How to involve and motivate staff to encourage teamwork. |  |
| 8 | How to recognise and deal sensitively with issues of underperformance. |  |

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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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