

Unit PPL1GEN3 (HK7J 04) Maintain Customer Care

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 providing a good level of service to your customers and helping to deal with any problems they may have. |

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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** |
| **You must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1, 2, 3, 4, 6 and 7 by directly observing the candidate’s work. PCs 5 and 8-14 may be assessed by alternative methods if observation is not possible. |
| **Deal with customers**  **1 Follow your organisation's procedures for dress and appearance.**  **2 Establish and maintain a professional and polite relationship with the customer.**  **3 Maintain focus on the customer and their needs.**  **4 Deal with customer requests according to your organisation's service procedures.**  5 Deal with any additional needs customers may have.  **6 Give the customer the information customers need without giving them any confidential information.**  **7 Provide the service correctly and check that the customer is satisfied or if you may help them in any other way.**  **Deal with customers' problems**  8 Recognise when something is a problem from the customer's point of view.  9 Acknowledge the customer's problem and apologise for any inconvenience.  10 Reassure them that it will be dealt with by the appropriate person.  11 Deal with the customer's problem quickly and calmly, following the correct organisational procedures.  12 Report to an appropriate member of staff for help if you cannot deal with the problem yourself.  13 Let the guest know what is happening.  14 Ensure the problem has been dealt with. |

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| **Scope/Range** | |
| **What you must cover:** | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for a minimum of: | |
| **one** from:  (a) customers with routine needs  (b) customers with non-routine needs | **one** from:  (c) problems with service  (d) problems with communication  (e) incidents and accidents |
| Evidence for any points under ‘what you must cover’ not observed may be assessed through questioning or witness testimony. | |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | **Scope/Range** | | | | |
| **What you must do** | | | | | | | | | | | | | | **What you must cover** | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **a** | **b** | **c** | **d** | **e** |
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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). | |
| **For the whole unit** | |  |
| 1 | Your organisation's procedures for customer care and how to put these into practice. |  |
| 2 | The importance of good customer care to you and your organization. |  |
| 3 | The importance of brand /organisational values and guidelines and how to represent them. |  |
| **Deal with customers** | |  |
| 4 | Your organisation's procedures for dress and appearance and why these are important. |  |
| 5 | How to make a good first impression to the customer and why this is important. |  |
| 6 | Why it is important to maintain your focus on the customer and their needs. |  |
| 7 | How to help your customer feel welcome and at ease. |  |
| 8 | Routine and special requests that customers may have and how to deal with these. |  |
| 9 | The types of questions that customers may have and how to answer these. |  |
| 10 | The types of information you should not give to customers. |  |
| 11 | How to behave with customers when you are providing a service. |  |
| 12 | Why it is important to find out if you can assist the customer further. |  |
| 13 | How to be polite and helpful to customers and behave in a way that makes them feel valued. |  |
| **Deal with customer’s problems** | |  |
| 14 | Why it is important to see the problem from the customer's point of view, acknowledge the problem and apologise to the customer. |  |
| 15 | The types of problems that customers may have and how to deal with these yourself. |  |
| 16 | The types of customer problems that you should pass on to another member of staff and who this should be. |  |
| 17 | Situations where it is important to explain to the customer what has caused their problem. |  |
| 18 | Why it is important to let the customer know what is happening to solve their problem. |  |
| 19 | Why it is important to make sure the customer is satisfied with what you have done. |  |
| 20 | How reporting customer problems can help to improve customer care in the future. |  |

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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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