Unit PPL2FOH8 (HL35 04) Handle Customer Communications and Book External

Services

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)** |  |

Unit PPL2FOH8 (HL35 04) Handle Customer Communications and Book External Services

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| **Unit overview** |
| This unit is about collecting, sorting and distributing communications and booking external services for customers. It is for people that work on reception or concierge desks. Customers may receive and send various types of communications through the reception facility of an organisation. |

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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). The assessor **must** assess PCs 1–11 by directly observing the candidate’s work.  PC 12 may be assessed by alternative methods if observation is not possible. |
| **Handle mail and messages**  **1 Collect mail and messages from appropriate sources.**  **2 Sort and distribute mail and messages to the correct person or place promptly.**  **3 Deal with mail and messages which have not been collected and distributed in line with workplace procedures.**  **4 Follow current data protection legislation when dealing with mail and messages as well as customers confidentiality.**  **5 Deal with incoming electronic mail according to organisational procedures.**  **Book external services**  **6 Book external services for customers, remaining polite, helpful and efficient at all times.**  **7 Identify customer needs and requirements.**  **8 Identify organisations correctly and contact them as requested.**  **9 Book services which meet customer needs.**  **10 Provide customers with accurate details of the booking and of any alternatives offered.**  **11 Follow your organisation's procedures for booking services.**  12 Inform customers politely and promptly when you have been unable to meet their requests. |

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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: | | | |
| **one** from:  (a) letters  (b) parcels  (c) registered or courier delivered post  (d) electronic mail | **one** from:  (e) faxes or typed notes or handwritten notes  (f) emails | **two** from:  (g) arranging transport services  (h) dealing with deliveries  (i) making entertainment or restaurant or spa bookings  (j) other | Evidence for the remaining points under ‘what you must cover’ 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** | **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** |
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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 | Why it is important to deal with everyone you communicate with politely, helpfully and efficiently |  |
|  | **Handle mail and messages** |  |
| 2 | Legal requirements for handling mail and messages |  |
| 3 | Safe and hygienic working practices when handling mail, messages and written communications |  |
| 4 | Your organisation's procedures for handling and distributing mail and why these are important |  |
| 5 | Why suspicious items should be reported immediately |  |
| 6 | Why written communications should be secured against unauthorised access |  |
| 7 | What the procedures are for recorded delivery and registered mail |  |
| 8 | The type of unexpected situations and problems that may occur and how to deal with these |  |
|  | **Book external services** |  |
| 9 | The types of services you may be asked to book and the procedures you should follow |  |
| 10 | Why it is important to give accurate verbal and written information to customers |  |
| 11 | Why confirmation and deposits may be required from customers |  |
| 12 | The type of unexpected situations and problems that may occur and how to deal with these |  |

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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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