

Unit CU813 Recognise and Deal With Customer Queries, Requests and Problems

Aims

No matter how good the learner is at providing consistent and reliable customer service, some of their customers will from time to time expect more. They can signal this in various ways and when they do the learner must know how to handle it. Sometimes customers ask different questions and request special treatment. The learner may be able to help them and they certainly need to know who to ask for help if necessary. Some customers may be dissatisfied with the service and may present a problem. The learner's job is to recognise that there is a problem and make sure that the appropriate person deals with it.

Level: 1

Credit value: 5

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Recognise and deal with customer queries and requests	1.1 Deal with queries and requests from customers in a positive and professional way 1.2 Seek information or help from a colleague if they cannot answer their customer's query or request 1.3 Obtain help from a colleague if they are not able to deal with their customer's request 1.4 Always tell their customer what is happening
2. Recognise and deal with customer problems	2.1 Recognise when something is a problem from the customer's point of view 2.2 Avoid saying or doing anything which may make the problem worse 2.3 Deal with a difficult customer calmly and confidently 2.4 Recognise when to pass a problem on to an appropriate colleague 2.5 Pass the problem on to their colleague with the appropriate information 2.6 Check that the customer knows what is happening

<p>3. Know how to recognise and deal with customer queries, requests and problems</p>	<p>3.1 List who in the organisation is able to give help and information</p> <p>3.2 State the limits of what they are allowed to do</p> <p>3.3 Identify what professional behaviour is</p> <p>3.4 Describe how to speak to people who are dissatisfied</p> <p>3.5 Describe how to deal with difficult people</p> <p>3.6 State what customers normally expect</p> <p>3.7 Identify how to recognise a problem from what a customer says or does</p> <p>3.8 Describe what kinds of behaviours/actions would make situations worse</p> <p>3.9 List the organisational procedures they must follow when they deal with problems or complaints</p> <p>3.10 Identify the types of behaviour that may make a problem worse</p>
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Evidence Requirements

1. Wherever possible your evidence should be based on a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence based on a realistic working environment or a work placement is permissible. Simulation is also allowed for evidence within this Unit but ideally this should be based on either previous or existing experience from a work placement, a realistic working environment or real work. (*Guidelines for the assessment of Simulated Activities and a Realistic Working Environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1,2,3 and 4 – February 2010*)
2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. Your evidence must include examples of problems which are:
 - a brought to your attention by customers
 - b identified first by you and/or by your colleagues.
5. The problems included in your evidence must include examples of:
 - a a difference between customer expectations and what is offered by your organisation
 - b a problem resulting from a system or procedure failure.