

Unit PPL2GEN10 (HL2A 04) Deal with Customers Across a Cultural Divide

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 preparing to deliver customer service across a cultural divide and seeing through that delivery. |

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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 1–3 by directly observing the candidate’s work.PCs 4 and 5 may be assessed by alternative methods if observation is not possible. |
| **Prepare to deal with customers with different cultures****1 Identify the culture or cultures other than your own that you are most likely to come across when dealing with customer.****2 Identify the typical dietary requirements, customs and beliefs of cultures you are likely to deal with.****3 Identify products and/or services which are suitable or can be adapted to suit customers from differed cultures.****Deal with customers from different cultures**4 Adapt speech, tone and body language to suit customers from different cultures.5 Deal with requests from customers from different cultures within limits of own authority and seek help from the appropriate person if necessary. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
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| **1** | **2** | **3** | **4** | **5** |
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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 cultures that you are most likely to encounter among groups of your customers. |  |
| 2 | The dietary requirements, customs and beliefs of the cultures you are most likely to encounter. |  |
| 3 | Why customers might make special requests and how to deal with these. |  |
| 4 | How to adapt products or services to meet the needs of customers from different cultures. |  |
| 5 | The types of requests and typical information customers may need due to cultural requirements. |  |
| 6 | How to treat customers with respect for their customs and beliefs. |  |
| 7 | How to adapt speech, tone and body language when dealing with customers from different cultures. |  |
| 8 | The limitations of your own authority when dealing with customers from different cultures and who to go to for help. |  |

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# Supplementary evidence

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| **Evidence** | **Date** |
| 1 |  |  |
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| 4 |  |  |
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| 6 |  |  |

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