

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