## **SDS0460** **(J8LN 45)**

## Welcoming Customers

### Candidate’s statement

I confirm that the evidence detailed in this unit is my own work.

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

|  |  |
| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name(if applicable) |  |
| Countersigning Assessor’s signature(if applicable) |  |
| Date |  |

© SQA 2024

### Internal Verifier’s statement

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

|  |  |
| --- | --- |
| Internal Verifier’s name |  |
| Internal Verifier’s signature |  |
| Date |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

To welcome customers in line with customer care and organisational service styles, policies and procedures, to enhance customer experience.

#### 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.

#### Performance criteria (What you must do)

There must be evidence for all PCs (ie: 1-8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

1. Preparing customer service areas to ensure they are well maintained, clean and presentable in line with organisational policies and procedures and health and safety regulations.
2. Presenting a positive image of yourself and the organisation to meet organisational policies and procedures and service styles.
3. Greeting customers in line with organisational policies and procedures and service styles.
4. Interacting with customers professionally to provide positive customer experience on arrival in line with organisational policies and procedures and service styles.
5. Providing customers with required information on arrival using appropriate communication methods and in line with organisational policies and procedures and service styles.
6. Interpreting information and queries to understand customer needs and requirements in line with organisational policies and procedures and service styles.
7. Responding to customers’ queries to meet their needs and requirements in line with organisational policies and procedures and service styles.
8. Monitoring and maintaining customer service areas to ensure they are kept in line with organisational policies and procedures and service styles and health and safety legislation and regulations.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC1** | **PC 2** | **PC 3** | **PC 4** | **PC5** | **PC 6** | **PC 7** | **PC 8** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

#### Scope / range (What you must cover)

No scope / range is stipulated for this unit.

#### Knowledge and understanding (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).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Organisational policies and procedures, and health, safety and security and other regulatory requirements for dealing with customers including customer care and service style and where this information can be found. |  |  |
| 2. Why it is important to interact with customers and how to do this in line with organisational policies, procedures and service styles. |  |  |
| 3. Types and methods of effective communication including verbal and non-verbal and when and how to use these. |  |  |
| 4. The importance of actively listening, to correctly identify customer needs and requirements. |  |  |
| 5. Different types of situations which arise when greeting customers and how to handle these within the limits of your authority. |  |  |
| 6. Accurate and up to date information about organisational products and services. |  |  |
| 7. Importance of identifying customers’ needs and requirements. |  |  |
| 8. How to give customers appropriate information that will enhance their visit. |  |  |
| 9. Unexpected situations that may occur when greeting customers and how to deal with these. |  |  |
| 10. How to keep customer service areas safe and hygienic and why this is important. |  |  |
| 11. Processes for reporting issues in line with organisational policies. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

#### Assessor feedback on completion of the unit: