

**Tracking sheet –** Customer Service

The aim of this unit is to develop learners’ understanding of the benefits of good customer service and how an organisation can provide effective levels of customer service through their procedures and good practice standards. Learners are required to each interact with customers and demonstrate good customer service standards in a real situation.

**SCQF Level 3**

**Learner name**  **Centre name**

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| **To do this you must** | **Page number** | **Assessment date** |
| 1. Understand features of good customer service | | |
| * 1. Give an example of good customer service |  |  |
| * 1. Give an example of poor customer service |  |  |
| * 1. Identify why customer service is important |  |  |
| 1. Understand customer needs and how own organisation tries to meet them | | |
| 2.1 Identify what products or services own organisation provides to customer |  |  |
| 2.2 Identify how own organisation provides products or services in ways that meet customer needs |  |  |
| 1. Understand own organisation’s customer service procedures and good practice standards | | |
| 3.1 Identify ways to interact with customers in your organisation |  |  |
| 1. Be able to provide good customer service | | |
| 4.1 Give examples of how you gave good customer service in own organisation |  |  |
| 1. Be able to review customer service in own organisation | | |
| 5.1 Identify ways to improve customer service in own organisation |  |  |
| **Assessor feedback** | | |
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| **Declaration** I confirm that the details above are correct, that the evidence submitted is the learner’s own work and that the learner meets all the requirements for the unit: | | |
| Learner Name Assessor Name  Learner Signature Assessor Signature  Date Date | | |