

Title	Monitor and evaluate customer service in food operations				
Ofqual unit ref	K/502/7423				
Level	3	Credit value	4	GLH	19
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Plan to ensure reliable customer service in food operations</p>			<p>1.1 Develop and agree workplans and schedules with relevant people</p> <p>1.2 Organise others to respond to the needs of customers</p> <p>1.3 Provide information and advice to team members to support the provision of reliable customer service</p> <p>1.4 Identify and meet product knowledge needs of team members</p> <p>1.5 Seek advice when decisions about ensuring customer service are needed</p> <p>1.6 Organise supplies of materials and products to meet customer needs.</p>		
<p>2 Monitor sales and evaluate customer service in food operations</p>			<p>2.1 Analyse sales and customer service records to identify opportunities for improvements</p> <p>2.2 Produce and agree plans and criteria for evaluating customer service</p> <p>2.3 Assess customer feedback to identify potential improvements in products and services</p> <p>2.4 Collect feedback on service from customers and colleagues</p> <p>2.5 Evaluate customer feedback and suggestions from colleagues for the improvement to customer service</p> <p>2.6 Recommend improvements in customer service.</p>		
<p>3 Maintain effective and efficient customer service in food operations</p>			<p>3.1 Organise team members' work to meet customer service expectations</p> <p>3.2 Give practical support to colleagues to provide effective customer service during busy periods</p>		

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3 Maintain effective and efficient customer service in food operations		<p>3.3 Monitor stocks of materials and products in order to ensure that adequate supplies are available to meet customer demand</p> <p>3.4 Implement improvements in customer service.</p>
Unit purpose and aim(s)		<p>This unit is designed to assess the skills of learners in the workplace, monitoring and evaluating customer service in food operations. It needs to be assessed on the job. The learner must be able to demonstrate their competent performance consistently over a period of time, to meet all of the assessment criteria. This will be achieved by at least two observations of performance in the workplace, and may be supported by witness testimony and other workplace evidence. Observations must ensure that the learner's working practice is at commercial speed and in compliance with standard operating procedures.&nbsp;The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>