

Title		Understand how to monitor and evaluate customer service in food operations			
Ofqual unit ref		M/502/7424			
Level	3	Credit value	3	GLH	21
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Know how to contribute to sales through ensuring reliable customer service</p> <p>2 Know how to monitor sales and evaluate customer service in food operations</p> <p>3 Know how to maintain effective and efficient customer service in food operations</p>			<p>1.1 Explain why and how work schedules and workloads are planned to meet customer needs</p> <p>1.2 Explain how to ensure that supplies of materials and products are available</p> <p>1.3 Describe how to identify customer needs in food operations and how to organise the work of team members to respond to those needs</p> <p>1.4 Describe how to provide information and advice about customer service</p> <p>1.5 Explain how to seek advice about customer service decisions</p> <p>1.6 Describe how to identify and resolve a lack of required customer service knowledge or skills among others.</p> <p>2.1 Describe how to complete documentation about customer service to make it available for others</p> <p>2.2 Explain the purpose of monitoring the volume of customer service complaints</p> <p>2.3 Describe how to monitor and assess customer feedback and the importance of doing so</p> <p>2.4 Describe how to identify potential improvements in customer service</p> <p>2.5 Outline ways in which feedback can be obtained from customers</p> <p>2.6 Explain the importance of ensuring that recommendations for improvements in customer service offer benefits for customers and the organisation.</p> <p>3.1 Define how statutory regulations affect customer service delivery</p>		

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3 Know how to maintain effective and efficient customer service in food operations	<p>3.2 Explain how to implement improvements in customer service</p> <p>3.3 Describe the product and material types that should be monitored to improve customer service in food operations</p> <p>3.4 Explain how to monitor product and material stocks in food operations</p> <p>3.5 Describe how to assess and revise customer service policies and procedures.</p>	
Unit purpose and aim(s)	<p>This unit is designed to assess the knowledge and understanding of learners in the workplace context, when monitoring and evaluating customer service. It can be assessed on or off the job. The learner must demonstrate their current knowledge and understanding, to meet all assessment criteria. Assessment methods appropriate to the needs of the learner must be used to generate satisfactory evidence of knowledge and understanding. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	