**13873 Knowledge Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| --- | --- |
| **Name:** |  |
| **ID Number:** |  |
| **Workplace:** |  |
| **Region:** |  |
| **Date:** |  |
| **Signature (to verify this is my own work)** |  |

**Marking Grid: (For Office Use ONLY)**

|  |  |  |
| --- | --- | --- |
| **SECTION** | **TOTAL** | **Learner Achievement** |
|  |  |  |
|  | **8** | **%** |

|  |  |
| --- | --- |
| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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| --- | --- | --- |
| **Handle a range of customer complaints in Contact Centres** | | **13873** |
| 7. Why is it important for you to know your company’s complaint procedure and systems? | | 13873 EEK1 |
|  | | **(2)** |
| 8. Why is it important to communicate with stakeholders invol customers’ complaints? | ved in | 13873 EEK2 |
|  | **(2)** | |
| 9. It’s in the best interests of both the customer and the business it find a practical and speedy resolution to a complaint. Provide a 4 tips for providing practical business solutions: | self to t least | 13873 EEK3 |
|  | **(4)** | |
| **Total** | **/ 8** | |