**13873 Knowledge Assessment**

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

|  |  |
| --- | --- |
| **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:**  |  |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **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**  |