**13885 LEARNER FORMATIVE ASSESSMENT PACK**

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| **Learner Name:** |  |
| **Learner ID Number:** |  |
| **Group:** |  |
| **Date of Completion:** |  |
| **Signature to verify that this is my own work:** |  |

The following unit standards have been identified and aligned to this training (please refer to your evidence matrix and Portfolio of Evidence for more information):

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| **Unit Std ID No.** | **Unit**  **Standard**  **Title** | **Specific Outcome** | **Assessment Criteria** | | **NQF**  **Level &**  **Credits** | **Evidence**  **Provided/**  **Referenced** | **Learner**  **Notes/**  **Comments** | **Assessment**  **Decision**  **C/NYC** |
| 13885 | **Provide information to Customers in a Contact Centre** | SO 1:  Identify customer needs in a Contact Centre. | 1. Customers’ needs are correctly identified through appropriate questioning and listening techniques. 2. A correct understanding of customer needs is demonstrated by applying industry specific responses 3. Customers’ needs are identified within company specific timeframes. 4. Company specific prompts and procedures are consistently followed. | | 2 (12) |  |  |  |
|  |  | SO 2: Provide information to customers | 1.  2.  3.  4. | Product specific and relevant information is accurately matched to the customer’s needs.  Information provided is current and up to date.  Customer specific relevant information is provided.  Comapny specific timeframes are complied with |  |  | | |
|  |  |  | 5. | Escalation situations are identified and company specific procedures are correctly followed. |  |  | | |
|  |  |  | 6. | Alternatives are offered to customers |  |  | | |

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| Assessor Sign Off: |  | Learner Sign Off & Date (Feedback): |  |
| Date: |  | Coach Sign Off & Date: |  |
| Decision |  | Moderator Sign Off & Date: |  |

Comments/Notes:

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| **Class Activity 1: Provide Information to Customers** In small groups, complete the following: | US 13885 |

1.1 Define Customer Service (SO1 AC 1)

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1.2 Explain why it is important to give good customer service for your company.

(SO1 AC1, AC4)

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1.3 What are the benefits of giving good customer service? Explain (SO1 AC1,2,3,4)

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1.4 Name two types of customers and give examples. (SO1 AC1)

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1.5 What are the four critical areas of meeting customer expectations that we must be aware of to meet customer expectations – name them. (SO1 AC1, AC2, AC3, AC4)

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1.6 What is a Standard within the Company – can you explain? (SO2 AC 1, AC2)

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1.7 Why do Companies specify the time frame in which you have to answer a

call. Explain. (SO2 AC 3 & 4)

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1.8 What must you record when taking a message. **Explain** (US SO2 AC2 & AC6)

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1.9 At what stage of a conversation with a Customer will you escalate a call. Explain. (SO2 AC 5 & AC6)

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