

**Unit Title:** Dealing With Queries And Requests From Customers  
**Unit Level:** Entry 3  
**Unit Credit Value:** 2  
**GLH:** 20  
**LASER Unit Code:** WJC725  
**Ofqual Unit Code:** T/506/0540

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know the services or products of a section or department within an organisation.	1.1	State the services or products a selected section or department offers.
		1.2	State the key features of the services or products a selected section or department offers.
2.	Know the types of question that customers will ask.	2.1	State the most frequently asked questions about a selected section or department's services or products.
		2.2	State the preferred answers to the most frequently asked questions about a selected section or department's services or products.
3.	Be able to recognise when a customer has a query or request.	3.1	Demonstrate how to listen closely to questions from customers.
		3.2	Identify when questions from customers require a specific response or action.
4.	Know how to clarify details of queries or requests from customers.	4.1	State how to check with customers that they have heard their questions correctly.
		4.2	State the importance of keeping customers informed about actions on their queries or requests.

**Assessment Guidance:**

NA

**Additional Information:**

NA