

Title:	Handling Customer Requests and Enquiries
Level:	Level 1
Credit value:	3
GLH:	27
Unique Reference Number:	F/652/0538
Sector Subject Area:	14.1 Foundations for Learning and Life
Aim:	The aim of this unit is to develop the learner's knowledge and skills in handling customer requests and enquiries in a business environment. Learners will develop the ability to respond to customer needs, provide appropriate information and take action to support customer service delivery.
Assessment Type:	Assessment of this unit will be through an internally set and internally assessed portfolio of evidence.
Assessment Guidance:	<p>Assessment decisions for skills-based learning outcomes must be made during the learner's normal work activity. Direct observation should form a primary source of evidence and be supported, where appropriate, by discussion, annotated screenshots or photographs, saved documents, or witness statements.</p> <p>Skills-based assessment must be carried out over an appropriate period of time to ensure consistency and independence of performance.</p> <p>Evidence must confirm that the learner can handle customer requests and enquiries appropriately, provide information and support customer needs in a business environment.</p>

Learning outcomes

The learner will:

1. Understand customer requests and enquiries in a business environment.

Delivery content:

The aim of this learning outcome is to develop the learner's understanding of different types of customer requests and enquiries and how they are handled.

The learner must demonstrate that they can:

- 1.1 Identify different **types of customer requests and enquiries**.

1.2 Identify ways customer requests and enquiries may be received .
1.3 Recognise the importance of responding appropriately to customer requests and enquiries.
2. Be able to handle customer requests.
Delivery content: The aim of this learning outcome is to develop the learner's skills in responding to customer requests in a business environment. The learner must demonstrate that they can: 2.1 Respond to customer requests in a clear and appropriate manner. 2.2 Provide information or assistance to meet customer needs. 2.3 Confirm that customer requests have been addressed .
3. Be able to deal with customer enquiries.
Delivery content: The aim of this learning outcome is to develop the learner's skills in dealing with customer enquiries effectively. The learner must demonstrate that they can: 3.1 Receive customer enquiries . 3.2 Provide appropriate responses to customer enquiries . 3.3 Refer enquiries when required .
4. Be able to record and follow up customer requests and enquiries.
Delivery content: The aim of this learning outcome is to develop the learner's skills in recording and following up customer requests and enquiries. The learner must demonstrate that they can: 4.1 Record customer requests or enquiries . 4.2 Follow up requests or enquiries when required . 4.3 Confirm outcomes with customers or others .

<p>Scope of Training</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
<p>Requirements</p>	
<p>Types of customer requests and enquiries:</p>	<p>Definition:</p> <p>Different kinds of requests or questions customers may have when interacting with a business.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that customer requests and enquiries may include: <ul style="list-style-type: none"> ○ Requests for information. ○ Requests for products or services. ○ Enquiries about services or processes. ○ Requests for assistance. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Simple and more detailed enquiries. • Requests from different types of customers. • Common customer questions in different settings.
<p>Ways customer requests and enquiries may be received:</p>	<p>Definition:</p> <p>The different methods customers use to contact a business.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that requests and enquiries may be received through: <ul style="list-style-type: none"> ○ Face-to-face communication. ○ Telephone. ○ Email. ○ Digital systems. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Online forms or systems. • Internal requests from colleagues. • Different communication channels used in business.

<p>Importance of responding appropriately:</p>	<p>Definition: The value of providing suitable and effective responses to customer requests and enquiries.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must understand that appropriate responses: <ul style="list-style-type: none"> ○ Meet customer needs. ○ Provide accurate information. ○ Support positive customer experiences. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Impact of poor responses. • Importance of clear communication. • Maintaining professionalism when responding.
<p>Respond to customer requests:</p>	<p>Definition: Providing an appropriate response to a customer's request.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Respond clearly to customer requests. ○ Communicate appropriately. ○ Provide suitable responses. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Responding to different types of requests. • Adapting responses to customer needs. • Maintaining professionalism.
<p>Provide information or assistance:</p>	<p>Definition: Giving customers the information or help they need.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Provide accurate information. ○ Offer appropriate assistance. ○ Support customer needs. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Helping customers access services. • Explaining information clearly. • Assisting with simple requests.

<p>Confirm that customer requests have been addressed:</p>	<p>Definition: Ensuring that the customer's request has been completed or dealt with.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Confirm actions have been completed. ○ Check customer understanding. ○ Ensure the request has been resolved. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Asking customers if further help is needed. • Confirming outcomes with colleagues. • Following up on requests.
<p>Receive customer enquiries:</p>	<p>Definition: Accepting and recognising customer questions or requests.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Receive enquiries appropriately. ○ Listen to customer questions. ○ Recognise customer needs. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Acknowledging customer enquiries. • Clarifying customer questions. • Identifying key information.
<p>Provide appropriate responses to customer enquiries:</p>	<p>Definition: Giving suitable answers to customer questions.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Respond to enquiries clearly. ○ Provide relevant information. ○ Ensure responses meet customer needs. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Explaining information simply. • Responding to different enquiry types. • Maintaining professional communication.

<p>Refer enquiries when required:</p>	<p>Definition: Passing enquiries to the appropriate person when they cannot be handled directly.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Recognise when to refer enquiries. ○ Direct enquiries appropriately. ○ Communicate clearly when referring. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Escalating complex enquiries. • Identifying appropriate contacts. • Explaining referrals to customers.
<p>Record customer requests or enquiries:</p>	<p>Definition: Documenting customer requests or enquiries for reference or action.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must include: <ul style="list-style-type: none"> ○ Record customer information accurately. ○ Document requests or enquiries. ○ Store information appropriately. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Using simple recording systems. • Recording key details. • Maintaining clear records.
<p>Follow up requests or enquiries when required:</p>	<p>Definition: Checking progress or taking further action after an initial request or enquiry.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Follow up on customer requests. ○ Check if actions have been completed. ○ Ensure customer needs are met. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Checking status of requests.

	<ul style="list-style-type: none"> • Contacting customers if needed. • Monitoring progress of enquiries.
<p>Confirm outcomes with customers or others:</p>	<p>Definition: Ensuring that the final outcome of a request or enquiry is communicated.</p> <p>Teaching must include:</p> <ul style="list-style-type: none"> • Learners must be able to: <ul style="list-style-type: none"> ○ Confirm outcomes with customers. ○ Communicate results clearly. ○ Ensure closure of requests. <p>Teaching could include:</p> <ul style="list-style-type: none"> • Confirming completion of tasks. • Informing colleagues of outcomes. • Ensuring customer satisfaction.