

## 4430 Customer Service Activity

Using the Rules of Combination and the list of units available prepare a structure for a candidate in the following job roles:

<p><b>Level 2 Certificate (28 credits)</b>          Receptionist whose duties include meeting customers, answering the telephone, inputting data into the organisation's database and working within a team.</p>	
<p><b>Level 3 Diploma (42 credits)</b>          Supervisor of a small team whose responsibility is to organise and monitor services and products to customers.</p>	
<p><b>Level 4 Diploma (67 credits)</b>          Manager of a department, within a large departmental store. Main responsibilities include maintaining the safety of staff and customers, managing quality control and promotion of excellence through customer service.</p>	