

## Unit 232

## Meeting customers' after sales needs

<b>UAN:</b>	<b>R/502/8601</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	14
<b>Relationship to NOS:</b>	This unit is linked to Council for Administration Sales NOS: SLS85 Meet your customer's after sales service needs.
<b>Assessment requirements specified by a sector or regulatory body:</b>	This unit is endorsed by the Council for Administration, the standard setting organisation for business skills.
<b>Aim:</b>	This unit aims to provide the knowledge of how after-sales service is provided in a way that meets your customer's needs.

<b>Learning outcome</b>
The learner will: 1. be able to investigate customer after sales needs
<b>Assessment criteria</b>
The learner can: 1.1 establish the nature of customers' after sales needs 1.2 communicate with customers in a way that conforms with quality and customer service standards at all times.

<b>Assessment Guidance</b>
<b>Evidence may be supplied by:</b> <ul style="list-style-type: none"><li>• observation</li><li>• witness testimony</li><li>• product</li><li>• questioning</li></ul>

<b>Learning outcome</b>
The learner will: 2. be able to handle customers' after sales needs
<b>Assessment criteria</b>
The learner can:

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| <ol style="list-style-type: none"><li>2.1 deal with customers' after sales needs following organisational customer service standards and procedures</li><li>2.2 balance customers' needs with those of the organisation</li><li>2.3 explain when to refer to someone in authority if the problem cannot be resolved within the limits of own authority</li><li>2.4 fulfil commitments made to customers in accordance with quality and customer service standards</li><li>2.5 Record commitments made to customers</li></ol> |
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<b>Assessment Guidance</b>
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<b>Evidence may be supplied by:</b>
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- observation
- witness testimony
- product
- questioning

<b>Learning outcome</b>
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The learner will:
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| <ol style="list-style-type: none"><li>3. be able to review the after sales process</li></ol> |
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<b>Assessment criteria</b>
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The learner can:
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| <ol style="list-style-type: none"><li>3.1 obtain customers' comments on service reliability from customers</li><li>3.2 analyse and report the findings to the relevant person in the organisation</li><li>3.3 make recommendations for improvements to after sales service provision in the light of customer feedback.</li></ol> |
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<b>Assessment Guidance</b>
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<b>Evidence may be supplied by:</b>
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- observation
- witness testimony
- product
- questioning.