

Unit D15 Help to give good levels of service to participants and customers

Introduction

Summary

Your customers expect good levels of service from your organisation. If they do not receive good levels of service, they may take their business somewhere else.

Good relationships with the customer are important. They expect staff to dress appropriately, behave in a professional and polite way, and to be helpful.

Just as important is teamwork. If you do not work well with your colleagues, everyone's work will be affected and the customer will suffer in the long run.

It is also important for you to always try to improve what you do at work – the customer will see the benefits of this, and it will help you to get along in your career.

The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-5) describes the three things you have to do. These are:

D15.1 **Work well with participants and customers**

D15.2 **Work well with your colleagues**

D15.3 **Help to improve your own work**

The third part (pages 6 - 7) describes the knowledge and understanding you must have.

Target Group

This unit is for junior staff working in a sport and activity environment.

Linked Units

This unit links closely with all other units.

Place in the NVQ/SVQ Framework

This unit is mandatory in the level 1 Sport and Recreation NVQ/SVQ.

Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Communication 1.1, 1.2, 1.3

Working with Others 1.1, 1.2, 1.3

Problem Solving 1.1, 1.2, 1.3

Improving Own Learning and Development 1.1, 1.2, 1.3

and the following SQA Core Skills:

Communication Access 3

Working with Others Access 3

Problem Solving Access 3

Unit D15 Help to give good levels of service to participants and customers

What We Mean By Some of the Words Used in this unit

Colleagues	<i>the people you work with – people working at the same level as yourself or your manager(s)</i>
Communicate in writing	<i>this could include short notes or messages or giving a participant or customer an information leaflet</i>
Good working relationship	<i>the type of relationship with your colleagues that helps the team to work well and provide a high level of service to the customer – this includes getting along well with your colleagues, being fair to them, avoiding unnecessary disagreements and not letting your personal life influence the way you relate to colleagues</i>
Line manager	<i>the person who directly manages your work</i>
Organisation's standards for appearance and behaviour	<i>how your organisation wants you to dress and present yourself to participants and customers; this would cover wearing the correct uniform or other clothing and standards of personal hygiene; it also includes how you behave when participants and customer are present</i>
Participants	<i>people taking part in coaching or activity sessions</i>
People with special needs	<i>this could be people with physical disabilities, learning difficulties or medical problems</i>
Training	<i>this could involve on a course, but would also include watching other members of staff doing things that are new to you, receiving instructions from other members of staff on new things you have to do and having the opportunity to practise new skills</i>

Unit D15 Help to give good levels of service to participants and customers

D15.1

Work well with participants and customers

The National Standard

What you must do

To meet the national standard, you must:

- 1 meet your organisation's standards for appearance and behaviour
- 2 deal with **participants and customers** politely
- 3 be helpful to **participants and customers** when they need assistance
- 4 **communicate** with **participants and customers** clearly
- 5 provide **participants and customers** with the information they need or seek help from your colleagues

What you must cover

From your work you must show that you have worked well with two of the following types of:

a participants and customers

- 1 adults
- 2 children and young people
- 3 people with special needs

and been clear in both of the following types of:

b communication

- 1 spoken
- 2 written

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

Unit D15 Help to give good levels of service to participants and customers

D15.2

Work well with your colleagues

The National Standard

What you must do

To meet the national standard, you must:

- 1 carry out your duties as you have been asked to do
- 2 ask your **colleagues** for help and advice when you need it
- 3 give your **colleagues** help when they need assistance
- 4 **communicate** with your **colleagues** clearly and accurately
- 5 maintain good working relationships with your **colleagues**
- 6 if you have any problems working with your **colleagues**, explain these problems to your line manager

What you must cover

From your work you must show that you have worked well with both of the following types of:

- a colleague**
- 1 working at the same level as yourself
 - 2 line manager

and been clear in both of the following types of:

- b communication**
- 1 spoken
 - 2 written

Unit D15 Help to give good levels of service to participants and customers

D15.3

Help to improve your own work

The National Standard

What you must do

To meet the national standard, you must:

- 1 identify the standard of work you should achieve
- 2 compare your own work with this standard and constantly try to meet it
- 3 ask your **colleagues** for feedback on your work
- 4 work with a relevant **colleague** to
 - identify the things you do well and areas where you could do better
 - identify the new things you need to learn
- 5 take part in training that helps to improve your work

What you must cover

From your work you must show that you have collected feedback from both of the following types of:

- a **colleague**
 - 1 working at the same level as yourself
 - 2 line manager

Unit D15 Help to give good levels of service to participants and customers

What you must know and understand

To be competent in this unit, you must know and understand the following

For the whole unit

- K1 why it is important to provide good levels of service to participants and customers
- K2 the standards you should achieve in your work and how this helps to provide good levels of service to participants and customers
- K3 why it is important to communicate clearly with participants, customers and colleagues and what might happen if you do not

For D15.1 Work well with participants and customers

- K4 how you should dress and present yourself at work
- K5 how you should behave and not behave with participants and customers
- K6 why dress, appearance and behaviour are important at work
- K7 how to deal politely with customers
- K8 the types of situations where participants and customers may need help and information and how you should deal with these situations
- K9 the types of situations where you should not try to help a customer yourself but you should ask for assistance from a colleague

For D15.2 Work well with your colleagues

- K10 why teamwork is important in providing good levels of service
- K11 why it is important to carry out your duties as you have been asked to do and what might happen if you do not
- K12 the types of situations where you need help and advice from colleagues and why it is important to ask for their help
- K13 situations where it may not be right to give your colleagues help and what you should do if you are unsure
- K14 what a 'good working relationship' with your colleagues means and how you can help to maintain this
- K15 the types of situations where you might have problems working with your colleagues and why it is important to take these problems to your line manager

Unit D15 Help to give good levels of service to participants and customers

For D15.3 Help to improve your own work

K16 why it is important to improve your work

K17 how to ask colleagues for feedback on your work and why this is important

K18 how to use feedback from your colleagues to improve your work

K19 who you should work with to identify what you do well and where you could improve

K20 why it is important to take part in training

K21 the types of training available to you in your organisation