**Level 3 Diploma in Land-based Engineering Operations (0059-3)**

**Unit** **303 Assignment**

**Provide Customer Care**

**Underpinning Knowledge**

**Candidate:**

**OVERVIEW**

The aim of this unit is to provide you with the knowledge, understanding and skills required to provide customer care to customers.

This assignment consists of element two of this unit and successful completion will demonstrate that you know how to apply customer care principles.

1. Explain the ways in which a good "company image" can be promoted as a front face to customers.

2. State the importance of good customer care and what might enhance customer satisfaction. Suggest a few reasons that could create dissatisfaction.

3. State why *you* think it's important to have good relations with suppliers and/or customers.

4. Suggest ways in which communicating with customers can be undertaken respectfully and effectively.

5. Suggest clues from a customer’s body language that might indicate all is not going well when dealing with them.

6. State what the limits are of your own authority/responsibility when dealing with customers and when you need to take matters to a higher authority.

7. Explain how confidentiality is taken care of with regards to customer information given to the company and alternatively sensitive company information to customers.