

# Unit 323 Organise And Deliver Customer Service

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### Unit 323 Organise And Deliver

#### **Organise and deliver customer service - VTCT**

Organise and deliver customer service 1 Be able to plan the delivery of customer service 2 Be able to deliver customer service 3 Understand how to organise customer service delivery 4 Knowledge outcomes There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit

#### **Level 3 Diploma in Customer Service Qualification ...**

Unit Reference Number Unit Title Unit Level Credit Value L/506/2150 Organise and deliver customer service 3 5 Y/506/2152 Understand the customer service environment 3 5 K/506/2169 Resolve customers' problems 3 4 D/506/1942 Principles of business 3 10 T/506/2952 Manage personal and professional development 3 3

#### **N025173 L1-4 NVQs CD in Customer Service**

Unit 33: Deliver customer service using service partnerships 207 Unit 34: Organise the delivery of reliable customer service 213 Unit 35: Improve the customer relationship 221 Unit 36: Maintain and develop a healthy and safe customer service environment 227 Unit 37: Plan, organise and control customer service operations 233

#### **Customer Service Level 3 Units Contents**

Title Organise and deliver customer service Skills CFA Reference CS 25 Level 3 Credit Value 5 GLH 27 Unit Reference No L/506/2150 Learning Outcomes Assessment Criteria The learner will: The learner can: 1 Understand how to organise customer service delivery 11 Explain how different methods of promoting products and/or services

#### **Unit title: Organise and Deliver Customer Service GLH: 27 ...**

Unit title: Organise and Deliver Customer Service Level: 3 Credit value: 5 GLH: 27 TQT: 45 Unit code: AZ3/3/NQ/001 QCF unit reference number:

T/508/1162 Unit aim: To be able to plan and deliver customer service This unit has 3 learning outcomes Learning Outcomes Assessment Criteria The learner will: The learner can: 1

### **CUSTOMER SERVICE LEVEL 3**

3 WHAT'S INCLUDED Level 3 Diploma in Customer Service Mandatory (31 credits) Level Unit Title Credits Can do? Y/N Chosen 3 304: Organise and deliver customer service 5

### **Business Administration Level 3 Units**

Unit 323 - Organise business travel or accommodation Unit 324 - Evaluate organisation of business travel or accommodation Unit 327 - Contribute to running a project Unit 328 - Deliver, monitor and evaluate customer service to internal customers Unit 329 - Deliver, monitor and evaluate customer service to external customers

### **Customer Service Mapping Level 3 - Edexcel**

Customer Service Mapping Level 3 Current Qualification Title: Pearson Edexcel Level 3 NVQ Diploma in Customer Service (QCF) Unit Number Unit Title Organise the delivery of reliable customer service Deliver customer service using service partnerships Process customer Unit Number Unit Title Deliver customer service on your customer's

### **Level 3 NVQ Certificate/Diploma in Business and ...**

Unit 323 Organise business travel or accommodation 193 Unit 328 Deliver, monitor and evaluate customer service to internal customers 213 Unit 329 Deliver, monitor and evaluate customer service to external customers 217 Unit 330 Agree a budget 221 Unit 344 Administer legal files 223

### **SPECIMEN COURSEWORK ASSIGNMENT AND ANSWER**

SPECIMEN COURSEWORK ASSIGNMENT AND ANSWER 945 - (Marketing insurance products and services) The following is a specimen coursework assignment question and answer It provides a guide as to the style and format of coursework questions that will be asked and indicates the depth and breadth of answers sought by markers

### **CFACSB10 Organise the delivery of reliable customer service**

CFACSB10 Organise the delivery of reliable customer service CFACSB10 Organise the delivery of reliable customer service 2 Performance criteria You must be able to: P1 Plan and organise the delivery of reliable customer service plan, prepare and organise everything you need to deliver services or products to different types of customers

### **Apprenticeship in Business Administration - CADCentre UK**

Unit 322 - Analyse and present business data (6 credits) (Further units are available for assessment please speak to your assessor for further information) Optional Units (group B) - a maximum of 10 credits can be gained from the following: Unit 323 - Organise and deliver customer service (5 credits) Unit 328 - Spreadsheet Software - MS

### **Level 3 NVQ Diploma in Business and Administration**

Level 3 NVQ Diploma in Business and Administration Unit 323 Organise business travel or accommodation Unit 327 Contribute to running a project Unit 328 Deliver, monitor and evaluate customer service to internal customers Unit 329 Deliver, monitor and evaluate customer service to external customers

### **Level 4 NVQ Certificate/Diploma in Business and ...**

Level 4 NVQ Certificate/Diploma in Business and Administration (4428-44/94) Unit 323 Organise business travel or accommodation 50 Unit 324

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Evaluate the organisation of business travel or accommodation 53 Level 4 NVQ Diploma in Business and Administration

### **Understand how to organise customer service delivery**

Understand how to organise customer service delivery As you learn how to organise customer service you will learn about the implications for customer service of promoting goods/services and how to differentiate between customers' Understand how to organise customer service delivery

### **SVQ 2 in Retail Skills at SCQF Level 5 (2008)**

Unit 323 Plan, monitor and control how graphics are used in Unit 401 Organise the receipt and storage of goods in a retail of these individuals is inadequate to deliver the requirements of the organisation or the quality infrastructure, external services (to the work

### **Index for level 3 NVQ Diploma in Customer Service CC Sept'14**

Index for Level 3 NVQ Diploma in Customer Service CC September 14 1 September 15 Page 1 of 2 304 Organise and deliver customer service 3 5 307 Principles of business 3 10 308 Manage personal and professional development 3 3 323 Resolve customers problems 3 4 Optional Group B Unit Number Unit Title QCF Level Credit Value

### **Apprenticeship in Business Administration - CADCentre UK**

Apprenticeship in Business Administration Qualification Framework : This framework meets the needs of learners who are employed in an administrative role The framework provides learners with a cohesive suite of Unit 323 - Organise and deliver customer service (5 credits) Unit 328 - Spreadsheet Software - MS Excel (6 credits)

### **Unit 324/694 Understand the customer service environment**

This unit is endorsed by Skills CFA Assessment Strategy Competence units (S/NVQ) Aim: This unit aims to develop knowledge and understanding regarding the customer service environment Upon completion of this unit, learners will have developed an understanding of the structure of customer service and the key concepts and practices