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Unit 323 Organise
And Deliver
Customer Service

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Unit 323 Organise And Deliver

Unit: L/506/2150: Unit 304/323 - Organise and deliver customer service. 1. Understand how to organise customer service delivery. 1.1. Explain how different methods of promoting products

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and/or services impact on customer service delivery. Complete worksheet 1. 1.2. Explain who should be involved in the organisation of customer service delivery.

**Unit 323 Organise
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Learning Outcome 1:
Understand how to
organise customer
service delivery 1.1

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Explain how different methods of promoting products and/or services impact on customer service delivery

Advertisements-

Adverts can come in various formats such as online ads, printed flyers/posters or via radio/TV. Staff should be made aware of current advertisements to allow them to provide more...

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**Organise and Deliver
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Customer Service

UNIT1 1.1 Explain how different methods of promoting products and/or services impact on customer service delivery Selling to consumers or other businesses, developing an effective sales strategy is the first step to persuading customers to part with their money. In particular, we need to

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identify ...

Customer Service
**Btec Lever 3 in
Customer Service
Essay - 3547 Words |
Bartleby**

Learning outcome 1

Understand how to
organise customer
service delivery

Assessment criteria:

1.1: Explain how
different methods of
promoting products
and/or services impact
on customer service
delivery 1.2 Explain

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who should be involved
in the

**(DOC) BTEC Level 3
Diploma in Business
Administration Unit**

...

1 Organise and deliver
customer service

(L/506/2150) 1.1, 1.4 8

Use service

partnerships to deliver
customer service

(D/506/2167) 3.1 9

Resolve customers'
complaints

(R/506/2151) 1.2, 1.7

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10 Gather, analyse and interpret customer feedback (D/506/2170) 1.3, 1.7 11 Monitor the quality of customer service interactions (K/506/2172) 1.2, 2.1 15 ...

Customer Service Mapping Level 3 - Edexcel

Organise and Deliver Customer Service. Plan and organise the delivery of reliable customer service.

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Efficient time management is essential for the supervisor to ensure that deadlines are met and team goals are achieved. As a supervisor, you not only have to manage your own time, you are responsible for managing others' time; you are ...

**Team Enterprises -
Management
Development,**

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Unit 323 Organise And Deliver **Training ...**

The aim of this unit is to develop the knowledge, understanding and skills to organise customer service delivery. You will learn how to plan for unexpected workloads and agree achievable deadlines. You will also be able to identify the customer's expectations and identify how to improve the customer

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UBU52_v1

**Organise and deliver
customer service**

Unit: L/506/2150: Unit
304/323 - Organise and
deliver customer
service. 1. Understand
how to organise
customer service
delivery . 1.1. Explain
how different methods
of promoting products
and/or services impact
on customer service
delivery. Complete

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worksheet 1: 1.2 .

Explain who should be involved in the organisation of customer service delivery

My NVQ Resources

Organise the delivery of reliable customer service; ... Unit 304 Organise and deliver customer service pdf 73 KB 24 Jul 2018; Unit 305 Understand the customer service environment v2-1 ...

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Unit 323 Resolve
customers problems v2
pdf 66 KB 24 Jul 2018;
L4 L5 Units. Unit 401
Manage customer
service operations v2
...

**Customer Service
qualifications and
training courses ...**

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Nadia Crabbe -
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(b) suitable customer service delivery capabilities to meet that segment's needs, wants and demands. 3. Value Chain Analysis Michael Porter, who developed the value chain analysis concept, sees it as a tool to "disaggregate an organisation into its strategically relevant activities in order to understand

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SPECIMEN Service
COURSEWORK
ASSIGNMENT AND
ANSWER

Unit 1: Organise and
Deliver Customer
Service 29 Unit 2:
Understand the
Customer Service
Environment 37 Unit 3:
Resolve Customers'
Problems 50 Unit 4:
Principles of Business
55 Unit 5: Understand
Customers and
Customer Retention 67

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Unit 6: Manage
Personal and Service
Professional
Development 76 Unit
7: Develop Resources
to Support Consistency
of ...

**Pearson BTEC Level
3 Diploma in
Customer Service**

Understand how to
organise customer
service delivery As you
learn how to organise
customer service you
will learn about the

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implications for customer service of promoting goods/services and how to differentiate between customers' wants, needs and expectations. You will also learn about who should be involved with customer

Understand how to organise customer service delivery

Level Unit Title Credits
Can do? Y/N Chosen 3

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304: Organise and deliver customer service 5 3
305: Understand the customer service environment 5 3
306: Understand customers and customer retention 4 3
307: Principles of business 10 3
308: Manage personal and professional development 3 3
323: Resolve customers' problems 4 6
mandatory units ...

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CUSTOMER SERVICE

LEVEL 3

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

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professional
development 33 ...
Customer Service

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

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 Excel (6
credits) Unit 333 -
Manage team

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Unit 323 Organise
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performance (4 credits)
Customer Service

**Apprenticeship in
Business**

Administration

AC1.2: Explain how to
identify those
complaints that should
prompt a review of the
service offer and
service delivery

Identifying complaints:
based on types of
complaints, e.g.
indicates breakdowns
in service delivery,
potential to damage

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the reputation of the organisation, cause potential financial damage, regarding products faults and quality ...

**Business
Administration Level
3 - The Student
Room**

Organise business travel or accommodation: 2: 4
217: Provide administrative support for meetings: 2: 4 ...

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Deliver a presentation:
3: 3 306: Create
bespoke business
documents: 3: 4 ... Unit
title: Credit level:
Credit value 323:
Organise and deliver
customer service: 3: 5
325: Resolve
customers's
complaints: 3: 4

Business and Administration NVQ Level 3 Work-based

...

Organise the delivery

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of reliable customer
service CFACSB10

Organise the delivery
of reliable customer
service 1 Overview

This unit is part of the
Customer Service
Theme of Delivery. This
Theme covers
Customer Service
behaviours and
processes that have
most effect on the
customer experience
during Customer
Service delivery.
Remember that

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

Unit 323 Organise
business travel or
accommodation 50

Unit 324 Evaluate the
organisation of
business travel or
accommodation 53

Unit 327 Contribute to
running a project 56

Unit 328 Deliver,
monitor and evaluate
customer service to

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internal customers 61
Unit 329 Deliver,
monitor and evaluate
customer service to
external customers 65
...

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