

1. Complete the table below with a **description** of the products and services for **at least two** commercial organisations, public organisations and third sector organisations. [1.1]

Please ensure you provide a description for each organisation, rather than a list.

Organisation type	Name of organisation	Description of products and services
Commercial organisation	Sainsbury's	Sainsbury's sells food and non-food products such as clothes, homeware etc. They offer home delivery, financial services and other services as well.
Commercial organisation	McDonalds	They sell food in restaurant or through drive through. If you eat there they provide free WiFi for customers. McDonald's offers other services such as children's parties.
Public organisation	NHS	The NHS provides access to treatments and care for medical conditions and illness. These can be through GP practice, support groups, hospital.
Public organisation	TfL (Transport for London)	The service they offer include road routes for London Underground, London Overground, trams, buses, taxis, river.
Third sector organisation	British Heart Foundation	It's a charity organisation in the UK. The main purpose of this charity is to prevent them from cardiovascular disease through funds, research and care and to create awareness through campaigns. The charity invest funds on the diagnosis and treatments of heart disease. They rely on donations (voluntary) to achieve their purpose. Source of their fund is legacies, voluntary donation, profit i.e. they earned through projects. The retail division inc. Charity gifts shops, furniture shops etc.

Preview from Notesale.co.uk
 Page 2 of 19

Now that you have completed part 3 of your Assessment, remember to save the work you have done so far – you will need to send your work to your tutor for marking once you have completed all 5 parts of this Assessment.

Part 4 – Support for customer service employees

This part will help you to evidence Learning Outcome 4: **Understand how employees are supported within the customer service role**

Learning objective	Place in Assessment
4.1 Identify sources of information and advice on employment rights and responsibilities	Question 1 Page 11
4.2 Identify types of representative body related to the industry	Question 2 Page 12
4.3 Detail the main roles and responsibilities of each representative body and their relevance to the industry	Question 2 Page 12
4.4 Outline sources of support for their role within the organisation to include issues relating to: <ul style="list-style-type: none"> • Equality • Health and safety • Career progression 	Question 3 Page 13

1. Identify a range of sources where a person can find information and advice on employment rights and responsibilities. You should identify **at least three** sources of information in your answer. [4.1]

Government, Citizens Advice and ACAS

2. Complete the table below, identifying the representative bodies related to your chosen organisation / industry. You should also include details of the main roles and responsibilities of these bodies and their relevance to the organisation / industry. [4.2] [4.3]

3. Outline the policies and codes of practice that are adopted by the organisation. How are employees made aware of these policies and codes of practice? [5.3]

At M Hotel policies and codes of practices are made aware to employees through regular group meetings and hotel manager discussions.

Health and safety instructions are also visible in any area of concern and terms and conditions are available both in the reception and on the hotel's website. Staff should never disclose to unauthorised persons private information about the customers.

The prices of rooms and services should be clearly visible, as well as all the terms and conditions related to the services we provide, including compensations and refunds.

4. Explain how employees are involved with and consulted on changes to the principles, procedures and policies within the organisation. [5.4]

At M hotel employees are consulted on changes to the principles, procedures and policies through group meetings because employees work different shifts and cannot gather all at once. In the staff areas there are printings displayed which remind the staff on the best ways to perform their jobs, emphasizing the customer service policies.

Preview from Notesale.co.uk
Page 18 of 19