

		services etc.
Public organisation	London Borough of Enfield	Like all the other boroughs from London, Enfield is responsible for the majority of local government services. These include: waste collection and waste disposal, social services, roads, recycling, housing, libraries, leisure and recreation etc.
Third sector organisation	Ability Housing	It is a housing association that provides housing, care and support services for people. Their houses are available for both for rent and shared ownership. They provide personal care and accommodation with personal care in many locations for people with disabilities, mental health conditions and other impairments.
Third sector organisation	Cancer Research UK	It is a research and awareness charity that funds medical staff and researchers to diagnose, identify the causes, prevent and cure cancer. They raise money through donations, fundraising etc and aim to improve cancer services. They also provide information and awareness through their medical journal publications.
Third sector organisation	Battersea Dogs & Cats Home	Animal rescue centre that care for animals and rehome them. They accept any kind of animal regardless their breed. They have a non-selective intake policy, provide medical services, training for dogs and they focus on educating the public on the responsibilities of having a pet. They rely on the support from the public.

2. Complete the table below by **describing** the differences in customer service between commercial, public and third sector organisations. You should **outline** customer service

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 12
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: • 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]

Libraries
Citizens Advice Bureau
Equality and Human Rights
Line manager

Unit one: Understanding the organisation (H/503/0322)

Now that you have completed part 4 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 5 – Policies and procedures

This part will help you to evidence Learning Outcome 5: **Know the organisation's policies and procedures**

Please answer all of the questions in this part in relation to your current organisation (or one that you are familiar with).

Learning objective	Place in Assessment
5.1 Describe the main principles, policies and procedures of their organisation and its documentation	Question 1 Page 15
5.2 Explain how the organisation's principles are disseminated to employees	Question 2 Page 16
5.3 Outline relevant policies and codes of practice adopted by the organisation and how employees are made aware of these	Question 3 Page 16
5.4 Explain how employees are consulted on changes to the principles, procedures and policies within the organisation	Question 4 Page 16
5.5 Identify issues of public concern relating to the industry and organisation and how these are dealt with	Question 5 Page 17

1. Use the table below to **describe** the main principles, policies and procedures of your chosen organisation. You should also include details of documentation used to support these principles, policies and procedures. [5.1]

	Description	Supporting documentation
Principles	Leonard Hotel is committed to deliver great service, acts with responsibility and is very receptive to feedback both from customers and employees.	Hotel's website http://www.theleonard.com/ Customer Service Code of Practice
Policies	Non-smoking policy-guests, employees and visitors are not allowed to smoke in the premises of the hotel. Pets policy- the hotel only accepts guide dogs and no other pets	Company's handbook. Hotel's website http://www.theleonard.com/