

Customer Service Knowledge

Unit one: Understanding the organisation

2. Give details of employer and employee rights and responsibilities under the Health and Safety at Work Act. You should include **at least two** employer rights / responsibilities and **at least two** employee rights / responsibilities in your answer. [2.2]

Who?	Rights / responsibilities under Health and Safety at Work Act
Employer	-Companies need to display Health and safety poster for all the premises, describing all about Health and safety regulations.
Employer	-Employers need to supply the correct equipment to employees compliance Health and safety law.
Employee	-Employees need to complete a full training in Health and safety and Manual Handling, and have full understanding about the them.
Employee	-Any risk need to be communicate to the line manager in short time.

3. In relation to your current organisation (or one that you are familiar with), describe the organisation's procedures for health and safety and any relevant documentation that is used. [2.3]

If possible, provide relevant health and safety policies / documents from the organisation to support your answer. These documents should be annotated to highlight the relevant sections.

My company have poster display around the premises about Health and Safety, also we have a handbook available for the employees and training in First AID and Manual Handling. The procedures say:

- We need to have the safety equipment available at all time, keep them properly used and clean.
- Wear the correct safety uniform for work.
- We need to have the allergenic book available inside the kitchen all time.
- Have the food properly storage in fridge or freezer and monitoring them.
- Utensils need to be used properly and clean with each use.

Customer Service Knowledge

Unit one: Understanding the organisation

4. Outline how the Disability Discrimination Act relates to employment. [2.4]

- Disability Discrimination Act is covered by Equal Opportunity Act legislations.
- Equal opportunity for all employees and new employees, this including age, culture, disability or background.
- Employers need for include legal requirements into practical actions and behaviours.
- Employers need for make reasonable adjustments in the workplace, health and safety in the workplace and leaving / access to work.
- Employers should provide guidance on dealing with unfairness and discrimination.

5. In addition to the information provided in the questions above, identify the other key legislation that specifically relates to your chosen organisation and its industry as a whole. [2.5]

I had check on my company handbook and I found some legislation and law relating :

- Food Safety Act 1990 / Provision for imposing requirements as to : This legislation is related to cleaning, maintenance and treatment of kitchen equipment, and proper utilization of food.
- The Data Protection Act 1998 (DPA 1998) : My company is under data protection because we use their data for company promotion or special offers. We are not allow for pass information for anybody without customer permission or Police authority is required.

Preview from Notesale.co.uk
Page 8 of 18

Customer Service Knowledge

Unit one: Understanding the organisation

Section 5 – Know the organisation's policies and procedures (maps to session 5 policies and procedures)

Please answer all of the questions in this Section 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 14
5.2 Explain how the organisation's principles are disseminated to employees	Question 2 Page 15
5.3 Outline relevant policies and codes of practice adopted by the organisation and how employees are made aware of these	Question 3 Page 15
5.4 Explain how employees are consulted on changes to the principles, procedures and policies within the organisation	Question 4 Page 15
5.5 Identify issues of public concern relating to their industry and organisation and how these are dealt with	Question 5 Page 16

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 x 1]

	Description	Supporting documentation
Principles	Principles are the philosophy of an organisation it sets out what their think or beliefs within an organisation.	My company Principles say that we work with smile and friendly during the serving all the time. Also our food is totally fresh.
Policies	A policy is a course of actions adopted by an organisation. Policies guide employees through the decision-making process, helping them put organisational principles into practice.	My company have a book policy and handbook where we can find all the company policies.
Procedures	A procedure is a series of actions conducted in a certain order or manner. A procedure is a series of step where all staff need for follow for a great result.	Also we can find this procedures in the company hanbook. My company procedures cover all areas including Helath and Safety, food, management, ect.