


Unit of learning outcomes:	Unit 5: Processing customer complaints		
Qualification to be achieved:	Verkaufsberufe im Einzelhandel: Kaufmann/-frau im Einzelhandel, Verkäufer/-in, Drogist/-in, Buchhändler/-in, Musikfachhändler/-in (DE) Retail sector: Management assistants for retail services, Sales assistants, Chemists, Booksellers, Specialist retail assistant for the music branch (UK)		
Area of work tasks:		EQF-Level: 4	DQR-Level: 4
Additional unit of learning outcomes: yes <input type="checkbox"/> no <input type="checkbox"/>			
Description of Unit: Processing customer complaints, dealing with cases at the firm´s expense as well as with cases of liability for defects (warranty), guarantee and product´s liability.			
Knowledge	Skills	Competence	
He/ She knows: <ul style="list-style-type: none"> • the difference between customer complaints, right of complaints (liability for defects, guarantee, product´s liability) and exchange at the firm´s expense • the difference between German and foreign legal rights regarding consumer goods • the firm´s general terms and conditions of business/sale • customer complaints as an instrument of good customer relationship 	He/ She is able to: <ul style="list-style-type: none"> • comprehend and reflect customers´ different reasons for returning goods • empathize with the customers´ situation, reassure stressed customers and apologize • check accurately the type, quantity and condition of the returned goods, check the proof of purchase if necessary, and decide if it is a case of customer´s legal rights or at the firm´s expense • understand and handle customer complaints as a chance to bind the customer to the company Deal with cases at the firm´s expense: <ul style="list-style-type: none"> • weigh up the different possibilities and offer a credit note, replacement or refund according to the company policies • inform customers accurately and elaborately about the procedure and necessary steps 	He/ She is able to: <ul style="list-style-type: none"> • independently and responsibly deal with customer complaints, exchange at the firm´s expense and right of complaints as well as simultaneously weigh up customer´s interests against firm´s interests • independently and responsibly recognize and resolve communication difficulties caused by cultural, linguistic and contextual factors 	

	<ul style="list-style-type: none">• correctly and reliably fill in the forms as well as handle foreign currency• advise the customer to find a more appropriate product• update the stock control system promptly <p>Deal with cases of liability for defects (warranty), guarantee and product's liability:</p> <ul style="list-style-type: none">• analyse which legal right applies in the specific case and suggest an appropriate solution• co-ordinate the customer's ideas with the legal and the actual possibilities, and come to an agreed solution• fill in the necessary forms and inform the customer about the procedure <ul style="list-style-type: none">• cooperate in a team with colleagues of different cultures• support and assist colleagues under difficult working conditions• consider and justify his/her conduct in customer service• react flexibly to new situations	
<p>Additional information: The learning outcomes the learner achieved and demonstrated during the mobility phase are assessed with an evaluation sheet (observation form).</p>		
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Evaluation of the tasks mutually agreed on Unit 5: Processing customer complaints			
Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached.	<u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2 = high performing		
A: Knowledge			
He/ She knows:	Student	Teacher	Company Representative
the difference between customer complaints, right of complaints (liability for defects, guarantee, product's liability) and exchange at the firm's expense			
the difference between German and foreign legal rights regarding consumer goods			
the firm's general terms and conditions of business/sale			
customer complaints as an instrument of good customer relationship			

Evaluation of the tasks mutually agreed on Unit 5: Processing customer complaints			
Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached.	<u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2 = high performing		
B: Skills			
He/ She is able to:	Student	Teacher	Company Representative
comprehend and reflect the customers' different reasons for returning goods			
empathize with the customers' situation, reassure stressed customers and apologize			
check accurately the type, quantity and condition of the returned goods, check the proof of purchase if necessary, and decide if it is a case of customer's legal rights or at the firm's expense			
understand and handle customer complaints as a chance to bind the customer to the company			
weigh up the different possibilities and offer a credit note, replacement or refund according to the company policies			
Deal with cases at the firm's expense			
weigh up the different possibilities and offer a credit note, replacement or refund according to the company policies			

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inform customers accurately and elaborately about the procedure and necessary steps			
correctly and reliably fill in the forms as well as handle foreign currency			
advise the customer to find a more appropriate product			
update the stock control system promptly			
Deal with cases of liability for defects (warranty), guarantee, product's liability:			
analyse which legal right applies in the specific case and suggest an appropriate solution			
co-ordinate the customer's ideas with the legal and the actual possibilities, and come to an agreed solution			
fill in the necessary forms and inform the customer about the procedure			

Evaluation of the tasks mutually agreed on Unit 5: Processing customer complaints			
Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached.	<u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2 = high performing		
	C: Competence		
He/ She is able to	Student	Teacher	Company Representative
independently and responsibly deal with customer complaints, exchange at the firm's expense and right of complaints as well as simultaneously weigh up customer's against firm's interests			
independently and responsibly recognize and resolve communication difficulties caused by cultural, linguistic and contextual factors			

C: Competence (continued):				
Please mark the following areas of competence with your initials when they are fulfilled. The fulfilment is not graded.		Student	Teacher	Company Representative
<i>Please initial the following competences when they have been reached.</i>				
Social competence	supports colleagues accordingly and in order to relieve them			
Problem-solving competence	solves problems independently and business-oriented			
Communication competence/ Intercultural competence	conducts "small talk" professionally in the target language			
	uses technical jargon			
	reacts appropriately to regional accents			
	solves linguistically challenging situations			
	gives specific information in the target language			
	can communicate appropriately with people from other cultures			
Ability to work in a team	works in a team appropriately			
Independence	acquires specialized knowledge independently			
	considers and justifies his/her own action and behaviour			
Flexibility	reacts flexibly to new situations			
	harmonizes customer's and firm's interests according to the situation			

Evaluation of the tasks mutually agreed on

Additional comments:

Name of the assessor

Signature:

Place and date: