

SAMPLE ASSESSMENT MATERIAL

UNIT 5 - WORKING WITH CUSTOMERS IN THE SPORT AND ACTIVE LEISURE INDUSTRY



Unit 5 Working with customers in the sport and Level 1 active leisure industry

Sample assessment material - information for teachers

This assessment is provided as an example. Consortia may use this example and adapt it to meet local requirements or produce their own assessments. In all cases, the assessment section in the unit must be referred to.

Overview

The purpose of this assessment is for learners to apply their knowledge and understanding of the importance of customer service in the sport and active leisure industry by demonstrating customer service skills in different work-related scenarios.

Time

Learners will have a total of 8 hours to complete this assessment. The following amount of time should be spent on each task:

Task 1: 4 hours

Task 2: 4 hours

Resources

A suitable environment must be made available for learners to carry out their customer service role plays.

Learners should be provided with Forms A, B and C to complete following the customer service role plays.

Where video is used to record learners carrying out customer service role plays, then teaching staff will need to ensure the availability of appropriate equipment.

Supervision

Learners must be supervised by an appropriate person when using customer service skills in a sport and active leisure environment. A witness testimony must be completed to record each learner's contribution. Learners must also be supervised contributing to group discussions about customer service activities and when writing up their individual reviews.

Collaboration

Although team work skills are not being assessed, learners may work in groups to carry out the customer service role plays, observe their peers and undertake reviews. Each learner must hand in their own record of the customer service activities they carried out.

Roles

This assessment is based within a sports centre environment and therefore suitable areas must be set up for the role plays including a sports centre reception desk and office space. If possible, a real life working environment is preferable but if this is not practicable appropriate areas of the school or college may be used.

The teacher is responsible for setting up the role plays and recording each learner's contributions either through video or witness testimony. The role plays should be sufficiently complex to allow learners to use a range of customer service skills. Two role plays should be carried out as follows:

1. **Customers with specific needs** (eg. a customer with disabilities or a customer from a different social or cultural background that have specific needs)
2. **Customer with complaints/issues that need resolution** (eg. a customer that has a confirmed booking arrives only to find out that the facility has been double booked or a complaint about the cleanliness of the changing area).

Marking

The assessment grid can be found on page 72 of the unit. Further guidance on using assessment grid is available in the assessment section of the unit.

Sample assessment material – information for learners

Assessment overview

The purpose of this assessment is for you to apply your knowledge and understanding of the importance of customer service in the sport and active leisure industry by demonstrating customer service skills in realistic scenarios.

Time

You will have a total of 8 hours to complete this assessment. The following amount of time should be spent on each task:

Task 1: 4 hours

Task 2: 4 hours

Collaboration

You won't be assessed on your team skills in this assessment however your teacher may put you in a group to carry out the customer service role plays. You will also discuss the role play activities as a group but you will need to complete an individual review of your own customer service skills.

Assessment Brief

Milltown local authority leisure services department provide an extensive range of leisure services to the local community through a range of facilities. This includes a sports and leisure centre with swimming pool, fitness suite and health studio and multi-purpose halls that can host a range of sport and active leisure related activities and events

Good customer service is crucial to the smooth operation of both the facilities and activities that are provided. The local authority would like to recruit more young people into different roles within the organisation.

These new roles include many customer facing positions such as receptionists and recreation assistants. New recruits must demonstrate good customer service skills.

The following advertisement has been put in the local press.

RECREATION ASSISTANTS
RECEPTIONISTS
ACTIVITY SUPERVISORS

Do you understand the importance of good customer service?
Can you demonstrate good customer service skills in a sports environment?

If the answer to these questions is 'yes' then you maybe just the person we are looking for !

To receive an application form and apply for one of these positions you will need to demonstrate that you have developed customer service skills in a sports environment and show that you understand the importance of customer service to organisations such as ours

Please submit evidence in writing together with any visual evidence to:

Human Resources
Milltown Leisure Services.
Milltown Leisure Centre.

To provide evidence for the above advertisement, you must complete both tasks.

Task 1

You must provide a record of how you have used customer service skills in a sport and active leisure environment for the two scenarios below:

- 1. Customers with specific needs** (eg. a customer with disabilities or a customer from a different social or cultural background that have specific needs)
- 2. Customer with complaints/issues that need resolution** (eg. a customer that has a confirmed booking arrives only to find out that the facility has been double booked or a complaint about the cleanliness of the changing area).

Your teacher will either complete a witness testimony or record you carrying out customer service skills. You must complete **recording form A** when you have completed the role plays and hand it in to your teacher for marking.

Task 2

You must now review your own and others' customer service skills. You must complete both **recording forms B and C**. For each role play, you must identify the specific skills that would be needed to provide 'first class' customer service and explain the importance of personal management and presentation.

Form A - Providing customer service

Brief description of the role play:

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What customer service skills did you use?

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What feedback did others give you about your performance?

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What would I do differently in the same situation next time?

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Form B - Customer Service Review Form

Description of situation involving delivery of customer service

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Customer service skill demonstrated	Strength/Area for Improvement	Evidence

Was there a positive outcome to the situation? What factors contributed to the outcome?

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What could have been improved/completed differently to deliver 'first class' customer service?

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Form C - Record of Group Discussion

What customer skills were observed by different members of the group?

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What were the main strengths observed by different members of the group?

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What areas for improvement were suggested by different members of the group?

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