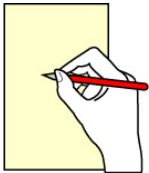




Presenting information and instructions clearly in workplace

Handling complaints



Activity 3

Read this extract on handling complaints.

You will need to understand that it is important to listen to customers and to keep calm. You will need to know when to refer a customer to a more senior member of staff if you are not able to deal with an enquiry.

Most of the time, dealing with customers is a rewarding and interesting experience. From time to time, however, you may have to deal with customer complaints. These could be in writing, over the telephone or face-to-face. It is important that you know how to deal with these situations, and when and who to ask for help. When dealing with complaints, you should always:

- Find a solution to the problem.
- Agree the solution with the customer.
- Make sure that what you promised to do gets done.

A

- Listen carefully to the customer.
- Apologise in general terms for any inconvenience caused.
- Let the customer know that the matter will be fully investigated and, if possible, put right.

B

- Try to see the problem from the customer's point of view.
- Keep calm and not argue with the customer.

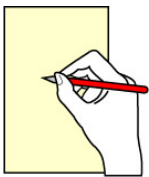
C

(Taken from the Qualifications and Curriculum Authority web site
[www.qca.org.uk/qca_6890.aspx].

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- 1 Which order should the instructions go in?
- A ABC
 - B BCA
 - C ACB
 - D BAC



Activity 4

Under the Management of Health and Safety at Work Regulations 1999, employers are required to do a risk assessment of the work activities carried out by homeworkers. Completing a risk assessment involves identifying the hazards relating to the homeworkers' work activities and deciding whether enough steps have been taken to prevent harm to them or to anyone else who may be affected by their work.

How to do a risk assessment

There are five steps that employers need to take to make sure that a proper risk assessment is done:

- Assess the risks and take appropriate action to remove them or reduce them as far as possible.

C

- The findings should be recorded.
- Check the risks from time to time and take further steps if needed.

B

- Identify any hazards.
- Decide who might be harmed and how.

A

(Adapted from the HSE publication: *Homeworking: Guidance for employers and employees on health and safety*, page 2 [www.hse.gov.uk/pubns/indg259.pdf]. © Crown copyright.)



- 2 Which order should the instructions go in?
- A ABC
 - B BCA
 - C ACB
 - D BAC
- 3 Which statement doesn't work as well as an instruction?
- A Identify any hazards.
 - B Check the risks from time to time and take further steps if needed.
 - C Decide who might be harmed and how.
 - D The findings should be recorded.



Self-check answers

Questions from Part 1

Making sure your information is clear and logical

Go back over the instructions and highlight all the imperatives you can find.

- 1 **Cup** the respirator in your hand with the nosepiece at your fingertips allowing the headbands to hang freely below your hands.
- 2 **Position** the respirator under your chin with the nosepiece up.
- 3 **Pull** the top strap over your head, resting it high at the top back of your head. **Pull** the bottom strap over your head and position it around the neck below the ears.
- 4 **Place** the fingertips of both hands at the top of the metal mouthpiece. **Mould** the mouthpiece to the shape of your nose by pushing inwards while moving your fingertips down both sides of the nosepiece. Pinching the nosepiece using one hand may result in less effective respirator performance.
- 5 The seal of the respirator should be fit-checked prior to wearing in the workplace.
 - a) **cover** the front of the respirator with both hands, being careful not to disturb the position of respirator
 - b) **inhale** sharply.

A negative pressure should be felt inside the respirator. If any leakage is detected, adjust position of respirator and/or tension of strap. **Retest** the seal. **Repeat** the procedure until the respirator is sealed properly.



Extension activity

Action in order
When fitting the respirator, you should begin by cupping it in your hand with the nosepiece at your fingertips, allowing the headbands to hang freely below your hands.
Next you need to position the respirator under your chin with the nosepiece up.
The next stage is to put the mask on your head. To do this you should pull the top strap over your head, resting it high at the back of your head, and then pull the bottom strap over your head as well, positioning it around your neck, below your ears.
Now you will need to mould the mouthpiece to the shape of your nose. To do this you should place the fingertips of both hands at the top of the metal nosepiece, and then push inwards while moving your fingertips down both sides of the nosepiece. You should always use both hands, as pinching the nosepiece using one hand may result in the respirator working less effectively.
Before you wear the respirator in the workplace you need to make sure it is fit-checked. To do this you should cover the front of the respirator with both hands, being careful not to disturb the position of respirator, and then inhale sharply. A negative pressure should be felt inside the respirator. If any leakage is detected, you will need to adjust the position of the respirator and/or the tension of the straps, then retest the seal. You should repeat the procedure until the respirator is sealed properly.

Answers to Part 2

Activity 3: Handling complaints

1 Which order should the instructions go in?

B BCA

Activity 4: How to do a risk assessment

1 Which order should the instructions go in?

C ACB

2 Which statement doesn't work as well as an instruction?

D The findings should be recorded.