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TQUK Functional Skills Qualification in English at Level 2

Reading Document Booklet Past Paper 6

Instructions

- Read each question **carefully**
- Answer **all** questions
- Write your answers **clearly** in the spaces provided
- **Check** your answers.

Information

- There are **3** documents to read
- The maximum mark for this exam is **30**
- The marks available for each question are shown in **bold** beneath each question
- You do **not** need to write in complete sentences
- You will **not** be assessed on spelling, punctuation and grammar.

Items

- You **will** need the Examination Paper provided
- You **will** need a pen with black or blue ink
- You **are** allowed to use a dictionary
- You will **not need** any other stationery or equipment.

Time allowed: 60 minutes

Do not open this booklet until you are told to do so.

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Past Paper

Document 1 Article

The State of Customer Service in the UK

In recent years, the quality of customer service in the United Kingdom has been a topic of much debate. As consumers, we all have our own experiences and opinions on the matter.

One example that many of us can relate to is the case of TekSolutions. This well-known electronics retailer has branches nationwide. While TekSolutions boasts an impressive range of products and affordable prices, customers have expressed their frustration with the after-sales service. Many have reported long wait times on the phone when seeking technical support. This raises the question: is the pursuit of profit overshadowing the quality of customer care?

If TekSolutions wishes to remain competitive in the age of online shopping giants, they must recognise that relying solely on price isn't enough. Other complaints about local TekSolutions stores are that staff can be rude or unhelpful. By improving their customer experience, they could not only retain loyal customers but also attract new ones. Staff training is key. If all staff had the same knowledge and service standards there would be fewer complaints.

The hospitality sector is also no stranger to erratic levels of customer service. TastyDelights is a chain of restaurants specialising in British cuisine. While their menu is extensive and their food is generally well-received, diners have been disappointed by the inconsistent level of service across different venues. Some patrons have raved about the attentive and friendly staff, while others have complained about slow service and poor waitstaff. Such differences in customer experiences just aren't good enough. They also beg the question: shouldn't consistent service standards be a top priority for all businesses?

Customer service isn't just about resolving issues when they arise. It's about creating positive interactions at every touchpoint. Firms should invest in staff training and customer-centric policies to ensure that customers leave with smiles on their faces, whether they're buying electronics or eating a meal. The personal touch is important. For example, TekSolutions' use of chatbots instead of real people lost them thousands of customers. Which just goes to show that as consumers, we have the power to demand better. Businesses really have a duty to deliver exceptional service because this is also their path to long-term success.

— Kai Sedgwick

Document 2 Discussion Forum

www.leafbankcommunity.com/forum/customer-service-experiences

Leafbank Community Forum

Customer Service Experiences [Log in](#) | [Create account](#)

FoodLover123
I had the most amazing dinner at TastyDelights last night. The food was great, and our server, Jamie, was an absolute gem. They went above and beyond to make our dining experience memorable. I felt like a treasured guest. Fabulously five-star!

GadgetGeek22
I wish I could say the same about TekSolutions, the electronics store on High Street. I went there to buy a new laptop, and the staff seemed disinterested. It took forever to get assistance, and when I finally did, the salesperson didn't seem very knowledgeable. Not impressed at all! Customer service needs a major overhaul there - they were useless, bored and preoccupied.

HungryMuncher
TastyDelights is a mixed bag for me. Last month, I had a fabulous meal there; everything was perfect. But this time, it was a disaster. We waited forever to be seated, and once we were, the waiter got our order wrong not once but twice! They need to work on consistency. It's like a coin flip every time you visit.

Shopaholic87
Hey, folks! I love shopping for gadgets, but TekSolutions on High Street seriously needs an upgrade. The layout is a jungle - it's impossible to find anything. Plus, when I asked for help, the staff looked at me like I was speaking a different language. Far from a marvellous shopping experience, and it's gonna make me consider online alternatives.

FoodieExplorer
I had a fantastic meal at TastyDelights last week! The atmosphere was great, and the staff were attentive. However, I've noticed that their service can vary depending on when you visit. Why can't they strive for that level of excellence every time? Consistency is key, especially for repeat customers like me.

LocalResident99
Too right! I couldn't agree more and it's frustrating to see such potential wasted. If the electronics store on High Street wants to compete with online giants, it needs to step up its game in terms of knowledge and customer service. It's the little things that make a massive difference, you know?

CommunitySupporter
It's absolutely essential that we support our local businesses, but it's equally important that they provide us with quality service. Both TekSolutions and TastyDelights have the potential to shine. Let's hope they take our feedback to heart and work on improving their customer service, making our town a better place to live and shop.

Document 3 Work Policy

Workplace Customer Service Policy: TastyDelights

Section 4: Exceptional Customer Service

At TastyDelights, we consider exceptional customer service to be the heart of our success. By providing unparalleled service, we create lasting connections and foster a welcoming atmosphere for every guest. This section outlines our unwavering commitment to delivering exceptional customer experiences. We're here to help you achieve consistent service excellence.

Our Customer-Centric Approach

- **Customer-Centric Culture.** We embrace a culture centred on our customers. You should display our core values of respect, empathy, and integrity in every customer interaction.
- **Exceptional Experiences.** We treat every customer interaction as an opportunity to create a memorable and positive experience. Strive to consistently exceed customer expectations.

The Four Pillars of Exceptional Customer Service

1. **Professionalism:** Maintain a high level of professionalism at all times. Communicate clearly, actively listen, and demonstrate a courteous demeanour to all customers.
2. **Efficiency:** Recognise the value of time and aim to promptly resolve customer inquiries and issues. Prioritise quick response times and efficient problem-solving through streamlined processes.
3. **Personalisation:** Acknowledge the uniqueness of each customer. Actively listen to their needs, offer personalised solutions, and show genuine interest in their satisfaction.
4. **Consistency:** Build trust and loyalty through consistency. Deliver a consistently high level of service excellence across all customer interactions and locations.

Continuous Improvement

Feedback-Driven Excellence: Actively seek and value feedback from both customers and team members. Regularly conduct feedback sessions, surveys, and evaluations to identify areas for improvement and implement necessary changes.

Training and Development: We invest in the training and development of our team members. Managers provide the necessary skills and knowledge to provide exceptional customer service. This encourages continuous learning and growth.

Specific Instructions for Staff at TastyDelights

a. **Greeting and Seating:** Greet every customer warmly and guide them to their seats promptly and courteously.

b. **Order Accuracy:** Pay close attention to customer orders to ensure accuracy and promptly address any discrepancies.

c. **Timely Service:** Prioritise timely service delivery, from taking orders to serving meals and processing payments efficiently.

d. **Table Maintenance:** Regularly check on tables to ensure they are clean, organised, and ready for the next guests.

e. **Customer Engagement:** Engage with customers sincerely, offering recommendations and addressing any concerns promptly and professionally.

By upholding these principles, each member of our team plays a vital role in our success. We can all ensure that every visit to TastyDelights is not just a meal, but a memorable experience that keeps our patrons returning time and again.

This is the end of the booklet.

Past paper



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