**Legislation affects Customer Service**

|  |
| --- |
| Read this presentation on how legislation affects customer service  <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwidl4KI67jrAhWCZxUIHS-zAmUQFjABegQICxAD&url=https%3A%2F%2Fmynvqresources.yolasite.com%2Fresources%2F5530_l2203_element%25202.pptx&usg=AOvVaw2JfjW5RUb2c6LfnaAGKvsQ> |
| Take each area from the legislation document and consider how you have modelled this. |

|  |  |  |
| --- | --- | --- |
| Legislation affects Customer Service | | |
| Sale of Goods Act | **Specific for customer service** | **How you have modelled it** |
| Goods must be as described and fit for purpose | Good product knowledge |  |
| Sell to meet customer needs |  |
| Consumer Protection Act | Staff must be honest and careful about pricing |  |
| Staff must notify management of defective product and take it off sale |  |
| Trade Descriptions Act | Good up to date product or service knowledge |  |
| Not falsely describe goods to get a sale |  |
| Not make a false statement about services |  |
| H&S legislation | Ensure safety of themselves and others |  |
| Consider hazards and remove them |  |
| Ensure advice covers safe use of services/products |  |
| Equality legislation | Staff treat customers equally and with respect |  |
| Storage of customer information | Data must be kept confidential |  |