

Overview

This standard covers the skills and knowledge required to be able to identify, check and handover the products required by customers. Knowledge of how to deal with problems in fulfilling orders and other associated problems is also required as is an understanding of how to record information on the handover of products to customers.

The standard is aimed at operatives working in glass distribution and warehousing roles.

Performance criteria

You must be able to:

1. check and select glass and related products required following company procedures, including personal protective equipment (PPE) use
2. hand over glass and related products to customers following company guidelines, including PPE
3. confirm customers accept glass and related products
4. keep security risks to glass and related products to a minimum
5. record information following company guidelines
6. deal with any stock/customer situations following company guidelines

Knowledge and understanding

You need to know and understand:

1. systems used to identify items required by customers
2. systems in place to identify stock locations and availability
3. checks to make before giving goods to customers
4. procedures to follow when required stock is not available and there is no alternative
5. procedures to follow when required stock is not available and alternative is more expensive
6. procedures to follow when required stock has superficial damage
7. procedures to follow when only available stock to fill customer orders is past "use by" date
8. procedures to follow when customers account appears to be "on stop"
9. recording systems used and information included
10. types of information to be kept confidential
11. procedures for dealing with customer damaging glass and related products after handover
12. procedures for dealing with customers disputing prices
13. procedures for dealing with when customer asks for additional glass and related products not on original order

Scope/range related to performance criteria

Deal with the following stock/customer situations

- required stock is not available and there is no alternative
- required stock is not available, alternative is more expensive
- required stock has superficial damage
- only available stock to fill customer orders is past "use by" date
- customer account appears to be "on stop"
- customer damages glass and related products after handover
- customer disputes price
- customer asks for additional glass and related products not on original order

Handover glass and related products to customers

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Version Number	2
Date Approved	30 Mar 2020
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Validity	Current
Status	Original
Originating Organisation	Proskills
Original URN	PROGP26
Relevant Occupations	Glass and Ceramic Maker Decorator Finisher
Suite	Glass Processing
Keywords	Glass Processing; decorator; unit maker; operator; packing; blower; cutter; painter; processor; cold end; craft; laminated; screen; warehousing
