

Agree restoration requirements with customers

Overview

This standard covers the skills and knowledge needed to agree the requirements, scope of the work and the budget with the customer. It also covers setting expectations with the customer.

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Performance criteria

You must be able to:

1. comply with health and safety requirements and procedures at all times
2. provide customers with estimates and quotes following standard operating procedures
3. agree scope of work with customers following standard operating procedures
4. agree budget with customers to meet specifications
5. agree timescales for the work following standard operating procedures
6. provide customers with progress updates following standard operating procedures
7. manage expectations by communicating the limits of the results of repair work

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Knowledge and understanding

You need to know and understand:

1. commerciality of repair work
2. legal requirements and responsibilities
3. values that apply
4. methods and approach for restoration
5. how to provide customers with estimates and quotes
6. how to agree scope of work with customers
7. how to agree budgets with customers
8. how to agree timescales for work
9. how to provide customers with progress updates
10. how to manage expectations by communicating the limits of the results of repair work

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Suite Furniture Restoration and Service Repair

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