
Overview

This unit sits within the Customer Service Theme of Delivery. This theme covers Customer Service behaviours and processes that have most effect on the customer experience during Customer Service delivery. This standard is about how you deliver and maintain excellent customer service. Your role may or may not involve supervisory or management responsibilities but you are expected to take responsibility for the resources and systems you use which support the service that you give. In your job you must be alert to customer reactions and know how they can be used to improve the service that you give. In addition, customer service information must be recorded to support reliable service.

The job role will involve:

1. Planning and organising the delivery of reliable customer service
2. Reviewing and maintaining customer service delivery
3. Using recording systems to maintain reliable customer service

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Organise the delivery of reliable customer service

Performance criteria

- You must be able to:*
- P1 plan, prepare and organise everything you need to deliver a variety of services or products to different types of customers
 - P2 organise what you do to ensure that you are consistently able to give prompt attention to your customers
 - P3 reorganise your work to respond to unexpected additional workloads
 - P4 maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down
 - P5 consistently meet your customers' expectations
 - P6 balance the time you take with your customers with the demands of other customers seeking your attention
 - P7 respond appropriately to your customers when they make comments about the products or services you are offering
 - P8 alert others to repeated comments made by your customers
 - P9 take action to improve the reliability of your service based on customer comments
 - P10 monitor whether the action you have taken has improved the service you give to your customers
 - P11 record and store customer service information accurately following organisational guidelines
 - P12 select and retrieve customer service information that is relevant, sufficient and in an appropriate format
 - P13 quickly locate information that will help solve a customer's query
 - P14 supply accurate customer service information to others using the most appropriate method of communication

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Organise the delivery of reliable customer service

Knowledge and understanding

You need to know and understand:

The key areas of knowledge and understanding

- K1 organisational procedures for unexpected situations and your role within them
- K2 resource implications in times of staff sickness and holiday periods and your responsibility at these times
- K3 the importance of having reliable and fast information for your customers and your organisation
- K4 organisational procedures and systems for delivering customer service
- K5 how to identify useful customer feedback and how to decide which feedback should be acted on
- K6 how to communicate feedback from customers to others
- K7 organisational procedures and systems for recording, storing, retrieving and supplying customer service information
- K8 legal and regulatory requirements regarding the storage of data

Regulations, rules and guidelines

You need to know and understand:

- K9 industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work
- K10 industry/sector requirements for the development or maintenance of knowledge, understanding and skills

Additional Information

Skills

The skills and techniques

1. Plan delivery
2. Organise delivery
3. Maintain delivery
4. Customer expectations
5. Balance time
6. Respond appropriately
7. Take action
8. Reliability of service
9. Record information
10. Select information
11. Retrieve information
12. Supply information

Workplace skills

13. The members, purpose and objectives of your team
14. The work required of your team
15. The available resources for undertaking the required work
16. The organisation's written health and safety policy statement and associated information and requirements
17. Your team's plan for undertaking the required work
18. The skills, knowledge and understanding, experience and workloads of team members
19. Reporting lines in the organisation and the limits of your authority
20. Organisational standards or levels of expected performance
21. Organisational policies and procedures for dealing with poor performance
22. Organisational performance for appraisal systems

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Suite Footwear and Leathersgoods

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