

## Overview

Providing service to customers generally involves routine jobs that you do so it is important to add that 'personal touch' that makes each customer feel special. Sometimes customers ask different questions and request special treatment. You may be able to help them yourself and you certainly need to know who to ask for help if necessary. Some customers may be dissatisfied with the service and may present a problem. Your job is to recognise that there is a problem and check that the appropriate person deals with it

## Performance criteria

### *You must be able to:*

1. deal with queries and requests from customers in a positive and professional way
2. seek information and help from colleagues if you cannot answer your customer's query or request
3. keep customers informed of progress following standard operating procedures
4. deal with a difficult customer calmly and confidently following standard operating procedures
5. pass problems on to appropriate colleagues
6. pass problems on to colleagues with appropriate information
7. confirm customers know what is happening following standard operating procedures
8. check colleagues are dealing with problems following standard operating procedures

Deal with customer queries, requests and problems

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## Knowledge and understanding

*You need to know and understand:*

1. who is able to give you help and information
2. limits of what you are allowed to do
3. professional behaviour
4. how to speak to people who are dissatisfied
5. how to deal with difficult people
6. what customers normally expect
7. how to recognise problems from what a customer says or does
8. kinds of behaviours/actions that make situations worse
9. organisational procedures you must follow when you deal with problems or complaints

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Deal with customer queries, requests and problems

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**Relevant Occupations** Printers, Printing Machine Minders and Assistants, Printing Trades

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**Suite** Print Administration

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