

ASTF6

Monitor and solve customer service problems



Overview

This unit has been imported from the Management Standards Centre (MSC) NOS for Management and Leadership Unit F6.

This unit has been taken from the National Occupational Standards developed by the Institute of Customer Service (ICS), the standards-setting body for customer service. The format of the unit is different to that used by the Management Standards Centre (MSC) for the units the MSC has developed.

Your job involves delivering and organising excellent customer service. However good the service provided, some of your customers will experience problems and you will spot and solve other problems before your customers even know about them.

This Unit is all about the part of your job that involves solving immediate customer service problems. It is also about changing systems to avoid repeated customer service problems.

Remember that some customers judge the quality of your customer service by the way that you solve customer service problems.

This Unit is all about how you impress customers by sorting out those problems efficiently and effectively.

NB This is unit 4 from the Customer Service National Occupational Standards at level 3.

There are three elements:

1. Solve immediate customer service problems
2. Identify repeated customer service problems and options for solving them
3. Take action to avoid the repetition of customer service problems

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Performance criteria

You must be able to:

Solve immediate customer service problems

- P1 respond positively to customers' problems according to organisational guidelines
- P2 solve customer problems when it is within your own area of authority
- P3 work with others to solve customers' problems
- P4 keep customers informed of the action being taken
- P5 check with customers that they are satisfied with the action taken
- P6 solve problems within service systems and procedures that might affect customers before they become aware of them
- P7 inform the appropriate authority and colleagues of the steps taken to solve specific problems

Identify repeated customer service problems and options for solving them

- P8 work individually or with colleagues to identify repeated customer service problems
- P9 identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option
- P10 work with others to determine an agreed way forward for solving repeated problems
- P11 select the best option for both your customers and your organisation

Take action to avoid the repetition of customer service problems

- P12 negotiate with the appropriate authority changes to customer service systems and procedures that will reduce the chance of problems being repeated
- P13 action your agreed solution
- P14 keep your customers informed in a positive and clear manner of steps being taken to solve any service problems
- P15 monitor the solutions you have implemented and make any suitable changes to ensure that no further problems occur
- P16 action changes to customer service systems and procedures brought in by your organisation

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Knowledge and understanding

You need to know and understand:

- K1 major competitors of your organisation
- K2 the effects of legislation on the performance of your organisation
- K3 the implications of a change of structure, products or services for your organisation
- K4 the implications of other market place activities on your organisation
- K5 what your customers' rights are and how these rights limit what you are able to do for your customer
- K6 the specific aspects of:
 - K6.1 health and safety
 - K6.2 data protection
 - K6.3 equal opportunities
 - K6.4 disability discrimination
 - K6.5 legislation and regulations
- K7 that affect the way the products or services you deal with can be delivered to your customers
- K8 industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
- K9 any contractual agreements that your customers have with your organisation
- K10 the products or services of your organisation relevant to your customer service role
- K11 the guidelines laid down by your organisation that limit what you can do within your job
- K12 the limits of your own authority and when you need to seek agreement with or permission from others
- K13 any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K14 how to communicate in a clear, polite, confident way and why this is important
- K15 organisational procedures and systems for dealing with customer service problems
- K16 how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer
- K17 how to negotiate with and reassure customers while their problems are being solved

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Developed by Asset Skills

Version number 1

Date approved November 2009

Indicative review date November 2011

Validity Current

Status Imported

Originating organisation ICS

Original URN F6

Relevant occupations Business, Administration and Law; Agriculture; Urban, rural and regional planning; Administration; Law and legal services; Functional Managers; Managers in Farming, Horticulture, Forestry and Fishing; Legal Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals

Suite Local Land Charges and Property Information 2009

Key words Monitor, solve, customer service, solving, problems
