

ASTPSSF4

Recognise and deal with customer queries, requests and problems



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 make sure that the appropriate person deals with it.

ASTPSSF4

Recognise and deal with customer queries, requests and problems

Performance criteria

Recognise and deal with customer queries and requests

- You must be able to:*
- P1 deal with queries and requests from customers in a positive and professional way
 - P2 seek information or help from a colleague if you cannot answer your customer's query or request
 - P3 obtain help from a colleague if you are not able to deal with your customer's request
 - P4 always tell your customer what is happening

Recognise and deal with customer problems

- You must be able to:*
- P5 recognise when something is a problem from the customer's point of view
 - P6 do not say or do anything which may make the problem worse
 - P7 deal with a difficult customer calmly and confidently
 - P8 recognise when to pass a problem on to an appropriate colleague
 - P9 pass the problem on to your colleague with the appropriate information
 - P10 check that the customer knows what is happening
 - P11 check that your colleague is dealing with the situation

ASTPSSF4

Recognise and deal with customer queries, requests and problems

Knowledge and understanding

You need to know and understand:

- K1 who in the organisation is able to give you help and information
- K2 limits of what you are allowed to do
- K3 what professional behaviour is
- K4 how to speak to people who are dissatisfied
- K5 how to deal with difficult people
- K6 what customers normally expect
- K7 how to recognise a problem from what a customer says or does
- K8 what kinds of behaviours/actions would make situations worse
- K9 the organisational procedures you must follow when you deal with problems or complaints
- K10 understand the types of behaviour that makes a problem worse

ASTPSSF4

Recognise and deal with customer queries, requests and problems

Developed by Asset Skills

Version number 1

Date approved October 2009

Indicative review date October 2011

Validity Current

Status Imported

Originating organisation ICS

Original URN ICS6

Relevant occupations Business, Administration and Law; Administration; Sales and Customer Services Occupations; Customer Service Occupations

Suite Supporting Public Services (PSSF)

Key words Customer, Service, Queries, Requests, Problems