

ASTSRP23

Provide after-sales support to customers purchasing residential property



Overview

This standard is about responding to after-sales queries and problems raised by your customers following their purchase of residential property. The queries or problems might be regarding the structure, finishes, fittings, furnishings, appliances or landscaping associated with their property. It includes addressing such queries and problems appropriately, in line with your organisation's procedures. It includes showing sensitivity for the customer's needs, honouring commitments made, and acting within your level of authority and responsibility.

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Performance criteria

- You must be able to:*
- P1 identify the nature of your customer's after-sales queries or problems, and determine from them accurate details regarding what is to be addressed
 - P2 determine the cause of the after-sales query or problem
 - P3 review the query or problem, identify and explore with your customer appropriate ways forward towards a suitable solution
 - P4 refer any queries or problems promptly to the relevant person, where these are outwith your area of responsibility or authority
 - P5 progress the agreed way forward in line with your organisation's procedures
 - P6 ensure that your customer is updated correctly upon progress
 - P7 listen actively, showing sensitivity for the needs of your customer, encourage questions and check for understanding
 - P8 keep promises and honour your commitments made
 - P9 check with your customer to ensure that their query or problem has been resolved to their satisfaction
 - P10 provide clear and accurate reasons to your customer where their query or problem has not been addressed to their satisfaction
 - P11 maintain accurate and complete records of queries and problems, and the actions taken to address these, in line with your organisation's requirements
 - P12 comply with all relevant legislation, guidelines and codes of practice

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Knowledge and understanding

You need to know and understand:

- K1 relevant legislation, guidelines and codes of practice relevant to the provision of after-sales service, including customers' rights following their purchase of residential property, and their impact for your area of operations
- K2 your organisation's after-sales services and procedures in relation to providing after-sales support to customers
- K3 the principal types of after-sales queries and problems that can occur following the purchase of residential property, including those affecting the structure of the property, finishes, fittings, furnishings, appliances and landscaping, and what can be done to resolve these
- K4 the importance of obtaining full details regarding after-sales queries and complaints, and of establishing the causes of different types of problem, and how to do this
- K5 the importance of communicating in a clear, polite and confident manner with customers, and how to do this
- K6 your organisation's procedures for recording queries and problems, and the actions taken towards addressing these
- K7 the limits of your own responsibility and authority, and to whom to refer if these limits are exceeded

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Developed by Asset Skills

Version number 2

Date approved January 2013

Indicative review date January 2017

Validity Current

Status Original

Originating organisation Asset Skills

Original URN ASTSRP23

Relevant occupations Retail and commercial enterprise; Service enterprises; Sales and Customer Services Occupations; Sales Related Occupations

Suite Sale of Residential Property

Key words Customers; residential; support; identify; procedures; comply
