

## CFACSB3

# Deliver customer service on your customer's premises



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### Overview

This Standard is part of 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. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Many organisations deliver a service to their customers on the customer's own premises. This requires sensitive handling as people are particularly protective about their own personal space. In this situation there is always the potential to detract from excellent customer service by using inappropriate language or behaviour or even by causing accidental damage to your customer's property. This Standard is about the process of providing a service on customer premises whilst ensuring that your customer both enjoys the customer service experience and has confidence that the work you have carried out has been completed successfully. This Standard is not simply about working in a different building. Your customer must be somebody who feels real ownership of the premises and is therefore somewhat protective about them. In particular, this Standard is for you if your job takes you into your customers' homes.

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### Performance criteria

#### Establish a rapport with your customer

*You must be able to:*

- P1 prepare for a visit to your customer's premises and ensure they know when and why you will be there
- P2 identify yourself to your customer showing official identification whenever possible
- P3 show a positive and friendly approach to the service you are about to give
- P4 use language and behaviour that show respect for your customer
- P5 explain to your customer exactly what you are going to do and approximately how long you expect the work to take
- P6 listen to any concerns that your customer may have and reassure them
- P7 keep your customer informed of progress and about any cause for delay that might take place
- P8 keep your customer informed of any variation to the work that could involve additional time or cost
- P9 consult your customer when you have to do work that they had not expected

#### Combine customer service with your other skills and expertise

*You must be able to:*

- P10 show respect to your customer's premises and possessions by treating them with care
- P11 make sure your customer is aware of your specialist technical skills
- P12 take time to give your customer confidence in your knowledge and skills
- P13 consider the customer service implications of each action and inform your customer of what will be involved
- P14 inform your customer when you have finished and reinforce how the work has been handled professionally
- P15 check that your customer is satisfied with the work and listen carefully to any feedback
- P16 inform your customer of timescales if any follow up work is involved
- P17 ensure that timescales for follow up work are kept
- P18 keep your customer informed if timescales for follow up work are not going to be met
- P19 explain clearly to your customer why you cannot do work that is not specified in the service offer
- P20 ensure that your customer has the appropriate details to contact your organisation if they need to

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### Knowledge and understanding

*You need to know and understand:*

- K1 what you can do to establish a rapport with customers
- K2 the importance of sensitivity to people's feelings about their own premises and possessions
- K3 the regulatory and legal restrictions on what you can and cannot do in all aspects of your work
- K4 the insurance implications of working on your customer's premises
- K5 the organisational procedures to follow if you cause any accidental damage on your customer's premises

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