

CFACSC2

Take details of customer service problems



Overview

This Standard is part of the Customer Service Theme of Handling Problems. This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

However good the customer service of your organisation is, some problems will occur. You may not have the authority or experience to deal with the problem yourself so it is important to collect helpful information for those who will deal with it. You need to be able to identify that there is a problem, discover detailed information about that problem and pass on the information so that the problem can be tackled. This Standard is about how to collect information about a customer service problem, pass it to the right people in your organisation and keep your customer informed about what is being done.

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Performance criteria

Respond to customers who raise a problem

- You must be able to:*
- P1 recognise when your customer is raising a problem
 - P2 respond to your customer calmly and helpfully
 - P3 take details that will identify your customer

Gather details from customers who raise a problem

- You must be able to:*
- P4 ask your customer questions to clarify what has or has not happened to cause a problem
 - P5 check your understanding of what your customer sees as the problem
 - P6 ask your customer questions to clarify their expectations about the service or product that is now causing a problem
 - P7 note the details of what your customer tells you about the problem
 - P8 confirm with your customer details of what they have told you about the problem

Pass details of problems raised by customers to the colleague who can deal with them

- You must be able to:*
- P9 collect details of any sources of information which your organisation uses to identify a customer transaction that is now causing a problem
 - P10 gather any other details that are relevant to resolving the problem from colleagues, customer service records or product specifications
 - P11 tell your customer what you will do with the details of the problem so that action is taken
 - P12 tell your customer what to expect without making customer service promises that may not be met
 - P13 pass the details to a colleague who is able to deal with the problem

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Knowledge and understanding

You need to know and understand:

- K1 customer expectations of your organisation's services or products that may cause problems if they are not met
- K2 how to respond to customers who raise problems in a way that they will find calm and helpful
- K3 reference codes or identifiers your organisation uses to identify customers
- K4 what questions can be used to gather information that will be most helpful in resolving a problem
- K5 details your organisation needs to resolve a problem
- K6 details your organisation uses to identify specific customer transactions
- K7 the appropriate colleagues to whom you should pass details of problems
- K8 your organisation's preferences for the way in which you should pass on details of problems
- K9 how to collect details of customer service problems expressed through social media

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