

## Overview

This standard covers the skills and knowledge needed to develop customer relationships. This includes building customer confidence in the level of service provided, meeting the ongoing needs and expectations of customers and developing relationships between customers and your organisation.

## Performance criteria

*You must be able to:*

1. comply with health and safety requirements and procedures at all times
2. obtain specifications and requirements of the items to be produced following standard operating procedures
3. make realistic customer service promises to your customers
4. check promises balance the needs of your customers and your organisation
5. keep your promises to your customers
6. inform customers if you cannot keep your promises due to unforeseen circumstances
7. recognise when customers' needs or expectations have changed and adapt service to meet their new requirements
8. keep customers informed if delivery of the service needs to involve passing them on to another person or organisation
9. act in a professional manner at all times

## Knowledge and understanding

*You need to know and understand:*

1. relevant health and safety responsibilities
2. meaning of terms used in specifications
3. realistic customer service promises and how you deliver these
4. how to recognise when customers' needs or expectations have changed and how to adapt your service to meet new requirements
5. how to keep your customers informed if delivery of the service needs to involve passing them on to another person or organisation
6. how to behave professionally and what is expected of you

## Develop customer relationships

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**Relevant Occupations** Furniture Makers and Other Craft Woodworkers

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**Suite** Furniture Restoration and Service Repair

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