

## Overview

This NOS sets out the skills, knowledge and understanding for you to provide a quality service when carrying out your work. This includes establishing and maintaining effective working relationships with customers and ensuring that you maintain your own performance in order to achieve quality standards.

This NOS is aimed at people involved with cash processing.

## Performance criteria

*You must be able to:* **Maintain effective relationships with customers**

1. be polite and helpful to customers at all times
2. respond to customers' requirements in a prompt and positive way in line with your organisation's procedures
3. meet your organisation's standards for behaviour and appearance
4. give information to customers that meets their needs, and is within the limits of your own authority and responsibility
5. adapt your behaviour to respond to different customer behaviours as specified in your organisation's guidelines
6. seek feedback from customers that is within the limits of your own authority and responsibility

### **Maintain your own performance in achieving quality standards**

7. comply with information security and data protection legislation and company guidelines at all times
8. work within the limits of authority and responsibility for your role at all times
9. use clear and accurate information when confirming your tasks, priorities and responsibilities with the person setting them
10. perform work tasks in ways that are consistent with good practice, and in line with your organisations' procedures
11. maintain your personal appearance, equipment and your work area in accordance with operational and organisational procedures
12. report circumstances that prevent achievement of quality standards, to the relevant person in a clear and accurate way and without delay
13. get constructive feedback on your work performance from appropriate people, and undertake actions to improve your performance

## Knowledge and understanding

*You need to know and understand:* **Legal and organisational requirements**

1. information security and data protection legislation and company guidelines which apply
2. your organisation's rules and procedures regarding the methods of communication that you use
3. your organisation's requirements for appearance and behaviour
4. your organisation's procedures for dealing with customer queries or complaints
5. your organisation's working practices, including adhering to security procedures and processes
6. requirements for personal protective clothing, standards of appearance and methods for maintaining your equipment and work area

### **Relationships with customers**

7. how and why it is important to communicate in a clear, polite, confident way
8. communication methods that make customers feel valued and respected
9. the limitations of your own authority to give information to customers
10. who to refer to when you are not able to provide customers with the information that they have requested
11. how to identify what your customers' requirements are

### **Own performance and quality standards**

12. the importance of understanding your work role and the quality standards and output targets associated with it
13. the quality and output requirements of yourself and colleagues
14. circumstances that may prevent you meeting the quality standards expected by your organisation
15. the importance of feedback in improving your work performance
16. how to identify the action that you can take to improve your work performance

- 17. reporting mechanisms if quality standards cannot be achieved
- 18. the importance of working to agreed deadlines
- 19. how to work effectively with colleagues to optimise productivity

Provide a quality service

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<b>Developed by</b>	Skills for Security
<b>Version Number</b>	2
<b>Date Approved</b>	November 2015
<b>Indicative Review Date</b>	November 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Security
<b>Original URN</b>	SFS CSH4
<b>Relevant Occupations</b>	Elementary Occupations; Elementary Security Occupations
<b>Suite</b>	Cash Processing Operations
<b>Keywords</b>	cash processing; services; customers; productivity; quality standards; work performance

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