

## Overview

This standard is about providing customer service in construction by delivering reliable customer service and monitoring customer service in accordance with current organisational requirements which are equal to or exceed current statutory and legislative requirements

This standard is for people working in the occupational area of construction site supervision which is defined as the supervision of multiple construction trades and disciplines and can be used by operatives, supervisors and managers

## Performance criteria

- You must be able to:*
- P1 identify, record and use organisational procedures to implement systems or processes that will deliver and improve customer service for at least two of the following:
    - 1.1 specifications
    - 1.2 drawings
    - 1.3 instructions and variations
    - 1.4 feedback processes
  - P2 give a consistent and reliable service and maintain records of how the provision of customer service promoted customers' confidence
  - P3 work with others to resolve customer service problems using at least two of the following forms of communication:
    - 3.1 electronic
    - 3.2 verbal
    - 3.3 via a second person
    - 3.4 feedback documents
    - 3.5 group meetings
  - P4 communicate with customers to provide information, and check and record satisfaction for at least two of the following actions:
    - 4.1 corrective
    - 4.2 referral
    - 4.3 investigative
    - 4.4 reactive
    - 4.5 proactive
  - P5 solve problems within existing systems or procedures that may affect customers before the customer becomes aware of them
  - P6 confirm and record that the service given meets the customers' needs and expectations

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- P7 inform and record any changes to customer service systems or procedures that will reduce the chance of problems being repeated to at least two of the following people responsible:
  - 7.1 client, customer or their representative
  - 7.2 contractors
  - 7.3 consultants
  - 7.4 sub-contractors
  - 7.5 suppliers
  - 7.6 workforce
- P8 share and record information to maintain and improve standards of service delivery with people responsible

## Knowledge and understanding

*You need to know and understand:*

### **Performance Criteria 1**

#### **Identify and use organisational procedures legislation and guidance**

- K1 how to identify organisational procedures current legislation and official guidance relevant to delivering and improving customer service
  
- K2 how to deliver and improve customer service by using identified information to implement and record systems or processes for the following:
  - K2.1 organisational procedures
  - K2.2 specifications
  - K2.3 drawings
  - K2.4 instructions and variations
  - K2.5 feedback processes

### **Performance Criteria 2**

#### **Prepare to deal with customers**

- K3 how to give consistent customer service
- K4 how to use systems or procedures to give reliable customer service and promote customer confidence

### **Performance Criteria 3**

#### **Work with others to resolve customer service problems**

- K5 how to work with others to resolve customer service problems using the following forms of communication:
  - K5.1 electronic
  - K5.2 verbal
  - K5.3 via a second person
  - K5.4 feedback documents
  - K5.5 group meetings
  
- K6 how to communicate and share information with the following:
  - K6.1 client, customer or their representative
  - K6.2 contractors and sub-contractors
  - K6.3 consultants
  - K6.4 workforce

**Performance Criteria 4****Communicate with customers**

K7 how to communicate with customers to check and record satisfaction with the information provided for the following actions:

- K7.1 corrective
- K7.2 referral
- K7.3 investigative
- K7.4 reactive
- K7.5 proactive

**Performance Criteria 5****Solve problems within systems and procedures**

K8 how to identify problems within existing systems or procedures that may affect customers, including but not limited to:

- K8.1 current legislation
- K8.2 official guidance
- K8.3 organisational procedures
- K8.4 specifications
- K8.5 drawings
- K8.6 instructions and variations
- K8.7 feedback processes

K9 how to ensure problems in systems or procedures are resolved before the customer becomes aware of them

**Performance Criteria 6****Confirm the service meets customer needs**

K10 how to communicate with customers to confirm that the service given meets the customers' needs and expectations

**Performance Criteria 7****Inform people of changes**

- K11 how to identify reoccurring problems in customer service systems and procedures
  
- K12 how to report on customer service systems and procedures to reduce the chance of problems being repeated
  
- K13 how to inform the following about changes to customer service systems and procedures:
  - K13.1 client, customer or their representative
  - K13.2 contractors
  - K13.3 consultants
  - K13.4 sub-contractors
  - K13.5 suppliers
  - K13.6 workforce

**Performance Criteria 8****Share information**

- K14 how to improve and maintain standards of service delivery
  
- K15 how to share information in order to maintain and improve standards of service with the following:
  - K15.1 client, customer or their representative
  - K15.2 contractors
  - K15.3 consultants
  - K15.4 sub-contractors
  - K15.5 suppliers
  - K15.6 workforce

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<b>Suite</b>	Construction Site Supervision; Construction Site Management; Building Maintenance Multi-trades Repair and Refurbishment Operations
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