

CFACSD10 - SQA Unit Code F044 04

Develop your own and others' customer service skills



Overview

This Standard is part of the Customer Service Theme of Development and Improvement. This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

This Standard is about taking responsibility for continuously developing your own customer service skills and passing those skills on to others. It is about helping yourself and others to learn and grow in your customer service roles. You may not be a manager or a supervisor but you may be responsible for showing others how things work and what they need to do. For example a new member of staff may need an introduction to the products, services, systems or procedures of your organisation and you may be asked to show them. Or you may need to coach someone from another department who has been transferred. Also, there may be the introduction of a new product, service, system or procedure that you are asked to learn about and present or demonstrate to others. This Standard will help you to put 'showing others' into a formal framework that will help them to learn and improve your own coaching skills. The delivery of excellent customer service depends on your skills and the skills of those around you.

CFACSD10 - SQA Unit Code F044 04

Develop your own and others' customer service skills

Performance criteria

Develop your own customer service skills

You must be able to:

- P1 agree with a manager or mentor the specific customer service skills you need in your customer service role
- P2 agree the actions you need to take to improve your customer service skills
- P3 draw up a personal development plan based on your agreed actions to improve your customer service skills
- P4 carry out your personal development activities and review your progress
- P5 obtain feedback from your manager or mentor about your customer service performance and update your personal development plan

Plan the coaching of others in customer service

You must be able to:

- P6 identify and agree with colleagues specific customer service skills and knowledge they need in their customer service role
- P7 identify opportunities for colleagues to take actions to develop their customer service skills
- P8 plan and organise activities and coaching sessions for colleagues to help them develop their customer service skills

Coach others in customer service

You must be able to:

- P9 coach colleagues to develop specific and agreed customer service skills
- P10 give colleagues the opportunity to practise skills, apply knowledge and gain experience to develop customer service competence
- P11 regularly check the progress of colleagues and modify your coaching as appropriate
- P12 give regular feedback to colleagues about the progress they are making
- P13 explain clearly to colleagues how ongoing support will be provided

CFACSD10 - SQA Unit Code F044 04

Develop your own and others' customer service skills

Knowledge and understanding

You need to know and understand:

- K1 organisational systems and procedures for developing your own and others' personal performance in customer service
- K2 how your behaviour impacts on others
- K3 how to review effectively your personal strengths and development needs
- K4 how to put together a personal development plan for yourself or a colleague that will build on strengths and overcome weaknesses in areas that are important to customer service
- K5 how to obtain useful and constructive personal feedback from others
- K6 how to respond positively to personal feedback
- K7 how to put together a coaching plan that will build on the strengths of the learner and overcome their weaknesses in areas that are important to customer service and their job role
- K8 how to give useful and constructive personal feedback to others
- K9 how to help others to respond positively to personal feedback

CFACSD10 - SQA Unit Code F044 04

Develop your own and others' customer service skills

Developed by	Skills CFA
Version number	2
Date approved	January 2013
Indicative review date	January 2016
Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFACSD10
Relevant occupations	Customer Service Occupations; Arts, Media and Publishing; Librarians and Related Professionals; Crafts, creative arts and design; Quality and Customer Care Managers; Artistic and Literary Occupations; Customer Service Occupations;
Suite	Customer Service (2013); Cultural & Heritage Venue Operations;
Key words	developing skills; continuous development; improvement; coaching; demonstrating; customer service; contact centres; developing; improving; communication; problem solving; behaviours; work with others; team working; giving information; receiving information; venue;