

# COSVR719 - SQA Unit Code F3HK 04

## Provide customer service in construction



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### Overview

This standard is about

- 1 contributing to customer service systems
- 2 delivering reliable customer service
- 3 monitoring customer service

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### Performance criteria

- You must be able to:*
- P1 identify and use current legislation and official guidance to implement systems or procedures that will deliver and improve customer service
  - P2 prepare to deal with customers in order to give consistent and reliable service
  - P3 work with others to resolve customer problems, communicate with customers and check that they are satisfied with the actions taken
  - P4 solve problems within existing systems or procedures that may affect customers before the customer becomes aware of them
  - P5 confirm that the service given meets the customer's needs and expectations
  - P6 inform the people responsible about changes to customer service systems or procedures that will reduce the chance of problems being repeated
  - P7 share information with people responsible to maintain and improve standards of service delivery

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### Knowledge and understanding

*You need to know and understand:*

#### Performance Criteria 1

##### Identify and use legislation and guidance

- K1 how to identify current legislation and official guidance relevant to customer service
- K2 how to use identified information to implement **systems or procedures** for customer service
- K3 how to deliver and improve customer service

#### Performance Criteria 2

##### Prepare to deal with customers

*You need to know and understand:*

- K4 how to give consistent customer service
- K5 how to use **systems or procedures** to give reliable customer service

#### Performance Criteria 3

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

*You need to know and understand:*

- K6 how to work with others to resolve customer service problems
- K7 how to **communicate with customers**
- K8 how to check that the customer is satisfied with the **action taken**

#### Performance Criteria 4

##### Solve problems within systems and procedures

*You need to know and understand:*

- K9 how to identify problems within existing **systems or procedures** that may affect customers
- K10 how to ensure problems in **systems or procedures** are solved before the customer becomes aware of them

#### Performance Criteria 5

##### Confirm the service meets customer needs

*You need to know and understand:*

- K11 how to **communicate with customers** to confirm that the service given meets the customer's needs and expectations

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*You need to know and understand:*

### **Performance Criteria 6**

#### **Inform people of changes**

- K12 how to identify repeat problems in customer service
- K13 how to change customer service **systems or procedures** to reduce the chance of problems being repeated
- K14 how to inform the **people responsible** about changes to customer service

*You need to know and understand:*

### **Performance Criteria 7**

#### **Share information**

- K15 how to maintain standards of service delivery
- K16 how to improve standards of service delivery
- K17 how to share information with **people responsible** in order to maintain and improve standards of service delivery

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### Additional Information

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#### Scope/range related to performance criteria

#### Performance Criteria 1

- 1 records of implementation for at least four of the following systems or procedures that will deliver and improve customer service
  - 1.1 current legislation
  - 1.2 official guidance
  - 1.3 organisational procedures
  - 1.4 specifications
  - 1.5 drawing
  - 1.6 instructions and variations
  - 1.7 feedback processes

#### Performance Criteria 2

- 2 records of consistent customer service
- 3 records of reliable service that promotes customer's confidence

#### Performance Criteria 3

- 4 records of customer problems resolved using at least two of the following forms of communication
  - 4.1 electronic
  - 4.2 verbal
  - 4.3 written
  - 4.4 via a second person
  - 4.5 feedback documents
  - 4.6 group meetings
- 5 records of checks to ensure that the customer is satisfied with at least two of following actions taken
  - 5.1 corrective
  - 5.2 referral
  - 5.3 investigative
  - 5.4 reactive
  - 5.5 proactive

#### Performance Criteria 4

- 6 records of how problems would be dealt with within existing customer service systems or procedures

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### **Performance Criteria 5**

- 7 records showing that the service given has met the customer's needs and expectations

### **Performance Criteria 6**

- 8 records of changes to systems or procedures that will reduce the chance of problems being repeated, passed to at least two of the following people responsible

- 8.1 the client, customer or their representative

- 8.2 contractors

- 8.3 consultants

- 8.4 sub-contractors

- 8.5 suppliers

- 8.6 workforce

- 8.7 internal management

### **Performance Criteria 7**

- 9 records of information that will maintain and improve standards of service delivery shared with people responsible

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### Scope/range related to knowledge and understanding

#### Action taken

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

#### Communicate with customers

- 6 electronic
- 7 verbal
- 8 written
- 9 via a second person
- 10 feedback documents
- 11 group meetings

#### People responsible

- 12 the client, customer or their representative
- 13 contractors
- 14 consultants
- 15 sub-contractors
- 16 suppliers
- 17 workforce
- 18 internal management

#### System or procedures

- 19 current legislation
- 20 official guidance
- 21 organisational procedures
- 22 specifications
- 23 drawing
- 24 instructions and variations
- 25 feedback processes

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