

### Unit PSSPO108.3 Resolve customer service problems(SQA Unit Code-H78J 04)

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#### Performance Criteria

##### You must be able to

##### Resolve customer service problems

1. gather and interpret information from customers about problems which they have raised asking the appropriate questions to check understanding of their problems
2. identify repeated problems and alert the appropriate authority
3. share customer feedback with others to help identify potential problems before they occur
4. work independently, or with others, to identify problems with systems and procedures before they begin to affect customers
5. identify available options for resolving customer service problems
6. consult with others to identify and confirm the options available to resolve those problems
7. work out the advantages and disadvantages of each option and select the best overall option for the customer and organisation
8. discuss and agree the proposed option for solving the problems with customers and take action to implement the option
9. work with others and customers to make sure that any commitments related to solving the problem are kept
10. keep customers fully informed about what is happening to resolve problems
11. check with the customer to make sure the problem has been solved to their satisfaction giving clear reasons to the customer when the problem has not been resolved to their satisfaction

#### Knowledge and understanding

##### You need to know and understand

1. how to recognise when a customer is angry and confused
2. organisational standards for appearance and behaviour
3. organisational guidelines for recognising customers' needs and expectations and responding to them
4. the rules and procedures regarding the methods of communication used

#### Scope

1. **Relevant information appropriate to preparing for the movement of vehicles, should include:** sailing times, vehicle numbers, the vessel's berth and details relevant to onward travel arrangements

#### Glossary

2. **Hazard:** a hazard is something with potential to cause harm
3. **Risk:** a risk is the likelihood of the hazard's potential being realised