M&LF8 Work with others to improve customer service

Overview

What this Unit is about

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders.

The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give a more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service.

This Unit is all about how you develop a relationship with others to improve your customer service performance.

Key words and phrases for this Unit

- work with others
- improve customer service
- contribute ideas
- co-operate with others
- keep commitments
- monitor own performance
- monitor joint performance

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Behaviours

You will exhibit the following behaviours:

Element 1 — Improve customer service by working with others

1 Contribute constructive ideas for improving customer service.

2 Identify what you have to do to improve customer service and confirm this with others.

3 Agree with others what they have to do to improve customer service.

4 Co-operate with others to improve customer service. Keep your commitments made to others.

5 Make others aware of anything that may affect plans to improve customer service.

Behaviours

You will exhibit the following behaviours:

Element 2 — Monitor your own performance when improving customer service

1 Discuss with others how what you do affects customer service performance.

2 Identify how the way you work with others contributes towards improving customer service.

Behaviours

You will exhibit the following behaviours:

Element 3 — Monitor joint performance when improving customer service

1 Discuss with others how teamwork affects customer service performance.

2 Identify with others how customer service teamwork could be improved.

3 Take action with others to improve customer service performance.

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Knowledge and Understanding

You need to know and understand:

General knowledge and understanding

1 Who else is involved either directly or indirectly in the delivery of customer service.

2 The roles and responsibilities of others in your organisation.

3 The roles of others outside your organisation who have an impact on your services or products.

4 What the goals or targets of your organisation are in relation to customer service and how these are set.

5 How your organisation identifies improvements in customer service.

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Evidence Requirements

Element	Evidence of Elements: ♦ possible examples of evidence	Behaviours	Knowledge and Understanding		
			General	Industry specific	Context specific
1	**Records of your activities and actions to improve customer service by working with others**				
	♦ notes on formal and informal meetings and discussions with colleagues and others on customer service improvements	**1,2,3,4, 5**	**1,2,3,4**		
	♦ plans you have developed to improve systems and procedures of customer service	**2,3**	**1,2,3,4**		
	♦ e-mails, notes, papers, recommendations, etc you have written on implementation of changes in customer service	**2,3,5**	**1,2,3,4**		
	♦ e-mails and other communications with customers about improving the customer service they receive	**4**	**1**		
	♦ notes on presentations you have given on improving customer service	**2,3,5**	**1,2,4**		
	♦ details of training that you have organised to improve customer service	**2,3,5**	**1,2,4**		
	♦ personal statements (reflections on your own actions to improve customer service)	**1,2,3,4,5**	**1,2,3,4**		
	♦ witness statements (on your own actions to improve customer service)	**1,2,3,4,5**	**1,2,3,4**		
2	**Records of your activities and actions to monitor your own performance when improving customer service**				
	♦ records notes, etc of performance reviews carried out with your manager	**1,2**	**1**		
	♦ e-mails, notes of meetings and other information giving feedback from your manager, team members, colleagues and others, including customers, on your actions to improve customer service	**1,2**	**1,2,3,4**		
	♦ personal statements (reflections on your own actions to monitor your performance when improving customer service)	**1,2**	**1,2,3,4**		

	Records of your activities and actions to monitor joint performance when improving customer service				
	♦ e-mails, notes of meetings and other information giving feedback from your manager, team members, colleagues and others, including customers, on how you and others have worked to improve customer service	**1,2,3**	**1,2,4**		
	♦ notes of meetings, etc with colleagues and others to consider performance on improving customer service	**1,2,3**	**1,2,4**		
	♦ personal statements (reflections on your own actions to monitor joint performance when improving customer service)	**1,2,3**	**1,2,4**		
	♦ witness statements (on your own actions to monitor joint performance when improving customer service)	**1,2,3**	**1,2,4**		

NB — This Unit is in a slightly different format. It has three elements each of which has a number of behaviours. There are no PC. There are also general knowledge requirements which apply across all three elements. The table covers each of the three elements.