

Unit: CS2 Deliver reliable customer service (ICS unit 21)

Overview

This unit is all about how you deliver consistent and reliable service to customers. Especially in Financial Services, your customers want to have no surprises and want to be sure that the service they receive meets their expectations. As well as being good with people, you need to work with your organisation's service systems to meet and, wherever possible, exceed customer expectations.

In your job there will be many examples of how you combine your approach and behaviour with your organisation's systems. You need to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what you have done has met customer expectations. To meet this standard you have to deliver excellent customer service over and over again.

Outcomes of effective performance

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| CS2/O1 | You keep your knowledge of your organisation's services or products up-to-date | CS2/O9 | You keep your customer informed if delivery of the service needs to involve passing them on to another person or organisation |
| CS2/O2 | You ensure that the area you work in is tidy, safe and organised efficiently | CS2/O10 | You check that the service you have given meets your customer's needs and expectations |
| CS2/O3 | You prepare and arrange everything you need to deal with your customers before your shift or period of work commences | CS2/O11 | You identify when you could have given better service to your customer and how your service could have been improved |
| CS2/O4 | You make realistic promises to your customers about the delivery of services or products | CS2/O12 | You share information with colleagues and service partners to maintain and improve your standards of service delivery. |
| CS2/O5 | You ensure that your promises balance the needs of your customer and your organisation | | |
| CS2/O6 | You keep your promises to your customers | | |
| CS2/O7 | You inform your customers if you cannot keep your promises due to unforeseen circumstances | | |
| CS2/O8 | You recognise when your customer's needs or expectations have changed and adapt your service to meet their new requirements | | |

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Behaviours which underpin effective performance

- CS2/B1 You take pride in delivering reliable customer service
- CS2/B2 You show understanding towards customers and deal with them in a professional manner
- CS2/B3 You use communication styles that are appropriate to different people and situations
- CS2/B4 You respond quickly to potential problems
- CS2/B5 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work
- CS2/B6 You comply with legal requirements, industry regulations and professional codes

Knowledge and understanding

- 1 Your organisation's procedures and systems for delivering customer service
- 2 Methods or systems for measuring an organisation's effectiveness in delivering customer service
- 3 Your organisation's procedures and systems for checking service delivery
- 4 Your organisation's requirements for health and safety in your area of work