
Overview

The unit is about how you develop a relationship with others to improve your customer service performance. It is about working effectively with others who impact on how well you can deliver your products or services. It involves monitoring your joint performance and changing the way you do things to improve customer service.

The unit is divided into two parts.

The first part describes the three things you have to do. These are:

1. work with others to follow plans for improving customer service
2. monitor your own performance against plans to improve customer service
3. monitor joint performance against plans to improve customer service

The second part describes the knowledge and understanding you must have.

This unit is for first line managers and others operating at this level.

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Performance criteria

Work with others to follow plans for improving customer service

You must be able to:

- P1 Contribute constructive ideas to plans for improving customer service.
- P2 Identify what you have to do to follow plans to improve customer service and confirm this with others.
- P3 Co-operate with others to follow plans to improve customer service.
- P4 Keep your commitments made to others.
- P5 Keep others advised of situations that may affect plans to improve customer service.

Monitor your own performance against plans to improve customer service

You must be able to:

- P6 Discuss with others how what you do affects their customer service performance.
- P7 Identify how the way you work with others contributes towards meeting plans to improve customer service.
- P8 Continuously review your own performance with others against plans to improve customer service.

Monitor joint performance against plans to improve customer service

You must be able to:

- P9 Discuss with others joint performance measured against aims to improve customer service.
- P10 Identify with others how joint efforts to follow plans and achieve aims could be improved.
- P11 Take action with others to improve joint customer service performance.
- P12 Identify how the way you work with others improved customer service for your organisation and for your customers.

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Knowledge and understanding

You need to know and understand:

- K1 What your customers' rights are and how these rights limit what you are able to do for your customer
- K2 The specific aspects of:
 - K2.1 health and safety
 - K2.2 data protection
 - K2.3 equal opportunities
 - K2.4 disability discrimination
 - K2.5 legislation and regulations that affect the way the products or services you deal with can be delivered to your customers;
- K3 Industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
- K4 Any contractual agreements that your customers have with your organisation
- K5 The products or services of your organisation relevant to your customer service role
- K6 The guidelines laid down by your organisation that limit what you can do within your job
- K7 The limits of your own authority and when you need to seek agreement with or permission from others
- K8 Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- K9 How to communicate in a clear, polite, confident way and why this is important.
Who else is involved either directly or indirectly with your ability to offer your organisation's products or services;
The roles and responsibilities of others in your organisation;
The roles of others outside your organisation who have an impact on the products or services you provide;
- K10 What the goals or targets of your organisation are in relation to customer service and how these are set.
- K11 The legal and organisational responsibilities relevant to your job role.
- K12 You will also need to show that you are aware of the position of your organisation in the wider context.

You will need to show in your evidence that you have worked within the rules and regulations of your organisation and have applied high levels of knowledge and understanding when dealing with your customers.

You will be expected to show that you are aware of:

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1. major competitors of your organisation;
2. the effects of legislation on the performance of your organisation;
3. the implications of a change of structure, products or services for your organisation;
4. the implications of other market place activities on your organisation

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Additional information

Links to other NOS

This unit was originally developed by the Institute of Customer Service (ICS). It is unit 3 in the Customer Service National Occupational Standards at level 3. This unit has also been imported from the ICS as Unit F8 in the Management Standards

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