

S326: Deliver, monitor and evaluate customer services to external customers         Overview:       Deliver, monitor, evaluate and improve services to meet external customer needs.         Links:       Customer Service, Communications         Specific skills:       • Evaluating • Listening       • Monitoring • Negotiating       • Problem- solving       • Questioning         Performance Indicators       Knowledge & Understanding       • Questioning         Identify customer needs and expectations       • The types of products and services offered by your organisation relevant to external customers         Identify and confirm external customers to make sure they are realistic       • The types of products and services offered by your organisation relevant to external customer service         Deliver customers       • What is meant by external customer service       • The purpose and benefits of delivering external customer services to agreed timescales and quality standards and follow procedures if these are not achieved       • How to setternal customer needs         5.       Provide services to agreed timescales and expectations are met       • The purpose and benefits of identifying and confirming external customer needs         6.       Check external customer services       • The types of problems that external customers         7.       Follow the correct procedures to handle complaints in a professional manner and to a given timescale       • The types of problems that external customers         8.       Obtain and re								at wo	
Links:       Customer Service, Communications         Specific skills: <ul> <li>Evaluating</li> <li>Negotiating</li> <li>Negotiating</li> <li>Problem-solving</li> <li>Questioning</li> </ul> Performance Indicators       Knowledge & Understanding         Identify customer needs and expectations <ul> <li>Manage expectations of external customers to make sure they are realistic</li> <li>Identify and confirm external customer needs</li> <li>Agree timescales and quality standards with external customers</li> </ul> <ul> <li>Provide services to agreed timescales and quality standards with external customers</li> <li>Provide services to agreed timescales and quality standards and follow procedures if these are not achieved</li> <li>Check external customer needs and expectations are met</li> </ul> <ul> <li>Follow the correct procedures to handle complaints in a professional manner and to a given timescale</li> <li>Obtain and record external customer feedback</li> <li>Analyse and evaluate external customer feedback</li> <li>Analyse and evaluate external customer feedback</li> <li>The types of problems that external customers may experience and how to do so or refer them</li> <li>The correct procedures to follow when handling complaints</li> <li>The techniques for collecting and analysing external customer feedback</li> <li>Analyse and evaluate external customer</li> </ul>	S	326: Deliver,	mo	nitor and e	evalua	ate cus	ston	ner service to external customers	
<ul> <li>Specific skills: Evaluating Listening</li> <li>Monitoring Negotiating</li> <li>Problem-solving</li> <li>Questioning</li> <li>Problem-solving</li> <li>Questioning</li> <li>Problem-solving</li> <li>Questioning</li> <li>Performance Indicators</li> <li>Knowledge &amp; Understanding</li> <li>Manage expectations and expectations</li> <li>Build positive working relationships with external customers</li> <li>Manage expectations of external customers to make sure they are realistic</li> <li>Identify and confirm external customer needs</li> <li>Agree timescales and quality standards with external customers</li> <li>Deliver customer services</li> <li>Provide services to agreed timescales and quality standards and follow procedures if these are not achieved</li> <li>Check external customer needs and expectations are met</li> <li>Follow the correct procedures to handle complaints in a professional manner and to a given timescale</li> <li>Monitor and evaluate customer services</li> <li>Obtain and record external customer feedback</li> <li>Analyse and evaluate external customer feedback</li> <li>Analyse and evaluate external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>The purpose and benefits of collecting and analysing external customer feedback</li> <li>The techniques for collecting and analysing external customer feedback</li> <li>The purpose and benefits of continuous</li> </ul>	<b>Overview:</b> Deliver, monitor, evaluate and improve services to meet external customer need								
<ul> <li>Listening</li> <li>Negotiating</li> <li>Solving</li> </ul> Performance Indicators Knowledge & Understanding Identify customer needs and expectations 1. Build positive working relationships with external customers 2. Manage expectations of external customers to make sure they are realistic 3. Identify and confirm external customer needs 4. Agree timescales and quality standards with external customers 5. Provide services to agreed timescales and quality standards and follow procedures if these are not achieved 6. Check external customer needs and expectations are met 7. Follow the correct procedures to handle complaints in a professional manner and to a given timescale Monitor and evaluate customer services 8. Obtain and record external customer feedback 9. Analyse and evaluate external customer feedback 10. Take action to improve service to external customer services to sugmers • Listening • Negotiating • Negotiating • Negotiating • Negotiating • Negotiating • Negotiating • Nonitor and evaluate external customer feedback • Analyse and evaluate external customer feedback • The toprese of problems that external customers • The topringues for collecting and analysing external customer feedback • The purpose and benefits of continuous • Nonitor and evaluate external customer feedback • The types of problems that external customers • Deliver customer services to follow when handling complaints • The purpose and benefits of continuous • The purpose and benefits of continuous • Provide service to external • Provide service to external • Check e	Links: Customer Service, Communication						ns		
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<ol> <li>Build positive working relationships with external customers</li> <li>Manage expectations of external customers to make sure they are realistic</li> <li>Identify and confirm external customer needs</li> <li>Agree timescales and quality standards with external customers services</li> <li>Peliver customer services</li> <li>Provide services to agreed timescales and quality standards and follow procedures if these are not achieved</li> <li>Check external customer needs and expectations are met</li> <li>Follow the correct procedures to handle complaints in a professional manner and to a given timescale</li> <li>Monitor and evaluate customer services</li> <li>Obtain and record external customer feedback</li> <li>Analyse and evaluate external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>Take action to improve service to external customer feedback</li> <li>The purpose and benefits of collow when handling complaints</li> <li>The correct procedures to follow when handling complaints</li> <li>The purpose and benefits of continuous</li> </ol>	Performance Indicators Knowledge & Understanding								
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