

Unit FM304 Monitor and solve customer service problems
(SQA Unit Code F04M 04)

This unit has been imported from the Institute for Customer Service (ICS 32)

What this unit is about

Your job involves delivering and organising excellent customer service. However good the service provided, some of your customers will experience problems and you will spot and solve other problems before your customers even know about them.

This Unit is all about the part of your job that involves solving immediate customer service problems. It is also about changing systems to avoid repeated customer service problems. Remember that some customers judge the quality of your customer service by the way that you solve customer service problems. You can impress customers and build customer loyalty by sorting out those problems efficiently and effectively. Sometimes a customer service problem presents an opportunity to impress a customer in a way that would not have been possible if everything had gone smoothly.

Performance Criteria

32.1 Solve immediate customer service problems

32.1.1 respond positively to customer service problems following organisational guidelines

32.1.2 solve customer service problems when you have sufficient authority

32.1.3 work with others to solve customer service problems

32.1.4 keep customers informed of the actions being taken

32.1.5 check with customers that they are comfortable with the actions being taken

32.1.6 solve problems with service systems and procedures that might affect customers before they become aware of them

32.1.7 inform managers and colleagues of the steps taken to solve specific problems

32.2 Identify repeated customer service problems and options for solving them

32.2.1 identify repeated customer service problems

32.2.2 identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option

32.2.3 work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation

32.3 Take action to avoid the repetition of customer service problems

32.3.1 obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated

32.3.2 action your agreed solution

32.3.3 keep your customers informed in a positive and clear manner of steps being taken to solve any service problems

32.3.4 monitor the changes you have made and adjust them if appropriate

Knowledge and understanding

To be competent at monitoring and solving customer service problems you need to know and understand

32a organisational procedures and systems for dealing with customer service problems

32b organisational procedures and systems for identifying repeated customer service problems

32c how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers

32d how to negotiate with and reassure customers while their problems are being solved

Unit FM305 Maintain standards the quality of service delivery

This unit is for first-line managers/supervisors at work in the FM environment. It is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments.

This unit is designed for first-line managers/supervisors to demonstrate competence in contributing to the overall quality of service provided by the organization. Work should be carried out in accordance with service level agreements in accordance with approved procedures and practices.

Performance Criteria

You must be able to do the following:

1. Carry out work in accordance with service level agreements, approved procedures and practices and instructions
2. Ensure behaviour, appearance, and clothing meet approved procedures and practices
3. Communicate with colleagues and persons external to the organisation in a way which promotes effective formal and informal working relationships
4. Ensure information, instructions and documentation given to other persons is authorised, up to date and accurate
5. Report problems and conditions outside the responsibility of the jobholder to an authorized person
6. Report in accordance with the requirements of service level agreements

Knowledge and Understanding for this unit

You must know and understand:

- a. full details of service level agreements, work schedules and approved procedures and practices including reporting requirements
- b. organisational standards of behaviour and appearance, and why they are important
- c. what information is permitted to be passed onto colleagues and persons external to the organisation
- d. working safely and its importance
- e. dealing with problems outside own area of responsibility
- f. communication channels
- g. information required by the agreement and how to provide it