

# ASTH303 - SQA Unit Code F7CE 04

## Develop relationships with others to improve customer service in housing



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### Overview

This standard is about developing relationships with others to improve customer service performance.

When working with customers in housing you are not working alone. Behind or alongside you there are others involved in the process who impact on how well services are delivered. It will be necessary to work with a variety of colleagues from other support organisations. It is particularly important in housing to deal with customers in a polite and sensitive manner and to work alongside all colleagues to improve the service given to customers.

The delivery of excellent customer service depends on your skills and those of others. It involves communicating with others and agreeing how to work together to give a more effective service.

A full appreciation of the legal and organisational responsibilities relevant to the job role is necessary. It is also important to be aware of the position of the organisation in the wider context.

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#### Performance criteria

- You must be able to:*
- P1 contribute constructively 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 work with others to follow plans to improve customer service
  - P4 keep the commitments made to others
  - P5 keep others advised of situations that may affect plans to improve customer service
  - P6 discuss with others how your actions affect 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
  - P9 identify with others how actions to follow plans and achieve aims could be improved
  - P10 take action with others to improve customer service performance
  - P11 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 major competitors of your organisation
- K2 the effects of legislation on the performance of your organisation
- K3 the implications of a change of structure or services for your organisation
- K4 what your customers' rights are and how these rights limit what you are able to do for them
- K5 the specific aspects of:
  - K5.1 health and safety
  - K5.2 data protection
  - K5.3 equal opportunities
  - K5.4 disability discrimination
  - K5.5 legislation and regulations that affect the way the services you deal with can be delivered to your customers
- K6 housing industry, organisational and professional codes of practice and ethical standards that affect the way the services you deal with can be delivered to your customers
- K7 any contractual agreements that your customers have with your organisation
- K8 the services of your organisation relevant to your customer service role
- K9 the guidelines laid down by your organisation that limit what you can do within your job
- K10 the limits of your own authority and when you need to seek agreement or permission from others
- K11 any organisational targets relevant to your job; your role in meeting them and the implications for your organisation if those targets are not met
- K12 how to communicate in a clear, polite, confident and sensitive way and why this is important
- K13 who else is involved either directly or indirectly with your ability to offer your organisation's services
- K14 the roles and responsibilities of others in your organisation
- K15 the roles of others outside your organisation who have an impact on the services you provide
- K16 what the goals or targets of your organisation are in relation to customer service and how these are set

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**Suite** Housing

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