

CFACSB1 (SQA Unit Code – FE1T 04)

Do your job in a customer friendly way



Overview

This Standard is part of the Customer Service Theme of Delivery. This Theme covers Customer Service behaviours and processes that have most effect on the customer experience during Customer Service delivery. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

The customer service your organisation gives is affected by the way you do your job. Whatever job you are doing, customers expect you to do it properly. They also expect you to consider their wishes and feelings while you are doing it. Doing your job properly involves following procedures and doing the tasks in your job correctly as well as having the appropriate relationship with customers. This Standard covers how you do your job with your customer in mind in a way that your organisation and supervisors find acceptable. It will help you to understand the parts of your job that are most important to good customer service.

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Performance criteria

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You must be able to:

- P1 make a good first impression
- P2 follow the dress code of your organisation and present the right personal image to your customers
- P3 do the tasks that make up your job correctly and in a way that shows you know what your customers expect and what your organisation offers
- P4 show consideration to customers when carrying out the tasks required in your job
- P5 respond willingly to routine requests and questions from customers and recognise when to pass a request on to an appropriate colleague
- P6 share information with customers about how delivery of the service or product is going
- P7 work flexibly to help individual customers without reducing the level of service you give to others
- P8 share information with colleagues when they need it to provide good customer service

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Knowledge and understanding

You need to know and understand:

- K1 your organisation's dress code
- K2 how to do the tasks that make up your job
- K3 how long parts of the job take to do and how this may affect your customers
- K4 how to do your own work in an organised way
- K5 what your customers expect of you and your work
- K6 the service offer that your organisation makes in your area of work and how that affects the way you do things
- K7 what you are allowed to do and not allowed to do for customers
- K8 how to do your job in a way that is healthy and safe for you, your customers and your colleagues

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Suite

Customer Service (2013)

Key words

follow procedures; relationships; friendly; delivery; impression; dress code; customer expectations; share information; service offer; customer service; communication; problem solving; behaviours; work with others; team working