

CFACSB3 (SQA Unit Code – FE1W 04)

Deliver customer service on your customer's premises



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.

Many organisations deliver a service to their customers on the customer's own premises. This requires sensitive handling as people are particularly protective about their own personal space. In this situation there is always the potential to detract from excellent customer service by using inappropriate language or behaviour or even by causing accidental damage to your customer's property. This Standard is about the process of providing a service on customer premises whilst ensuring that your customer both enjoys the customer service experience and has confidence that the work you have carried out has been completed successfully. This Standard is not simply about working in a different building. Your customer must be somebody who feels real ownership of the premises and is therefore somewhat protective about them. In particular, this Standard is for you if your job takes you into your customers' homes.

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Performance criteria

Establish a rapport with your customer

You must be able to:

- P1 prepare for a visit to your customer's premises and ensure they know when and why you will be there
- P2 identify yourself to your customer showing official identification whenever possible
- P3 show a positive and friendly approach to the service you are about to give
- P4 use language and behaviour that show respect for your customer
- P5 explain to your customer exactly what you are going to do and approximately how long you expect the work to take
- P6 listen to any concerns that your customer may have and reassure them
- P7 keep your customer informed of progress and about any cause for delay that might take place
- P8 keep your customer informed of any variation to the work that could involve additional time or cost
- P9 consult your customer when you have to do work that they had not expected

Combine customer service with your other skills and expertise

You must be able to:

- P10 show respect to your customer's premises and possessions by treating them with care
- P11 make sure your customer is aware of your specialist technical skills
- P12 take time to give your customer confidence in your knowledge and skills
- P13 consider the customer service implications of each action and inform your customer of what will be involved
- P14 inform your customer when you have finished and reinforce how the work has been handled professionally
- P15 check that your customer is satisfied with the work and listen carefully to any feedback
- P16 inform your customer of timescales if any follow up work is involved
- P17 ensure that timescales for follow up work are kept
- P18 keep your customer informed if timescales for follow up work are not going to be met
- P19 explain clearly to your customer why you cannot do work that is not specified in the service offer
- P20 ensure that your customer has the appropriate details to contact your organisation if they need to

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Knowledge and understanding

You need to know and understand:

- K1 what you can do to establish a rapport with customers
- K2 the importance of sensitivity to people's feelings about their own premises and possessions
- K3 the regulatory and legal restrictions on what you can and cannot do in all aspects of your work
- K4 the insurance implications of working on your customer's premises
- K5 the organisational procedures to follow if you cause any accidental damage on your customer's premises

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SQA Evidence Requirements to Support this Unit

This Unit is designed to assess the skills and knowledge of candidates in the workplace. Candidate evidence should be generated under workplace conditions (**either paid or voluntary**) and evidence must be generated with different customers on different occasions over a sufficient period of time.

Observation should be the primary and preferred source of evidence of competent performance wherever possible. Observation of candidate performance will be supported by other methods of assessment which may include:

- ◆ witness testimony
- ◆ questioning
- ◆ candidate statement
- ◆ professional discussion
- ◆ product and photographic evidence,
- ◆ relevant active documentation, reports, presentations and
- ◆ other valid evidence which relates directly to learner performance under workplace conditions

A combination of performance and knowledge evidence is required to enable the assessor to confirm that the learner is competent.

Simulation should only be used in exceptional circumstances and it should only be for small parts of the Unit. Simulated assessments **must** be undertaken in a realistic working environment (RWE). A RWE is 'an environment which replicates the key characteristics in which the skill to be assessed is normally employed'. The RWE must provide conditions that are the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in the Assessment Strategy for Customer Service SVQs at link: <http://www.sqa.org.uk/sqa/16732.html>

SQA's Guide to Assessment is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. The Guide to Assessment can be downloaded free from SQA's website www.sqa.org.uk

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Suite

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Delivery; premises; homes; customer service; communication; problem solving; behaviours; work with others; team working
