**PC2 17       Recognise and deal with customer queries, requests and problems  ( ICS Unit C1)**

(SQA Unit Code FE21 04)

**Unit overview**

This unit is part of the Customer Service Theme of Handling Problems. This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

No matter how good you are at providing consistent and reliable customer service, some of your customers will from time to time expect more. They can signal this in various ways and when they do you must know how to handle it. Sometimes customers ask different questions and request special treatment. You may be able to help them yourself and you certainly need to know who to ask for help if necessary. Some customers may be dissatisfied with the service and may present a problem. Your job is to recognise that there is a problem and make sure that the appropriate person deals with it.

**Customer service standard**

When you recognise and deal with customer queries, requests and problems you must consistently:

**C1.1 Recognise and deal with customer queries and requests**

C1.1.1 deal with queries and requests from customers in a positive and professional way

C1.1.2 seek information or help from a colleague if you cannot answer your customer's query or request

C1.1.3 obtain help from a colleague if you are not able to deal with your customer's request

C1.1.4 always tell your customer what is happening

**C1.2 Recognise and deal with customer problems**

C1.2.1 recognise when something is a problem from the customer's point of view

C1.2.2 do not say or do anything which may make the problem worse

C1.2.3 deal with a difficult customer calmly and confidently

C1.2.4 recognise when to pass a problem on to an appropriate colleague

C1.2.5 pass the problem on to your colleague with the appropriate information

C1.2.6 check that the customer knows what is happening

**Knowledge and understanding**

To be competent at recognising and dealing with customer queries, requests and problems you must know and understand:

C1a who in the organisation is able to give help and information

C1b limits of what they are allowed to do

C1c what professional behaviour is

C1d how to speak to people who are dissatisfied

C1e how to deal with difficult people

C1g what customers normally expect

C1h how to recognise a problem from what a customer says or does

C1i what kinds of behaviours/actions would make situations worse

C1j the organisational procedures you must follow when you deal with problems or complaints

C1k understand the types of behaviour that may make a problem worse