
Overview

This standard is about

- 1 contributing to customer service systems
- 2 delivering reliable customer service
- 3 monitoring customer service

COSVR719 - SQA Unit Code H6AY 04

Provide customer service in construction

Performance criteria

- You must be able to:*
- P1 identify and use current legislation and official guidance to implement systems or procedures that will deliver and improve customer service
 - P2 prepare to deal with customers in order to give consistent and reliable service
 - P3 work with others to resolve customer problems, communicate with customers and check that they are satisfied with the actions taken
 - P4 solve problems within existing systems or procedures that may affect customers before the customer becomes aware of them
 - P5 confirm that the service given meets the customer's needs and expectations
 - P6 inform the people responsible about changes to customer service systems or procedures that will reduce the chance of problems being repeated
 - P7 share information with people responsible to maintain and improve standards of service delivery

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Knowledge and understanding

You need to know and understand:

Performance Criteria 1

Identify and use legislation and guidance

- K1 how to identify current legislation and official guidance relevant to customer service
- K2 how to use identified information to implement **systems or procedures** for customer service
- K3 how to deliver and improve customer service

Performance Criteria 2

Prepare to deal with customers

You need to know and understand:

- K4 how to give consistent customer service
- K5 how to use **systems or procedures** to give reliable customer service

Performance Criteria 3

Work with others to resolve customer problems

You need to know and understand:

- K6 how to work with others to resolve customer service problems
- K7 how to **communicate with customers**
- K8 how to check that the customer is satisfied with the **action taken**

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Performance Criteria 4

Solve problems within systems and procedures

You need to know and understand:

- K9 how to identify problems within existing **systems or procedures** that may affect customers
- K10 how to ensure problems in **systems or procedures** are solved before the customer becomes aware of them

Performance Criteria 5

Confirm the service meets customer needs

You need to know and understand:

- K11 how to **communicate with customers** to confirm that the service given meets the customer's needs and expectations

Performance Criteria 6

Inform people of changes

You need to know and understand:

- K12 how to identify repeat problems in customer service
- K13 how to change customer service **systems or procedures** to reduce the chance of problems being repeated
- K14 how to inform the **people responsible** about changes to customer service

Performance Criteria 7

Share information

- K15 how to maintain standards of service delivery
- K16 how to improve standards of service delivery
- K17 how to share information with **people responsible** in order to maintain and improve standards of service delivery

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Additional Information

Scope/range related to performance criteria

Performance Criteria 1

- 1 records of implementation for at least four of the following systems or procedures that will deliver and improve customer service
 - 1.1 current legislation
 - 1.2 official guidance
 - 1.3 organisational procedures
 - 1.4 specifications
 - 1.5 drawing
 - 1.6 instructions and variations
 - 1.7 feedback processes

Performance Criteria 2

- 2 records of consistent customer service
- 3 records of reliable service that promotes customer's confidence

Performance Criteria 3

- 4 records of customer problems resolved using at least two of the following forms of communication
 - 4.1 electronic
 - 4.2 verbal
 - 4.3 written
 - 4.4 via a second person
 - 4.5 feedback documents
 - 4.6 feedback documents
- 5 records of checks to ensure that the customer is satisfied with at least two of following actions taken
 - 5.1 corrective
 - 5.2 referral
 - 5.3 investigative
 - 5.4 reactive
 - 5.5 proactive

Performance Criteria 4

- 6 records of how problems would be dealt with within existing customer service systems or procedures

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Performance Criteria 5

7 records showing that the service given has met the customer's needs and expectations

Performance Criteria 6

8 records of changes to systems or procedures that will reduce the chance of problems being repeated, passed to at least two of the following people responsible

8.1 the client, customer or their representative

8.2 contractors

8.3 consultants

8.4 sub-contractors

8.5 suppliers

8.6 workforce

8.7 internal management

Performance Criteria 7

9 records of information that will maintain and improve standards of service delivery shared with people responsible

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Scope/range related to knowledge and understanding

Action taken

- 1 corrective
- 2 referral
- 3 investigative
- 4 reactive
- 5 proactive

Communicate with customers

- 6 electronic
- 7 verbal
- 8 written
- 9 via a second person
- 10 via a second person
- 11 group meetings

People responsible

- 12 the client, customer or their representative
- 13 contractors
- 14 consultants
- 15 sub-contractors
- 16 sub-contractors
- 17 workforce
- 18 internal management

System or procedures

- 19 current legislation
- 20 official guidance
- 21 organisational procedures
- 22 specifications
- 23 drawing
- 24 instructions and variations
- 25 feedback processes

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