

## **NOS PSS SPO109 Provide support and information to customers**

### **Unit PSS SPO109.1 Organise, deliver and maintain reliable customer service (SQA Unit Code-H7A3 04)**

#### **Performance Criteria**

##### **You must be able to**

##### **Organise, deliver and maintain reliable customer service**

1. plan and prepare everything needed to deal with customers efficiently and effectively
2. organise the resources needed to deliver a variety of products or services to different types of customers
3. organise own actions to ensure that customers receive prompt attention
4. reorganise work to respond to unexpected additional workloads
5. maintain service delivery during very busy periods including when systems, people or resources have not delivered
6. respond appropriately to customers when they make comments about the services that are being offered
7. alert others to repeated comments made by customers
8. take action to improve the reliability of the service based on customer comments
9. monitor whether the action you have taken has improved the service you give to customers
10. record and store customer service information accurately and correctly
11. select and retrieve customer service information that is relevant, sufficient and in an appropriate format for its purpose
12. locate quickly information that will help solve a customer's query
13. supply accurate customer service information to others using the most appropriate method of communication

#### **Knowledge and understanding**

##### **You need to know and understand**

1. the legal responsibilities for maintaining own and others' health and safety in your workplace
2. the requirements placed upon the individual and the organisation by current legislation, directions and bye-laws related to the health and safety of customers, suppliers and other third parties
3. current industry guidance, relating to the health and safety of customers, suppliers and other third parties
4. own organisation's policies, procedures and working practices that relate to the health and safety of customers, suppliers and other third parties
5. the principle types of hazard and risk associated with ports
6. the precautions appropriate for minimising the risks associated with ports
7. how to wear, use and maintain personal protective equipment, relevant to port operations and to incidents and emergencies

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8. how to locate, use and maintain the principle types of safety and incident response equipment in the port
9. the location of and how to operate alarm systems
10. procedures for contacting the emergency services
11. the location of the approved escape routes and assembly points
12. own responsibilities for reporting accidents and emergencies
13. the limits of own responsibilities when dealing with customers, suppliers and other third parties
14. the limits of own responsibilities when dealing with customers, suppliers and other third parties
15. roles and responsibilities of others when dealing with customers, suppliers and other third parties
16. what customers' rights are and how these rights affect what is able to be done for the customer
17. the specific needs of: data protection, equal opportunities, disability discrimination, legislation and regulations, that affect the way the services can be delivered to customers
18. how to communicate in a clear, polite, confident way and why this is important
19. the implications of a change of structure, products or services for the organisation
20. the implications of other relevant port and organisations' activities on the organisation
21. the industry, organisational and professional codes of practice and ethical standards that affect the way the products or services can be delivered to customers
22. contractual agreements that the customers have with own organisation
23. the services of the organisation relevant to own customer service role
24. organisational targets relevant to own job, own role in meeting them and the implications for the organisation if those targets are not met
25. how to identify useful customer feedback and how to decide which feedback should be acted on
26. how to communicate feedback from customers to others
27. the resource implications in times of staff sickness and holiday periods and own responsibility at these times
28. the importance of having reliable and fast information for own customers and own organisation
29. the organisation's procedures and systems for delivering customer service
30. the organisation's procedures for emergency situations and own role within them
31. the organisation's major competitors
32. the effects of legislation on the performance of own organisation
33. how to make best use of the method of communication chosen for dealing with customers
34. how to negotiate effectively with customers
35. how to assess the costs and benefits to the customer and own organisation of any unusual agreement made
36. the importance of customer loyalty and/or improved internal customer relationships to the organisation
37. how to handle customer service problems
38. how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with the internal customer

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39. how to negotiate with and reassure customers while their problems are being solved

#### **Additional Information**

This standard is applicable to the organisation, delivery and maintenance of reliable customer service and links to improvement of customer relationships, working with others to improve customer service and monitoring and solving customer service problems.

The performance criteria, knowledge and understanding requirements are related to the individual's own organisation, job role and area of operations. This includes but is not limited to the individual's immediate place of work. It extends to areas, operations and persons that may be impacted upon by the individual's activity in the workplace.

The performance criteria, knowledge and understanding requirements are specific to the: regulations, industry and other guidance recognised by the individual's employer, employing organisation's objectives, policies, procedures, and working practices; that relate to the elements covered in this standard.

The performance criteria, knowledge and understanding requirements are specific to the individual's own level of authority and responsibility.

Ports and the activities which take place there vary. Employers and any other duty holders must comply with the legal duties imposed on them by health and safety legislation, including the Health and Safety at Work Act 1974. This will also involve careful and continuing risk assessments to enable duty holders to plan, implement, manage and review policies and procedures which address the risks associated with the conduct of their business. The statutory duty of the employee to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to cooperate with the employer with regard to the employer's health and safety duties, are an essential part of this standard.