
Overview

This Standard is part of the Customer Service Theme of Impression and Image. This Theme covers the Customer Service behaviours and processes that have most impact on the way your customer sees you and your organisation. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Research has shown that customer satisfaction increases if your customer feels that they have been treated in a way that recognises their own personal needs. When you are delivering customer service you often deal with a large number of customers who seem to be the same, but it is important to remember that each customer is an individual. Anything you can do to make each customer feel that they have had your complete attention and have been dealt with personally increases their sense of satisfaction. This Standard is about how you can help your customers feel that they have experienced a service that focuses on them as an individual. When you work with a customer you need to make them feel that it is on a 'one to one' basis, that you care what happens to them and that you respect them as an individual.

CFACSA8 (SQA Unit Code – H9XN 04)

Make customer service personal

Performance

criteria

You must be able to:

Identify opportunities for making customer service personal

- P1 identify which of your organisation's systems or procedures allows you to add a personal touch to your service
- P2 observe and listen to your customer carefully for signs that will guide how you personalise the service
- P3 let your customer know that you understand and that you are there to help
- P4 identify opportunities to help or direct your customer outside of normal routines and procedures
- P5 identify customers with particular needs who would especially appreciate personal service
- P6 balance the time you take when giving individual attention to one customer with the needs and expectations of other customers
- P7 make extra efforts to show how willing and able you are to give a more personal service

Treat your customer as an individual

You must be able to:

- P8 greet and deal with your customer in a way that respects them as an individual
- P9 focus your attention on the customer you are dealing with
- P10 always communicate with your customer in a friendly and open way
- P11 use your customer's name when it is known and appropriate
- P12 follow your organisation's guidelines about giving your customer your own name and contact details
- P13 concentrate on building a 'one to one' relationship with your customer by making them feel valued and respected

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Make customer service personal

Knowledge and understanding

You need to know and understand:

- K1 how use of your customer's name makes service more personal
- K2 personality types and their receptiveness to personalised services
- K3 types of personal information about customers that should and should not be kept on record
- K4 features of personal service that are most appreciated by customers with individual needs
- K5 body language and approaches to communication that are generally interpreted as open
- K6 your organisation's guidelines on actions that are permissible outside of the normal routines and procedures
- K7 your own preferences and comfort levels relating to how you are willing and able to personalise service
- K8 the boundaries beyond which personal customer service may be seen as inappropriate
- K9 how to assess your customer's reaction to personalised customer service
- K10 how to gain information about a customer's preferences, including through social media

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Suite

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