

## CFACSC5 (SQA Unit Code – H9YF 04) Monitor and solve customer service problems



---

### Overview

This Standard 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.

Your job involves delivering and organising excellent customer service. However good the service provided, some of your customers will experience problems and you will spot and solve other problems before your customers even know about them. This Standard is about the part of your job that involves solving immediate customer service problems. It is also about changing systems to avoid repeated customer service problems.

Remember that some customers judge the quality of your customer service by the way that you solve customer service problems. You can impress customers and build customer loyalty by sorting out those problems efficiently and effectively. Sometimes a customer service problem presents an opportunity to impress a customer in a way that would not have been possible if everything had gone smoothly.

## CFACSC5 (SQA Unit Code – H9YF 04)

### Monitor and solve customer service problems

---

#### Performance criteria

#### Solve immediate customer service problems

- You must be able to:*
- P1 respond positively to customer service problems following organisational guidelines
  - P2 solve customer service problems when you have sufficient authority
  - P3 work with others to solve customer service problems
  - P4 keep customers informed of the actions being taken
  - P5 check with customers that they are comfortable with the actions being taken
  - P6 solve problems with service systems and procedures that might affect customers before they become aware of them
  - P7 inform managers and colleagues of the steps taken to solve specific problems

#### Identify repeated customer service problems and options for solving them

- You must be able to:*
- P8 identify repeated customer service problems
  - P9 identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option
  - P10 work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation

#### Take action to avoid the repetition of customer service problems

- You must be able to:*
- P11 obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated
  - P12 action your agreed solution
  - P13 keep your customers informed in a positive and clear manner of steps being taken to solve any service problems
  - P14 monitor the changes you have made and adjust them if appropriate

## CFACSC5 (SQA Unit Code – H9YF 04)

### Monitor and solve customer service problems

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 organisational procedures and systems for dealing with customer service problems
- K2 organisational procedures and systems for identifying repeated customer service problems
- K3 how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers
- K4 how to negotiate with and reassure customers while their problems are being solved
- K5 the opportunities and potential for monitoring and solving customer service problems presented by remote information collection and sharing such as through social media

## CFACSC5 (SQA Unit Code – H9YF 04)

Monitor and solve customer service problems

### 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](http://www.sqa.org.uk)

## CFACSC5 (SQA Unit Code – H9YF 04)

### Monitor and solve customer service problems

---

**Developed by** Skills CFA

---

**Version number** 2

---

**Date approved** January 2013

---

**Indicative review date** January 2016

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Skills CFA

---

**Original URN** CFACSC5

---

**Relevant occupations** Customer Service Occupations

---

**Suite** Customer Service (2013)

---

**Key words** Monitor problems; solve problems; customer service problems; customer loyalty; impress; customer service; communication; problem solving; behaviours; work with others; team working; giving information; receiving information services; products

---