

## Maintain customer service through effective handover

---

### Overview

Customer service delivery in a team involves many situations when you are unable to see actions through and you pass on responsibility to a colleague, for example, during a shift change. This sharing of responsibility should be organised and follow a recognised pattern. Most of all you need to be sure that, when responsibility is passed on, the actions are seen through. This involves routinely checking with your colleagues that customer service actions have been completed. This standard is for you if your job involves service delivery as part of a team and you regularly pass on responsibility for completion of a customer service action to a colleague.

When you have completed this standard you will have demonstrated your understanding of and your ability to:

- Maintain customer service through an effective handover

Maintain customer service through effective handover

---

## Performance criteria

You must be able to:

### **Agree joint responsibilities in a customer service team**

1. Identify services or products you are involved in delivering that rely on effective teamwork
2. Identify steps in the handover process that rely on exchange of information between you and your colleagues
3. Agree with colleagues when it is right to pass responsibility for completing a customer service action to another
4. Agree with colleagues how information should be exchanged between you to enable another to complete a customer service action
5. Identify ways of reminding yourself when you have passed responsibility to a colleague for completing a customer service action

### **Check that customer service actions are seen through by working together with colleagues**

6. Identify when to check that a customer service action has been completed
7. Ensure that you are aware of all details of customer service actions your colleague was due to complete
8. Ask your colleague about the outcome of completing the customer service action as agreed
9. Identify the next customer service actions if your colleagues have been unable to complete the actions you had previously agreed
10. Work with colleagues to review the way in which customer service actions are shared

Maintain customer service through effective handover

---

## Knowledge and understanding

You need to know and understand:

1. Your organisation's handover procedures for the services or products you are involved in delivering
2. Your organisation's handover procedures and how these vary during and between shifts
3. Your role and responsibilities in the organisation's handover procedure
4. The appropriate colleagues to pass responsibility to for completing particular customer service actions
5. Ways of ensuring that information is passed between you and your colleagues effectively
6. The importance of checking tactfully with a colleague whether they have completed the customer service actions according to organisational handover procedures
7. Opportunities for contributing to review the way customer service actions are shared in customer service processes

Maintain customer service through effective handover

<b>Developed by</b>	People 1st
<b>Version Number</b>	2
<b>Date Approved</b>	February 2016
<b>Indicative Review Date</b>	March 2021
<b>Validity</b>	Current
<b>Status</b>	Tailored
<b>Originating Organisation</b>	Institute of Customer Service
<b>Original URN</b>	Unit B8
<b>Relevant Occupations</b>	Receptionist; Team Member; Waiter/Waitress; Volunteer Co-ordinators; Bar Staff; Housekeeper; Room Attendant (housekeeping); Chamber Maid
<b>Suite</b>	Hospitality - Generics
<b>Keywords</b>	customer service, effective handover, team work, handover, shift handover