

FE36 04 (CFACSD8) Work With Others to Improve Customer Service

This Unit has the following Elements:

- D8.1 Improve customer service by working with others.
- D8.2 Monitor your own performance when improving customer service.
- D8.3 Monitor team performance when improving customer service.

Unit Summary

This Unit is part of the Customer Service Theme of Development and Improvement. This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders. The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give a more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service. This Unit is about how you develop a relationship with others to improve your customer service performance.

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D8.1 Improve customer service by working with others

Performance Criteria

You must consistently:

- D8.1.1 Contribute constructive ideas for improving customer service.
- D8.1.2 Identify what you have to do to improve customer service and confirm this with others.
- D8.1.3 Agree with others what they have to do to improve customer service.
- D8.1.4 Co-operate with others to improve customer service.
- D8.1.5 Keep your commitments made to others.
- D8.1.6 Make others aware of anything that may affect plans to improve customer service.

D8.2 Monitor your own performance when improving customer service

Performance Criteria

You must consistently:

- D8.2.1 Discuss with others how what you do affects customer service performance.
- D8.2.2 Identify how the way you work with others contributes towards improving customer service.

D8.3 Monitor team performance when improving customer service

Performance Criteria

You must consistently:

- D8.3.1 Discuss with others how teamwork affects customer service performance.
- D8.3.2 Work with others to collect information on team customer service performance.
- D8.3.3 Identify with others how customer service teamwork could be improved.
- D8.3.4 Take action with others to improve customer service performance.

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Knowledge and Understanding for the whole Unit

To be competent at working with others to improve customer service you need to know and understand:

- D8a Who else is involved either directly or indirectly in the delivery of customer service.
- D8b The roles and responsibilities of others in your organisation.
- D8c The roles of others outside your organisation who have an impact on your services or products.
- D8d What the goals or targets of your organisation are in relation to customer service and how these are set.
- D8e How your organisation identifies improvements in customer service.

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Evidence Requirements

- 1 Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. Simulation is not allowed for any performance evidence within this Unit.
- 2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
- 3 You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
- 4 Your evidence must include examples of agreeing customer service roles and responsibilities which are:
 - a part of your own role
 - b part of other people's roles.
- 5 You must provide evidence that you have worked with two of these groups of people:
 - a team members or colleagues
 - b suppliers or service partners
 - c supervisors, team leaders or managers.
- 6 Your evidence must show that your work with others involves communication by two of these methods as expected within your job role:
 - a face to face
 - b in writing
 - c by telephone
 - d using text messages
 - e by e-mail
 - f using the internet (including social networking)
 - g using an intranet.

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Notes/Comments

The candidate has satisfied the assessor and internal verifier that the performance evidence has been met.

Candidate's signature _____ **Date** _____

Assessor's signature _____ **Date** _____

Internal verifier's signature _____ **Date** _____