

Unit D9E7 04 (HS19)

Monitor and solve customer service problems

This Unit has the following elements:

Element 1 (HS19.1)

Solve immediate customer service problems

Element 2 (HS19.2)

Identify repeated customer service problems and options for solving them

Element 3 (HS19.3)

Take action to avoid the repetition of customer service problems

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit Summary

Hospitality is an industry that is all about the customer, their needs and expectations. Businesses can only survive and prosper if management and staff put the customer first and then seek to meet, or exceed, the customer's expectations in everything they do.

However, even in the best run organisations, customers will experience problems from time to time and they will expect these problems to be dealt with promptly and courteously. In most cases these problems will be dealt with by front-line staff. If the customer is still not satisfied, it will be up to you to try your best to solve the problem in a way that suits both the customer and the organisation. It may also be up to you to change certain procedures to make sure that similar problems do not occur in the future.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ finding out about your customer's problems
- ◆ identifying a possible solution to those problems
- ◆ working with your colleagues to make sure the problem is solved
- ◆ making sure the customer is satisfied with what you have done to solve the problem
- ◆ identifying what problems occur over and over again
- ◆ finding ways of changing your organisation's systems and procedures to make sure these problems do not occur again
- ◆ recommending these changes to your manager
- ◆ monitoring your new systems to make sure they are effective in preventing these problems

Unit 4 of the level 3 Customer Service Standards.

What you must know for the whole Unit

As a level 3 candidate you will have a full appreciation of the legal and organisational responsibilities relevant to your job role. You will need to show in your evidence that you have worked within the rules and regulations of your organisation and have applied high levels of knowledge and understanding when dealing with your customers.

You will also need to show that you are aware of the position of your organisation in the wider context. You will be expected to show that you are aware of:

- ◆ major competitors of your organisation
- ◆ the effects of legislation on the performance of your organisation
- ◆ the implications of a change of structure, products or services for your organisation
- ◆ the implications of other market place activities on your organisation

What some of the words in this Unit mean	
Appropriate authority	this could be your line manager or someone else in your organisation who is responsible for the problem being experienced by the customer
Customers	people inside or outside your organisation to whom you provide a service; these could be individual paying customers, outside organisations or departments within your own organisation
Data protection	laws protecting the confidentiality of information that you hold, particularly to do with customers
Disability discrimination	laws that protect the rights of disabled people
Equal opportunities	ensuring that no-one is discriminated because of race, religion, gender, disability, health or sexual orientation
Legislation and regulations that affect the way the products or services you deal with can be delivered to your customers	these may include; food hygiene laws and regulations, licensing laws, health and safety laws and regulations
Limits of your own authority	what you are allowed or not allowed to do
Organisational targets	what your organisation expects you to achieve; these sales targets or customer satisfaction targets

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Evidence Requirements for the Unit

Simulation is not allowed for any performance evidence within this Unit. You must supply all the evidence for this Unit from work you have carried out with your customers in your workplace. Your customers can be internal or external to the organisation or a combination of both.

You must prove that you have monitored and solved customer service problems over a period of time with a range of customers.

Your evidence must include examples of:

- ◆ problems which are identified by your customers
- ◆ problems which are identified first by you and/or by your colleagues

The problems included in your evidence must include examples of:

- ◆ problems caused by a difference between customer expectations and the products or services of your organisation
- ◆ a problem resulting from system or procedure failures
- ◆ a problem resulting from a shortage of resources or human error

When you note repeated problems you may use a company system or one you have set up.

You must show that you have considered the options for solving problems from your customers and the organisation's point of view.

All options you have considered must be based on the existing products or services offered by your organisation unless specifically agreed by a manager.

They must include examples using:

- ◆ formal organisational procedures
- ◆ agreed/authorised exceptions to usual practice

Your evidence must show that you have applied all the knowledge and understanding requirements when you are solving customer problems.

Unit D9E7 04 (HS19)**Monitor and solve customer service problems****Element 1 (HS19.1)****Solve immediate customer service problems**

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Respond positively to customers' problems according to organisational guidelines	
2	Solve customer problems when it is within your own area of authority	
3	Work with others to solve customers' problems	
4	Keep customers informed of the action being taken	
5	Check with customers that they are satisfied with the action taken	
6	Solve problems within service systems and procedures that might affect customers before they become aware of them	
7	Inform the appropriate authority and colleagues of the steps taken to solve specific problems	

Unit D9E7 04 (HS19)**Monitor and solve customer service problems****Element 1 (HS19.1)****Solve immediate customer service problems**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D9E7 04 (HS19)**Monitor and solve customer service problems****Element 2 (HS19.2)****Identify repeated customer service problems and options for solving them**

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Work individually or with colleagues to identify repeated customer service problems	
2	Identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option	
3	Work with others to determine an agreed way forward for solving repeated problems	
4	Select the best option for both your customers and your organisation	

Unit D9E7 04 (HS19)

Monitor and solve customer service problems

Element 2 (HS19.2)

Identify repeated customer service problems and options for solving them

Candidate name:		Assessor initials/date
No	Activity	
1		
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Unit D9E7 04 (HS19)**Monitor and solve customer service problems****Element 3 (HS19.3)****Take action to avoid the repetition of customer service problems**

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Negotiate with the appropriate authority changes to customer service systems and procedures that will reduce the chance of problems being repeated	
2	Action your agreed solution	
3	Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems	
4	Monitor the solutions you have implemented and make any suitable changes to ensure that no further problems occur	
5	Action changes to customer service systems and procedures brought in by your organisation	

Unit D9E7 04 (HS19)

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Element 3 (HS19.3)

Take action to avoid the repetition of customer service problems

Candidate name:		Assessor initials/date
No	Activity	
1		
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What you must know for the Unit	
For the whole Unit	
K1	What your customer's rights are and how these rights limit what you are able to do for your customer
K2	The specific aspect of: <ul style="list-style-type: none"> ◆ health and safety ◆ data protection ◆ equal opportunities ◆ disability discrimination ◆ legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
K3	Industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
K4	Any contractual agreements that your customers have with your organisation
K5	The products or services of your organisation relevant to your customer service
K6	The guidelines laid down by your organisation that limit what you can do within your job
K7	The limits of your own authority and when you need to seek agreement with, or permission from, others
K8	Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those are not met
K9	How to communicate in a clear, polite, confident way and why this is important
K10	Organisational procedures and systems for dealing with customer service problems
K11	How the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationship with the internal customer
K12	How to negotiate with and reassure customers while their problems are being solved

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____