

Unit D9E8 04 (HS23)

Work with others to improve customer service

This Unit has the following elements:

Element 1 (HS23.1)	Work with others to follow plans for improving customer service
Element 2 (HS23.2)	Monitor your own performance against plans to improve customer service
Element 3 (HS23.3)	Monitor joint performance against plans to improve customer service

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. Businesses can only survive and prosper if management and staff put the customer first and then seek to meet, or even exceed, the customer's needs and expectations in everything they do.

However, even in the best run organisations, there is always room for improvement. Customer expectations will continue to rise, new working methods and technologies will create opportunities to introduce new services that will please your customers even more. If your business does not respond by continually trying to improve customer service, you can be sure your competitors will.

You can make a great contribution to improving customer service, but you cannot do it alone. You will need to work closely with members of your own team, with managers, with other colleagues and departments in the organisation to build on everyone's experience and expertise and to make sure that everyone understands the customer service improvements being made.

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

- ◆ suggesting ways of improving customer service to your colleagues or line manager
- ◆ following through plans to improve customer service by working with your colleagues and others
- ◆ assessing your own performance in regard to customer service
- ◆ improving the way you work with others to improve customer service

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 organisation
Data protection	laws protecting to 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 or licensing laws
Limits of your own authority	what you are allowed or not allowed to do
Organisational targets	what your organisation expects you to achieve; these may include 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 others in your workplace.

The customers you are improving service for can be internal or external to the organisation or a combination of both.

You must prove that you have improved customer service through working with others who may be internal or external to your organisation.

To complete this Unit, you must include evidence of agreeing customer service roles and responsibilities which:

- ◆ are part of your own job
- ◆ have been agreed with others as part of their job

The work you carry out must show that you have worked with at least two individuals from the following list:

- ◆ team members
- ◆ colleagues
- ◆ suppliers
- ◆ supervisors/managers/team leaders
- ◆ service partners
- ◆ manufacturers
- ◆ individuals from other departments
- ◆ individuals from other sites/regions/countries
- ◆ individuals from other organisations

Working with others may involve either meetings or exchanges of information from a distance.

You must show how:

- ◆ your contribution matters to others and how it affects customer service
- ◆ others' contributions matter to you and how they affect customer service

Your evidence must show that you have applied all the knowledge and understanding requirements when you are working towards customer service improvements with others.

Unit D9E8 04 (HS23)**Work with others to improve customer service****Element 1 (HS23.1)****Work with others to follow plans for improving customer service**

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	Contribute constructive ideas to plans for improving customer service	
2	Identify what you have to do to follow plans to improve customer service and confirm this with others	
3	Co-operate with others to follow plans to improve customer service	
4	Keep your commitments made to others	
5	Keep others advised of situations that may affect plans to improve customer service	

Unit D9E8 04 (HS23)

Work with others to improve customer service

Element 1 (HS23.1)

Work with others to follow plans for improving customer service

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

Unit D9E8 04 (HS23)**Work with others to improve customer service****Element 2 (HS23.2)****Monitor your own performance against plans to improve customer service**

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	Discuss with others how what you do affects their customer service performance	
2	Identify how the way you work with others contributes towards meeting plans to improve customer service	
3	Continuously review your own performance with other against plans to improve customer service	

Unit D9E8 04 (HS23)**Work with others to improve customer service****Element 2 (HS23.2)****Monitor your own performance against plans to improve customer service**

Candidate name:		Assessor initials/date
No	Activity	
1		
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Unit D9E8 04 (HS23)**Work with others to improve customer service****Element 3 (HS23.3)****Monitor joint performance against plans to improve customer service**

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	Discuss with others joint performance measured against aims to improve customer service	
2	Identify with others how joint efforts to follow plans and achieve aims could be improved	
3	Take action with others to improve joint customer service performance	
4	Identify how the way you work with others improved customer service for your organisation and for your customers	

Unit D9E8 04 (HS23)

Work with others to improve customer service

Element 3 (HS23.3)

Monitor joint performance against plans to improve customer service

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 aspects 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 role
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 targets are not met
K9	How to communicate in a clear, polite, confident way and why this is important
K10	Who else is involved either directly or indirectly with your ability to offer your organisation's products or services
K11	The roles and responsibilities of others in your organisation
K12	The roles of others outside your organisation who have an impact on the products or services you provide
K13	What the goals or targets of your organisation are in relation to customer service and these are set

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____ **Date:** _____