



Unit F04M 04 (521)

Monitor and Solve Customer Service Problems

Unit Summary

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 Unit is all 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.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Working With Others Intermediate 2

- ◆ Work with others in a group to analyse, plan and complete an activity.

Problem Solving Intermediate 2

- ◆ Analyse a situation or issue.
- ◆ Plan, organise and complete a task.
- ◆ Review and evaluate a problem solving activity.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

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

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

You must be able to	
1	<p>This means you:</p> <p>Solve immediate customer service problems</p> <ul style="list-style-type: none"> (a) Respond positively to customer service problems following organisational guidelines. (b) Solve customer service problems when you have sufficient authority. (c) Work with others to solve customer service problems. (d) Keep customers informed of the actions being taken. (e) Check with customers that they are comfortable with the actions being taken. (f) Solve problems with service systems and procedures that might affect customers before they become aware of them. (g) Inform managers and colleagues of the steps taken to solve specific problems.
2	<p>Identify repeated customer service problems and options for solving them</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Identify repeated customer service problems. (b) Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option. (c) Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation.
3	<p>Take action to avoid the repetition of customer service problems</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated. (b) Action your agreed solution. (c) Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems. (d) Monitor the changes you have made and adjust them if appropriate.

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 problems which are:
 - (a) brought to your attention by customers
 - (b) are identified first by you and/or by a colleague
- 5 The problems included in your evidence must include examples of a:
 - (a) difference between customer expectations and what is offered by your organisation
 - (b) problem resulting from a system or procedure failure
 - (c) problem resulting from a shortage of resources or human error
- 6 You must show that you have considered the options for solving problems from the point of view of:
 - (a) your customer
 - (b) the potential benefits to your organisation
 - (c) the potential risks to your organisation
- 7 You must provide evidence that you have made use of options that:
 - (a) follow formal organisational procedures or guidelines
 - (b) make agreed and authorised exceptions to usual practice

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

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You need to know and understand		Evidence
Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.		
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.	

Notes/Comments

Assessor signature: _____**Date:** _____