CFACSC5 (SQA Unit Code – H9YF 04)
Monitor and solve customer service problems

Overview

This Standard is part of the Customer Service Theme of Handling Problems. This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

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 Standard is 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.

Performance criteria	**Solve immediate customer service problems**

You must be able to:

P1   respond positively to customer service problems following organisational guidelines

P2   solve customer service problems when you have sufficient authority

P3   work with others to solve customer service problems

P4   keep customers informed of the actions being taken

P5   check with customers that they are comfortable with the actions being taken

P6   solve problems with service systems and procedures that might affect customers before they become aware of them

P7   inform managers and colleagues of the steps taken to solve specific problems

Identify repeated customer service problems and options for solving them

You must be able to:

P8   identify repeated customer service problems

P9   identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option

P10 work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of your organisation

Take action to avoid the repetition of customer service problems

You must be able to:

P11 obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated

P12 action your agreed solution

P13 keep your customers informed in a positive and clear manner of steps being taken to solve any service problems

P14 monitor the changes you have made and adjust them if appropriate

Knowledge and understanding

You need to know and understand:

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

K5   the opportunities and potential for monitoring and solving customer service problems presented by remote information collection and sharing such as through social media

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