

# CFACSD8 – SQA Unit Code HK20 04

## Work with others to improve customer service



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### Overview

This Standard 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 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 Standard is about how you develop a relationship with others to improve your customer service performance.

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### Performance criteria

#### Improve customer service by working with others

- You must be able to:*
- P1 contribute constructive ideas for improving customer service
  - P2 identify what you have to do to improve customer service and confirm this with others
  - P3 agree with others what they have to do to improve customer service
  - P4 co-operate with others to improve customer service
  - P5 keep your commitments made to others
  - P6 make others aware of anything that may affect plans to improve customer service

#### Monitor your own performance when improving customer service

- You must be able to:*
- P7 discuss with others how what you do affects customer service performance
  - P8 identify how the way you work with others contributes towards improving customer service

#### Monitor team performance when improving customer service

- You must be able to:*
- P9 discuss with others how teamwork affects customer service performance
  - P10 work with others to collect information on the team's customer service performance
  - P11 identify with others how customer service teamwork could be improved
  - P12 take action with others to improve customer service performance

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### Knowledge and understanding

*You need to know and understand:*

- K1 who else is involved either directly or indirectly in the delivery of customer service
- K2 the roles and responsibilities of others in your organisation
- K3 the roles of others outside your organisation who have an impact on your services or products
- K4 what the goals or targets of your organisation are in relation to customer service and how these are set
- K5 how your organisation identifies improvements in customer service

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**Suite**

Customer Service (2013)

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**Key words**

customer service; contact centres; developing; improving; communication; problem solving; behaviours; work with others; teamwork; giving information; receiving information; services; products