

F941 04 (CFACSC3) Resolve Customer Service Problems

This Unit has the following Elements:

- C3.1 Spot customer service problems.
- C3.2 Pick the best solution to resolve customer service problems.
- C3.3 Take action to resolve customer service problems.

Unit Summary

This Unit 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.

This Unit is about what to do when it is difficult to meet customer expectations. Even if the service you give is excellent, some customers experience problems. Part of your job is to help to resolve those problems. There is likely to be a problem if customer expectations are not met. This may be because your customer's expectations involve more than you can offer or because your service procedures have not been followed. Some problems are reported by customers and sometimes you spot the problem first and resolve it before your customer has even noticed. As soon as you are aware of a problem, you need to consider the options and then choose a way to put it right. This Unit is particularly important in customer service because many customers judge how good the customer service of your organisation is by the way problems are handled.

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C3.1 Spot customer service problems

Performance Criteria

You must consistently:

- C3.1.1 Listen carefully to your customers about any problem they have raised.
- C3.1.2 Ask your customers about the problem to check your understanding.
- C3.1.3 Recognise repeated problems and alert the appropriate authority.
- C3.1.4 Share customer feedback with others to identify potential problems before they happen.
- C3.1.5 Identify problems with systems and procedures before they begin to affect your customers.

C3.2 Pick the best solution to resolve customer service problems

Performance Criteria

You must consistently:

- C3.2.1 Identify the options for resolving a customer service problem.
- C3.2.2 Work with others to identify and confirm the options to resolve a customer service problem.
- C3.2.3 Work out the advantages and disadvantages of each option for your customer and your organisation.
- C3.2.4 Pick the best option for your customer and your organisation.
- C3.2.5 Identify for your customer other ways that problems may be resolved if you are unable to help.

C3.3 Take action to resolve customer service problems

Performance Criteria

You must consistently:

- C3.3.1 Discuss and agree the options for solving the problem with your customer.
- C3.3.2 Take action to implement the option agreed with your customer.
- C3.3.3 Work with others and your customer to make sure that any promises related to solving the problem are kept.
- C3.3.4 Keep your customer fully informed about what is happening to resolve the problem.
- C3.3.5 Check with your customer to make sure the problem has been resolved to their satisfaction.
- C3.3.6 Give clear reasons to your customer when the problem has not been resolved to their satisfaction.

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Knowledge and Understanding for the whole Unit

To be competent in resolving customer service problems you must know and understand:

- C3a Organisational procedures and systems for dealing with customer service problems.
- C3b How to defuse potentially stressful situations.
- C3c How to negotiate.
- C3d The limitations of what you can offer your customer.
- C3e Types of action that may make a customer problem worse and should be avoided.

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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. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. *(Guidelines for a Realistic Working Environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1, 2, 3 and 4 — July 2010)*
- 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 resolving problems involving each of the following:
 - a a problem first identified by customers
 - b a problem identified within the organisation before it has affected your customer
 - c a problem caused by differences between your customer's expectations and what your organisation can offer
 - d a problem caused by a system or procedure failure
 - e a problem caused by a lack of resources or human error.
- 5 You must provide evidence that you:
 - a supplied relevant information when customers have requested it
 - b supplied relevant information when customers have not requested it
 - c have used agreed organisational procedures when solving problems
 - d have made exceptions to usual practice with the agreement of others.

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Notes/Comments

The candidate has satisfied the assessor and internal verifier that the performance evidence has been met.

Candidate's signature _____ **Date** _____

Assessor's signature _____ **Date** _____

Internal verifier's signature _____ **Date** _____