

S325: Deliver, monitor and evaluate customer service to internal customers

Overview: Deliver, monitor, evaluate and improve services to meet internal customer needs.

Links: Customer Service, Communications

Specific skills:

- Evaluating
- Monitoring
- Problem-solving
- Questioning
- Listening
- Negotiating

Performance Indicators

Identify customer needs and expectations

1. Build positive working relationships with internal customers
2. Manage expectations of internal customers to make sure they are realistic
3. Identify and confirm internal customer needs
4. Agree timescales and quality standards with internal customers

Deliver customer services

5. Provide services to agreed timescales and quality standards and follow procedures if these are not achieved
6. Check internal customer needs and expectations are met
7. Follow the correct procedures to handle complaints in a professional manner and to a given timescale

Monitor and evaluate customer services

8. Obtain and record internal customer feedback
9. Analyse and evaluate internal customer feedback
10. Take action to improve service to internal customers

Knowledge & Understanding

- A. The types of products and services offered by your organisation relevant to internal customers
- B. What is meant by internal customer service
- C. The purpose and benefits of delivering internal customer service that meets or exceeds internal and customer expectations
- D. How to build positive working relationships with internal customers
- E. How to manage internal customer expectations
- F. The purpose and benefits of identifying and confirming internal customer needs
- G. The types of quality standards appropriate to own responsibilities
- H. How to set and meet timescales and quality standards with internal customers
- I. The purpose and benefits of monitoring internal customer satisfaction and how to do so
- J. The types of problems that internal customers may experience and how to process and resolve or refer them
- K. The correct procedures to follow when handling complaints
- L. The techniques for collecting and analysing internal customer feedback
- M. The purpose and benefits of continuous improvement