



## Unit F03Y 04 (279)

## Deliver Reliable Customer Service

### Unit Summary

This Unit is all about how you deliver consistent and reliable service to customers.

As well as being good with people, you need to work within your organisation's service systems to meet and, wherever possible, exceed customer expectations.

In your job there will be many examples of how you combine your approach and behaviour with your organisation's systems. You need to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what you have done has met customer expectations.

To meet this standard you have to deliver excellent customer service over and over again.

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:** \_\_\_\_\_

| <b>You must be able to</b> |   |
|----------------------------|---|
| 1                          | <p>Prepare to deal with your customers</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>(a) Keep your knowledge of your organisation's services or products up-to-date.</li> <li>(b) Ensure that the area you work in is tidy, safe and organised efficiently.</li> <li>(c) Prepare and arrange everything you need to deal with your customers before your shift or period of work commences.</li> </ul>  |
| 2                          | <p>Give consistent service to customers</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>(a) Make realistic promises to your customers about the delivery of services or products.</li> <li>(b) Ensure that your promises balance the needs of your customer and your organisation.</li> <li>(c) Keep your promises to your customers.</li> <li>(d) Inform your customers if you cannot keep your promises due to unforeseen circumstances.</li> <li>(e) Recognise when your customer's needs or expectations have changed and adapt your service to meet their new requirements.</li> <li>(f) Keep your customer informed if delivery of the service needs to involve passing them on to another person or organisation.</li> </ul> |
| 3                          | <p>Check customer service delivery</p> <p>This means you:</p> <ul style="list-style-type: none"> <li>(a) Check that the service you have given meets your customer's needs and expectations.</li> <li>(b) Identify when you could have given better service to your customer and how your service could have been improved.</li> <li>(c) Share information with colleagues and service partners to maintain and improve your standards of service delivery.</li> </ul>  |

**Evidence Requirements**

Evidence Required for the Unit:

- 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 the assessment of a Realistic Working Environment can be found in the Customer Service Assessment Strategy for S/NVQ Levels 2, 3 and 4 — January 2006).
- 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 You must provide evidence that you deliver excellent customer service:
  - (a) during routine delivery of customer service
  - (b) during a busy period for your organisation
  - (c) during a quiet period for your organisation
  - (d) when people, systems or resources have let you down
- 5 You must provide evidence that you deliver excellent customer service during:
  - (a) planned visits to your customer's premises
  - (b) visits to your customer's premises made at short notice
- 6 You must provide evidence that you deliver excellent customer service:
  - (a) when your work goes to plan
  - (b) when your work does not go to plan
- 7 You must provide evidence that you deliver excellent customer service:
  - (a) with your customer present
  - (b) when your customer is not present

| <b>Candidate name:</b> |                 | <b>Assessor initials/date</b> |
|------------------------|-----------------|-------------------------------|
| <b>No</b>              | <b>Activity</b> |                               |
| 1                      |                 |                               |
| 2                      |                 |                               |
| 3                      |                 |                               |

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| <b>You need to know and understand</b>  |  | <b>Evidence</b> |
|---|--|-----------------|
| 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  | Your organisation's procedures and systems for delivering customer service.                      |                 |
| K2  | Methods or systems for measuring an organisation's effectiveness in delivering customer service. |                 |
| K3  | Your organisation's procedures and systems for checking service delivery.                        |                 |
| K4  | Your organisation's requirements for health and safety in your area of work.                     |                 |

Notes/Comments

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_