



Unit F05P 04 (280)

Resolve Customer Service Problems

Unit Summary

This Unit is all about what to do when it is difficult to meet customer expectations.

Even if the service you give is excellent, some customers will experience problems. Part of your job is to help to resolve those problems. A problem is anything that means customer expectations are not being 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.

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.

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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: _____

You must be able to	
1	<p>Spot customer service problems</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Listen carefully to your customers about problems they have raised. (b) Ask your customers about the problem to check your understanding. (c) Recognise repeated problems and alert the appropriate authority. (d) Share customer feedback with others to identify potential problems before they happen. (e) Identify problems with systems and procedures before they begin to affect your customers shift or period of work commences.
2	<p>Pick the best solution to resolve customer service problems</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Identify the options for resolving a customer service problem. (b) Work with others to identify and confirm the options to resolve a customer service problem. (c) Work out the advantages and disadvantages of each option for your customer and your organisation. (d) Pick the best option for your customer and your organisation. (e) Identify for your customer other ways that problems may be resolved if you are unable to help.
3	<p>Take action to resolve customer service problems</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Discuss and agree the options for solving the problem with your customer. (b) Take action to implement the option agreed with your customer. (c) Work with others and your customer to make sure that any promises related to solving the problem are kept. (d) Keep your customer fully informed about what is happening to resolve the problem. (e) Check with your customer to make sure the problem has been resolved to their satisfaction. (f) Give clear reasons to your customer when the problem has not been resolved to their satisfaction.

Evidence Requirements

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg Food Safety Management System)
- ◆ reviewing the outcomes of work
- ◆ checking any records of documents completed
- ◆ checking accounts of work that the candidate or others have written

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		

You need to know and understand		Evidence
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	Organisational procedures and systems for dealing with customer service problems.	
K2	How to defuse potentially stressful situations.	
K3	How to negotiate.	
K4	The limitations of what you can offer your customer.	

Notes/Comments

Assessor signature: _____ **Date:** _____