

## **Deliver reliable customer service**

### **What this unit is about**

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 with your organisation's service systems to meet or exceed 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.

When you deliver reliable customer service you must consistently:

1. Keep your knowledge of your organisation's services or products up-to-date
2. Ensure that the area you work in is tidy, safe and organised efficiently
3. Prepare and arrange everything you need to deal with your customers before your shift or period of work commences
4. Make realistic customer service promises to your customers
5. Ensure that your promises balance the needs of your customers and your organisation
6. Keep your promises to your customers
7. Inform your customers if you cannot keep your promises due to unforeseen circumstances
8. Recognise when your customers' needs or expectations have changed and adapt your service to meet their new requirements
9. Keep your customers informed if delivery of the service needs to involve passing them on to another person or organisation
10. Check that the service you have given meets your customers' needs and expectations
11. Identify when you could have given better service to your customers and how your service could have been improved
12. Share information with colleagues and service partners to maintain and improve your standards of service delivery

### **Knowledge and Understanding**

To be competent at delivering reliable customer service you must know and understand:

K1. Your organisation's services or products

K2. Your organisation's procedures and systems for delivering customer service

K3. Methods or systems for measuring an organisation's effectiveness in delivering customer service

K4. Your organisation's procedures and systems for checking service delivery

K5. Your organisation's requirements for health and safety in your area of work