

Do your job in a customer friendly way

What this unit is about

The customer service your organisation gives is affected by the way you do your job. Whatever job you are doing, customers expect you to do it properly. They also expect you to consider their wishes and feelings while you are doing it. Doing your job properly involves following procedures and doing the tasks in your job correctly as well as having the appropriate relationship with customers. This unit covers how you do your job with your customer in mind in a way that your organisation and supervisors find acceptable. It will help you to understand the parts of your job that are most important to good customer service.

When you do your job in a customer-friendly way you must consistently

1. Make a good first impression
2. Follow the dress code of your organisation and present the right personal image to your customers
3. Do the tasks that make up your job correctly and in a way that shows you know what your customers expect and what your organisation offers.
4. Show consideration to customers when carrying out the tasks required in your job
5. Respond willingly to routine requests and questions from customers and recognise when to pass a request on to an appropriate colleague
6. Share information with customers about how delivery of the product or service is going
7. Work flexibly to help individual customers without reducing the level of service you give to others
8. Share information with colleague when they need to provide good customer service.

Knowledge and Understanding

To be competent at doing your job in a customer-friendly way you must know and understand:

K1. Your organisation's dress code

K2. How to do the tasks that make up your job

K3. How long parts of the job take to do and how this may affect your customers

K4. How to do your own work in an organised way

K5. What your customers expect of you and your work

K6. The service offer that your organisation makes in your area of work and how that affects the way you do things

K7. What you are allowed to do and not allowed to do for customers

K8. How to do your job in a way that is healthy and safe for you, your customers and your colleagues