

CCSMP20

Deal with customer queries, requests and problems regarding printed music for sale or hire



Overview

This unit is about the provision of customer service. Providing service to customers generally involves routine jobs that you do so it is important to add that 'personal touch' that makes each customer feel special. Some customers may be dissatisfied with the service and may present a problem. Your job is to recognise that there is a problem and make sure that the appropriate person deals with it. This unit applies equally to your external customers and to those people within your organisation who are receiving a service from you.

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Performance criteria

You must be able to:

- P1 deal with queries and requests from customers in a positive and professional way
- P2 seek information or help from a colleague if you cannot answer your customer's query or request
- P3 obtain help from a colleague if you are not able to deal with your customer's request
- P4 always tell your customer what is happening
- P5 recognise when something is a problem from the customer's point of view
- P6 do not say or do anything which may make the problem worse
- P7 deal with a difficult customer calmly and confidently
- P8 recognise when to pass a problem on to an appropriate colleague
- P9 pass the problem on to your colleague with the appropriate information
- P10 check that the customer knows what is happening
- P11 check that your colleague is dealing with the situation

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Knowledge and understanding

You need to know and understand:

- K1 limits of what you are allowed to do
- K2 what professional behaviour is
- K3 how to speak to people who are dissatisfied
- K4 how to deal with difficult people
- K5 what customers normally expect
- K6 how to recognise a problem from what a customer says or does
- K7 what kinds of behaviours/actions would make situations worse
- K8 the organisational procedures you must follow when you deal with problems or complaints
- K9 the types of behaviour that makes a problem worse
- K10 the particular circumstances behind orders for printed music for sale or hire

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Suite Music Business (Publishing)

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