

SFJCCCC4.1

Recognise and deal with customer queries, requests and problems



Overview

This unit is part of the Customer Service Theme of Handling Problems. This Theme covers the behaviours, processes and approaches that are most effective when handling customer service problems. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

No matter how good you are at providing consistent and reliable customer service, some of your customers will from time to time expect more. They can signal this in various ways and when they do you must know how to handle it. Sometimes customers ask different questions and request special treatment. You may be able to help them yourself and you certainly need to know who to ask for help if necessary. 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.

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Performance criteria

Recognise and deal with customer queries and requests

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

Recognise and deal with customer problems

You must be able to:

- 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

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Knowledge and understanding

You need to know and understand:

- K1 who in the organisation is able to give help and information
- K2 limits of what they are allowed to do
- K3 what professional behaviour is
- K4 how to speak to people who are dissatisfied
- K5 how to deal with difficult people
- K6 what customers normally expect
- K7 how to recognise a problem from what a customer says or does
- K8 what kinds of behaviours/actions would make situations worse
- K9 the organisational procedures you must follow when you deal with problems or complaints
- K10 understand the types of behaviour that may make a problem worse

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Suite	NOS for Operational Delivery Contact Centre roles
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