
Overview

This unit is part of the Customer Service Theme of Impression and Image. This Theme covers the Customer Service behaviours and processes that have the most impact on the way your customer sees you and your organisation. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

You and your organisation need information about your customers and their behaviour to answer customer questions and to respond to customer requests. Information about customers is also used by your organisation to develop its customer service. Some customer information is collected from your customers. Other customer information is collected through information systems and equipment that make records of service delivery. In either case you must collect information, retrieve it and supply it when needed. Good customer information provides a sound basis for all customer service transactions. The quality of the customer information depends heavily on the skills and attention to detail of the person dealing with the information.

GS CC DB4.1

Process information about customer service

Performance criteria

Collect information about customers

You must be able to:

- P1 collect and record new information about customers following your organisation's guidelines
- P2 update existing information about customers
- P3 record and store information about customers that is accurate, sufficient and relevant following organisational guidelines

Select and retrieve information about customers

You must be able to:

- P4 respond promptly to authorised requests for information about customers
- P5 select and retrieve relevant information for customers or colleagues following your organisation's guidelines

Supply information about customers

You must be able to:

- P6 supply accurate and sufficient information about customers to meet your customers' or colleagues' expectations
- P7 choose the most appropriate way to supply information to your customers or colleagues
- P8 confirm that your customers or colleagues have received and understood the customer information

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Knowledge and understanding

You need to know and understand:

- K1 your organisation's procedures and guidelines for collecting, retrieving and supplying information about customers
- K2 types of personal information about customers that should and should not be kept on record
- K3 how to collect information about customers efficiently and effectively
- K4 how to operate the customer information storage system
- K5 why processing information about customers correctly makes an important contribution to effective customer service
- K6 the importance of attention to detail when processing information about customers
- K7 legal and regulatory restrictions on the storage and use of customer data

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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Contact Centre roles
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