

SFJPSG6.1.2

Work with others to improve customer service ICS

39



Overview

This unit is about how you develop a relationship with others to improve your customer service performance.

This unit is recommended for those working with others to improve the level of customer service provided.

It reflects best practice within aspects of the PSG skills for operational delivery, and in particular to aspects of 'Customer Service'.

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Performance criteria

Improve customer service by working with others

You must be able to:

- P1 contribute constructive ideas for improving customer service
- P2 identify what you have to do to improve customer service and confirm this with others
- P3 agree with others what they have to do to improve customer service
- P4 co-operate with others to improve customer service
- P5 keep your commitments made to others
- P6 make others aware of anything that may affect plans to improve customer service

Monitor your own performance when improving customer service

You must be able to:

- P7 discuss with others how what you do affects customer service performance
- P8 identify how the way you work with others contributes towards improving customer service

Monitor joint performance when improving customer service

You must be able to:

- P9 discuss with others how teamwork affects customer service performance
- P10 identify with others how customer service teamwork could be improved
- P11 take action with others to improve customer service performance

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 who else is involved either directly or indirectly in the delivery of customer service
- K2 the roles and responsibilities of others in your organisation
- K3 the roles of others outside your organisation who have an impact on your services or products
- K4 what the goals or targets of your organisation are in relation to customer service and how these are set
- K5 how your organisation identifies improvements in customer service

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