

Monitor and solve customer service problems

Overview

This standard is about solving immediate customer service problems effectively and about changing systems to avoid repeated customer service problems.

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Performance criteria

You must be able to:

Solve immediate customer service problems

1. respond positively to customers' problems according to organisational guidelines
2. solve customer problems when it is within your own area of authority
3. work with others to solve customer's problems
4. keep customers informed of the action being taken
5. check with customers that they are satisfied with the action taken,
6. solve problems within service systems and procedures which might affect customers before they come aware of them
7. inform the **relevant person** and colleagues of the steps taken to solve specific problems

Identify repeated customer service problems and options for solving them

8. work individually or with colleagues to identify repeated customer service problems
9. identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option
10. work with others to determine an agreed way forward for solving repeated problems
11. select the best option for both your customers and your organisation

Take action to avoid the repetition of customer service problems

12. negotiate with the relevant person changes to customer service systems and procedures that will reduce the change of problems being repeated
13. action your agreed solution
14. keep your customers informed in a positive and clear manner of steps being taken to solve any service problems
15. monitor the solutions you have implemented and make any suitable changes to ensure that no further problems occur
16. action changes to customer service systems and procedures brought in by your organisation

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Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

1. the specific aspects of:
 - 1.1 health & safety
 - 1.2 data protection
 - 1.3 equal opportunities
 - 1.4 disability discrimination
 - 1.5 legislation and regulations
2. which affect the way products or services can be delivered to your customers
3. industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers
4. the guidelines laid down by your organisation which limit what you can do within your job
5. the limits of your own authority and when you need to seek agreement with or permission from others
6. any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
7. organisational procedures and systems for dealing with customer service problems

Customer Rights

8. what your customers' rights are and how these rights limit what you are able to do for your customer

Products and or Services

9. the products or services of your organisation relevant to your customer service role

Communication and Customer Service

10. how to communicate in a clear, polite, confident way and why this is important
11. how to negotiate with and reassure customers whilst their problems are being solved
12. how the successful resolution of customer service problems contributes to

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customer loyalty and with the external customer and improved working relationships with the internal customer

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Scope/range

1. Problems resulting from include:
 - a. difference between customer expectations and the products or services of your organisation
 - b. system or procedures failure
 - c. shortage of resources or human error

2. Problems identified include:
 - a. by you and or your colleague
 - b. by your customer

3. Options include:
 - a. using formal organisational procedures
 - b. involving agreed and or authorised exceptions to usual practice

4. Advantages and disadvantages include:
 - a. from the customer's point of view
 - b. from your organisation's point of view

5. Systems include:
 - a. company systems or
 - b. systems you have set up

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Glossary

Relevant person:

Examples include your line manager, customer service manager, and business manager

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