
Overview

This standard is about communicating and dealing with vehicle parts operations customers in a positive, effective and polite manner. By doing this you will be giving a positive impression of yourself and of your organisation.

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Performance

criteria

- You must be able to:
- P1 meet your organisation's standards for appearance and behaviour
 - P2 greet customers in a way that is appropriate to their needs
 - P3 communicate with customers in a way that makes them feel valued and respected
 - P4 identify and confirm the needs and expectations of your customers
 - P5 treat customers courteously and helpfully even when you are working under pressure
 - P6 maintain communication with customers to ensure that they are kept informed and reassured
 - P7 adapt your behaviour to respond effectively to different customer behaviour
 - P8 respond appropriately to customers who indicate that they need or want your attention
 - P9 select appropriate methods of communication with customers to suit their needs
 - P10 respond promptly and positively to customers' questions and comments
 - P11 allow customers time to consider your response and give further explanation when appropriate
 - P12 check with customers that you have fully understood their needs and expectations
 - P13 promptly locate information that will help customers
 - P14 give customers all information they need about the products or services offered by your organisation that they are interested in
 - P15 explain clearly and concisely any information that customers might find complicated
 - P16 manage the expectations of the customers so that they do not feel that you over promise and under deliver
 - P17 refer to guidance when you cannot resolve or adequately meet the customer needs by yourself and know who to refer to for guidance
 - P18 deal with all customers in a timely fashion

Knowledge and understanding

You need to know and understand:

- K1 how to communicate in a clear, polite, confident way and why this is important
- K2 how to recognise when a customer is angry and or confused
- K3 what your customers' rights are and how these rights determine what you are able to do for your customer
- K4 the specific aspects of:
 - K4.1 health and safety
 - K4.2 data protection
 - K4.3 equal opportunities and disability discrimination
- K5 legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
- K6 industry, organisational and professional codes of practice that affect the way the products or services you deal with can be delivered to your customers
- K7 any contractual agreements that your customers have with your organisation
- K8 the products or services of your organisation relevant to your customer service role
- K9 the guidelines laid down by your organisation that determine what you can do within your job the limits of your own authority and when you need to seek agreement with or permission from others
- K10 any organisational responsibilities relevant to your job, your role in meeting them and the implications for your organisation if those responsibilities are not met
- K11 your organisation's standards for appearance and behaviour
- K12 your organisation's guidelines for recognising customers' needs and expectations and responding positively to them
- K13 the rules and procedures regarding the methods of communications you use

Scope/range

- 1. Parts include:**
 - 1.1. motor vehicle parts (new, refurbished or recycled)
 - 1.2. any accessories
 - 1.3. consumables

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Additional information

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Glossary

Communicate/Communication:

This may be verbal, face to face or via telephone and email

Customers:

These are defined as internal and external customers

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