

US 57 – Provide customer service in given situations Level 2, Credit 2, Version 5

This evidence guide aims to assist you in preparing for assessment of this unit standard. It outlines the requirements for each element in the unit standard and the knowledge you need to have before you are assessed.

Purpose of the unit standard:

This unit standard is for people entering or employed in the service sector who wish to build their customer service skills. People credited with this unit standard are able to: identify elements of good service in a given situation; provide customer in a given situation; and respond to customer complaints in a given situation.

Resources

The following resources may be useful when completing this assessment

- *Enterprise requirements* - documented instructions about policy and procedures (including service level agreements and the application of legislation to enterprise situations). These instructions are available in the workplace, work site and/or training or educational establishment. Enterprise requirements may include but are not limited to – health and safety requirements, service delivery requirements, special needs requirements, customer complaints requirements.
- Privacy Act, 1993; Health and Safety in Employment Act, 1992; Human Rights Act, 1993; and subsequent amendments

Instructions

If evidence is cross-referenced from other unit standards, the assessor must indicate the unit standards that are used as the basis of this cross-referencing.

You will be observed to provide customer service on **TWO** (2) separate occasions

Read through the checklist on the following pages; if you can confidently tick all the boxes then you are ready to be assessed. If not, you will need to complete additional work before you are assessed.

The column labelled *evidence* is there for you to make notes about the type of evidence you are going to supply. This is optional.

If you are unsure of any requirements you may contact your assessor or workplace mentor for further clarification. It is recommended that you have all your evidence prepared before you meet with your assessor.

Summary of Evidence Requirements

- Oral questions
- Observation
- Written questions

Evidence Checklist for US 57



☑	Performance criteria	Evidence
	<p>Element 1: Identify elements of good service in a given situation. Range: elements may include but are not limited to – service chain, customer care, communication, personal and interpersonal factors</p>	
	<p>1.1 Explain the meanings of the terms ‘customer care’ and ‘customer service’. You will be observed to provide ‘customer care’ and ‘customer service’ in accordance with your organisations policies and procedures on two (2) separate occasions.</p> <p>1.2 Identify the parts of the service chain and the role each part plays to ensure good customer service is provided. i.e. Client/Consumer Front line customer service staff Back up staff Suppliers/Principals Wholesalers Retailers Other (please specify)</p> <p>1.3 State at least four (4) reasons why customers and good customer service are important to your organisation.</p> <p>1.4 Identify at least three (3) personal presentation and grooming standards expected by your organisation.</p>	

Evidence Checklist for US 57



	<p>1.5 Identify what personal attitude factors and/or interpersonal skills your organisation expects of its customer service professionals, to ensure positive service.</p> <p>1.6 Identify communication skills which are useful in providing good customer service in your organisation.</p>	
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Evidence Checklist for US 57



<input checked="" type="checkbox"/>	<p>Element 2: Provide customer service in a given situation You will be observed providing customer service in TWO (2) separate situations</p>	
	<p>2.1 Greet the customer appropriately according to your organisations policies and procedures.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Smile <input type="checkbox"/> Use polite language <input type="checkbox"/> Use appropriate welcoming phase <input type="checkbox"/> Greet promptly <input type="checkbox"/> Other (please specify) <p>2.2 Use appropriate strategies to identify the needs of the customer. e.g.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Questioning <input type="checkbox"/> Clarifying <input type="checkbox"/> Summarising <input type="checkbox"/> Other (please specify) <p>2.3 You will be observed to maintain a good level of customer service when dealing with several demands at one time. e.g. Trying to give information to a customer, when the telephone rings. A colleague may then interrupt to ask a question.</p> <p>2.4 Provide information to the customer which is:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Accurate <input type="checkbox"/> Knowledgeable <input type="checkbox"/> Timely 	

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	<p>2.5 Offer appropriate services to ensure the customers needs are meet. e.g. A visitor wishes to book accommodation through an I Site visitor centre, the visitor may state they would like cooking facilities and private bathroom facilities. If the trainee books the visitor into backpacker accommodation which only has shared bathroom facilities the needs of the customer would not be meet.</p> <p>2.6 Meet the customers requirements to the satisfaction of the customer. If you are unable to meet the customers requirements the customer is referred on to more experienced staff.</p> <p>2.7 Deal with customers with special needs in an appropriate manner. e.g. If dealing with a deaf person, look at them directly when speaking and speak clearly so the deaf person can read your lips.</p> <p>In some organisations you may need to refuse service to somebody with special needs e.g. somebody with a heart condition should not be allowed to bungy jump.</p> <p>2.8 Ensure that the customers security is maintained. e.g. <ul style="list-style-type: none">• Personal information collected is kept securely and not given to unauthorised persons.• Credit cards are handed directly back to the customer and not left on open view on a desk top.</p>	
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Element 3: Respond to customer complaints in a given situation	
<p>3.1 In the event of a customer complaint ensure you have a clear understanding of what the complaint is.</p> <p>Act promptly to ensure the complaint is remedied.</p> <p>3.2 Minimise any disruption caused by the customer complaint. e.g. If a customer is visibly upset, take them to a private area i.e. an office away from other customers to discuss the problem.</p> <p>3.3 Identify instances in which you would need to refer the complaint onto more experienced staff. e.g. You may not have the authority to give a full refund in the event of cancelled travel.</p> <p>3.4 Offer a suitable solution to the complaint which meets with the customers satisfaction and is within your level of authority.</p>	