

## Unit F/650/0115

### Monitor and solve customer service problems

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand how to monitor and solve customer service problems	<ul style="list-style-type: none"><li>1.1 Describe organisational procedures and systems for dealing with customer service problems</li><li>1.2 Describe organisational procedures and systems for identifying repeated customer service problems</li><li>1.3 Explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer</li><li>1.4 Explain how the successful resolution of customer service problems contributes to improved working relationships with service partners or internal customers</li><li>1.5 Explain how to communicate with and reassure customers while their problems are being solved</li><li>1.6 Identify the opportunities and potential for monitoring and solving customer service problems presented by remote information collection and sharing such as through social media</li></ul>
2. Be able to solve immediate customer service problems	<ul style="list-style-type: none"><li>2.1 Respond positively to customer service problems following organisational procedures</li><li>2.2 Solve customer service problems when they have sufficient authority</li><li>2.3 Work with others to solve customer service problems</li><li>2.4 Keep customers informed of the actions being taken</li><li>2.5 Check with customers that they are comfortable with the actions being taken</li><li>2.6 Solve problems with service systems and procedures that might affect customers before they become aware of them</li><li>2.7 Inform managers and colleagues of the steps taken to solve specific problem</li></ul>

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| 3. Be able to identify repeated customer service problems and options for solving them | 3.1 Identify repeated customer service problems<br>3.2 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option<br><br>3.3 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation |
| 4. Be able to take action to avoid the repetition of customer service problems         | 4.1 Obtain authorisation to change organisational procedures in order to reduce the chances of future occurrences<br><br>4.2 Implement the agreed action<br><br>4.3 Keep customers informed of steps being taken to solve any service problems<br><br>4.4 Monitor the changes made<br><br>4.5 Adjust the changes made if required                                       |

## Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.