

Unit D/650/0114

Work with others to improve customer service

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand how to work with others to improve customer service	<ul style="list-style-type: none">1.1 Describe who else is involved either directly or indirectly in the delivery of customer service1.2 Describe the roles and responsibilities of others in the organisation1.3 Describe the roles of others outside the organisation who have an impact on their services or products1.4 Evaluate what the goals or targets of their organisation are in relation to customer service and how these are set1.5 Evaluate how their organisation identifies improvements in customer service
2. Be able to improve customer service by working with others	<ul style="list-style-type: none">2.1 Contribute constructive ideas for improving customer service2.2 Identify what they have to do to improve customer service and confirm this with others2.3 Agree with others what they have to do to improve customer service2.4 Cooperate with others to improve customer service2.5 Keep their commitments made to others2.6 Make others aware of anything that may affect plans to improve customer service
3. Be able to monitor own performance when improving customer service	<ul style="list-style-type: none">3.1 Discuss with others how what they do affects customer service performance3.2 Identify how the way they work with others contributes towards improving customer service
4. Be able to monitor team performance when improving customer service	<ul style="list-style-type: none">4.1 Discuss with others how teamwork affects customer service performance4.2 Work with others to collect information on team customer service performance4.3 Identify with others how customer service teamwork could be improved4.4 Take action with others to improve customer service performance

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.