

Unit CU829 Buddy a Colleague to Develop their Customer Service Skills

Aims

In customer service roles it is often useful to have a ‘buddy’ relationship with somebody who has more experience of the same customer service situation. If someone is asked to buddy a colleague who is learning customer service aspects of their job, they will need to approach that responsibility in an organised way. This unit is about how to be a good buddy by working alongside their colleague and providing them with constructive feedback and support. Someone does not need to be more senior than their colleague or their supervisor to act as a customer service buddy.

Level: 2

Credit value: 5

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Plan and prepare to buddy a colleague	1.1 Agree with their colleague aspects of the colleague’s work which may benefit most from their buddying support 1.2 Confirm their understanding of their colleague’s job tasks and responsibilities using reliable sources 1.3 Clarify the customer service image and impression their colleague should present in their job 1.4 Arrange times when it will be most helpful to work alongside their colleague 1.5 Plan details of a buddy session to support their colleague on the job
2. Support their buddy colleague on the job	2.1 Agree with their colleague where they will be placed near them when buddying them on the job 2.2 Ensure their presence when their buddy is dealing with customers does not detract from effective customer service 2.3 Carry out customer service tasks in the presence of their buddy colleague to set an example the colleague can follow 2.4 Observe their colleague closely to identify what they do well and areas in which they could improve

	<p>2.5 Discuss each customer transaction briefly when there is time available between dealing with customers to identify approaches that work well and areas for improvement</p> <p>2.6 Praise their colleague on aspects of work which they have carried out well</p> <p>2.7 Explain to their colleague ways in which they can improve their customer service performance</p> <p>2.8 Make notes on their colleague's strengths and areas for development that they can discuss with their colleague</p>
<p>3. Provide buddy support off the job</p>	<p>3.1 Arrange suitable times to meet with their buddy colleague when they are not directly engaged with customers</p> <p>3.2 Identify areas of general interest that help to establish rapport with their buddy colleague</p> <p>3.3 Use notes made when observing their colleague to discuss positive and negative aspects of their colleague's performance</p> <p>3.4 Agree actions their buddy colleague can take to improve their customer service performance</p> <p>3.5 Offer hints and tips on effective customer service actions to their buddy colleague drawn from their own experience</p>
<p>4. Know how to buddy a colleague to develop their customer service skills</p>	<p>4.1 Identify the tasks in their buddy colleague's job</p> <p>4.2 Identify areas of the job that benefit most from buddying support</p> <p>4.3 Describe the customer service image and impression that should be presented in their buddy colleague's job</p> <p>4.4 Identify the best times at which to work alongside their buddy colleague</p> <p>4.5 Identify ways to work alongside their buddy colleague without intruding on the customer relationship</p> <p>4.6 Describe techniques for giving positive feedback and constructive criticism to their buddy colleague</p> <p>4.7 Explain the importance of establishing an effective rapport with their buddy colleague</p> <p>4.8 Review options for actions their buddy colleague can take to improve their customer service performance</p>

Evidence Requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. (*Guidelines for a Realistic Working Environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1,2,3 and 4 – February 2010*)
2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. You must provide evidence of buddying a colleague to develop their customer service skills:
 - a during routine delivery of customer service
 - b during a busy time in your job
 - c during a quiet time in your job
 - d when people, systems or resources have let you down.