

Unit CU805 Do Your Job in a Customer Friendly Way

Aims

The customer service that the learner's organisation gives is affected by the way they do their job. Whatever job the learner is doing, customers expect them to do it properly. They also expect the learner to consider their wishes and feelings while they are doing it. Doing their job properly involves following procedures and doing the tasks in their job correctly as well as having the appropriate relationship with customers. This Unit covers how the learner does their job with their customer in mind in a way that the organisation and supervisors find acceptable. It will help the learner to understand the parts of their job that are most important to good customer service.

Level: 1

Credit value: 5

Learning outcomes The learner will:	Assessment criteria The learner can:
<p>1. Do their job in a customer friendly way</p>	<p>1.1 Make a good first impression</p> <p>1.2 Follow the dress code of their organisation and present the right personal image to their customers</p> <p>1.3 Do the tasks that make up their job in a way that shows they know what their customers expect and what their organisation offers</p> <p>1.4 Show consideration to customers when carrying out the tasks required in their job</p> <p>1.5 Respond willingly to routine requests and questions from customers and recognise when to pass a request on to an appropriate colleague</p> <p>1.6 Share information with customers about how delivery of the product or service is going</p> <p>1.7 Work flexibly to help individual customers without reducing the level of service they give to others</p> <p>1.8 Share information with colleagues when they need it to provide good customer service</p>

<p>2. Know how to do their job in a customer-friendly way</p>	<p>2.1 Describe their organisation's dress code</p> <p>2.2 Describe how to do the tasks that make up their job</p> <p>2.3 Identify how long parts of the job take to do and how this may affect their customers</p> <p>2.4 Describe how to do their own work in an organised way</p> <p>2.5 Identify what their customers expect of them and their work</p> <p>2.6 Identify the organisations service offer and how this affects the way they do their work</p> <p>2.7 State what they are allowed to do and not allowed to do for customers</p> <p>2.8 State how to do their job in a way that is healthy and safe for them, their customers and their colleagues</p>
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Evidence Requirements

1. Wherever possible your evidence should be based on 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 based on a realistic working environment or a work placement is permissible. Simulation is not allowed for any 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. Your evidence must show that you have done your job in a customer-friendly way:
 - a during routine delivery of customer service
 - b during a busy time in your job
 - c during a quiet time in your job.
5. You need to include evidence that you are doing your job in a customer-friendly for customers who are:
 - a easy to deal with
 - b difficult to deal with.