

# Unit CU812 Maintain Customer Service Through Effective Hand Over

## Aims

Customer service delivery in a team involves many situations when the learner is unable to see actions through and they pass on responsibility to a colleague. This sharing of responsibility should be organised and follow a recognised pattern. Most of all the learner needs to be sure that, when responsibility is passed on, the actions are seen through. This involves routinely checking with their colleagues that customer service actions have been completed. This unit is for a learner whose job involves service delivery as part of a team and who regularly passes on responsibility for completion of a customer service action to a colleague.

Level: 2

Credit value: 4

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Agree joint responsibilities in a customer service team	1.1 Identify services or products they are involved in delivering that rely on effective teamwork 1.2 Identify steps in the customer service delivery process that rely on exchange of information between them and their colleagues 1.3 Agree with colleagues when it is right to pass responsibility for completing a customer service action to another 1.4 Agree with colleagues on how information should be exchanged between them to enable another to complete a customer service action 1.5 Identify ways of reminding themselves when they have passed responsibility to a colleague for completing a customer service action

<p>2. Check that customer service actions are seen through by working together with colleagues</p>	<p>2.1 Access reminders to identify when to check that a customer service action has been completed</p> <p>2.2 Ensure that they are aware of all details of customer service actions their colleague was due to complete</p> <p>2.3 Ask their colleague about the outcome of them completing the customer service action as agreed</p> <p>2.4 Identify the next customer service actions if their colleagues have been unable to complete the actions they had previously agreed</p> <p>2.5 Work with colleagues to review the way in which customer service actions are shared</p>
<p>3. Understand how to maintain customer service through effective handover</p>	<p>3.1 Explain their organisation's customer service procedures for the services or products they are involved in delivering</p> <p>3.2 Identify the appropriate colleagues to pass responsibility to for completing particular customer service actions</p> <p>3.3 Describe ways of ensuring that information is passed between them and their colleagues effectively</p> <p>3.4 Identify ways to remind themselves of actions that need to be checked when they have passed on responsibility to a colleague</p> <p>3.5 Explain the importance of checking tactfully with a colleague whether they have completed the customer service actions they were expecting</p> <p>3.6 Identify opportunities for contributing to review the way customer service actions are shared in customer service processes</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 maintaining customer service through effective hand over:
  - 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.
5. You do not need to be more senior than your colleague or be their supervisor to pass on responsibility to them for customer service actions or check completion.