

Note: This unit has been taken from the National Occupational Standards developed by the Institute of Customer Service (ICS), the standards setting body for customer service. The format of the unit is different to that used by the Management Standards Centre (MSC) for the units the MSC has developed.

UNIT OVERVIEW

What is the unit about?

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders.

The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give a more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service.

This unit is all about how you develop a relationship with others to improve your customer service performance.

Key words and phrases for this unit

- work with others
- improve customer service
- contribute ideas
- co-operate with others
- keep commitments
- monitor own performance
- monitor joint performance

BEHAVIOURS WHICH UNDERPIN EFFECTIVE PERFORMANCE

When you work with others to improve customer service you must consistently:

Element 1 - Improve customer service by working with others

- 1.1 Contribute constructive ideas for improving customer service.
- 1.2 Identify what you have to do to improve customer service and confirm this with others.
- 1.3 Agree with others what they have to do to improve customer service.
- 1.4 Co-operate with others to improve customer service.
- 1.5 Keep your commitments made to others.
- 1.6 Make others aware of anything that may affect plans to improve customer service.

Element 2 - Monitor your own performance when improving customer service

- 2.1 Discuss with others how what you do affects customer service performance.
- 2.2 Identify how the way you work with others contributes towards improving customer service.

Element 3 - Monitor joint performance when improving customer service

- 3.1 Discuss with others how teamwork affects customer service performance.
- 3.2 Identify with others how customer service teamwork could be improved.
- 3.3 Take action with others to improve customer service performance.

KNOWLEDGE AND UNDERSTANDING

To be competent at working with others to improve customer service you need to know and understand:

- Who else is involved either directly or indirectly in the delivery of customer service.
- The roles and responsibilities of others in your organisation.
- The roles of others outside your organisation who have an impact on your services or products.
- What the goals or targets of your organisation are in relation to customer service and how these are set.
- How your organisation identifies improvements in customer service.