Unit 502 Providing and monitoring construction-related customer service in the workplace

8 credits

Level: 5
UAN: F/600/7558

Unit aim:
This unit aims to provide you with the necessary skills and knowledge to:

- contribute to customer service systems
- deliver reliable customer service
- monitor customer service.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Identify and use current legislation and official guidance to implement systems or procedures that will deliver and improve customer service.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 **apply at least four of the following to customer service systems or procedures:**							
a. **current legislation**							
b. **official guidance**							
c. **organisational procedures**							
d. **specifications**							
e. **drawing**							
f. **instructions and variations**							
g. **feedback processes**							

1.2 **seek ways of improving customer service whilst implementing customer service systems and procedures**							
1.3 describe ways that current legislation and official guidance relevant to customer service can be identified							
1.4 explain how identified information can be used for implementing customer service systems or procedures							
1.5 explain methods that can effectively deliver and improve customer service.							

2. Prepare to deal with customers in order to give consistent and reliable service.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 **examine current customer procedures and systems to identify if they provide consistent customer service**							
2.2 **implement and use systems or procedures that will provide reliable and consistent service that promotes customer's confidence**							
2.3 explain methods that can provide consistent levels of customer service							
2.4 explain how systems or procedures can be used effectively to provide a reliable level of customer service.							

3. Work with others to resolve customer problems, communicate with customers and check that they are satisfied with the actions taken.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 identify and find solutions to construction-based customer problems							
3.2 **communicate with customers whilst resolving problems using at least two of the following mediums:**							
a. **electronic**							
b. **verbal**							
c. **written**							
d. **via a second person**							
e. **feedback documents**							
f. **group meetings**							
3.3 **undertake at least two of the following actions that will ensure that customers are satisfied that problems are or will be solved:**							

a. **corrective**							
b. **referral**							
c. **investigative**							
d. **reactive**							
e. **proactive**							
3.4 explain how best to work with others which can resolve customer service problems							
3.5 describe different methods and techniques of communicating and dealing with customers							
3.6 explain what checks can be undertaken to ensure that customers are satisfied with actions taken.							

4. Solve problems within existing systems or procedures that may affect customers before the customer becomes aware of them.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **investigate and/or collate information on current customer procedures and systems to identify potential or repeat customer service problems**							
4.2 **apply rectification measures to procedures and systems to eliminate or reduce identified potential customer problems**							
4.3 describe ways that problems can be identified within existing systems or procedures that may affect customers							
4.4 explain how and why problems in systems or procedures should be solved before customers become aware of them.							

5. Confirm that the service given meets the customer's needs and expectations.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 identify the level of service expected by construction-related customers							
5.2 **communicate with customers to check that service given has met their needs and expectations**							
5.3 explain ways of checking that customers are satisfied with the given level of service.							

6. Inform the people responsible about changes to customer service systems or procedures that will reduce the chance of problems being repeated.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD

6.1 identify repeat problems in customer service, and amend customer service systems or procedures to minimise chances of problems being repeated							
6.2 **communicate with at least two of the following people responsible to inform them that systems or procedures have been amended:**							
a. **the client, the customer or their representative**							
b. **contractors**							
c. **consultants**							
d. **sub-contractors**							
e. **suppliers**							
f. **workforce**							
g. **internal management**							
6.3 explain the measures that could be taken to identify repeat problems with customer service							
6.4 explain methods that allow changes to customer service systems or procedures which can reduce the chance of problems being repeated.							

7. Share information with people responsible to maintain and improve standards of service delivery.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 **inform and/or pass collated information that will maintain and improve standards of service delivery**							
7.2 describe ways that standards of service delivery can be maintained and improved							
7.3 explain how information with people responsible could be effectively shared in order to maintain and improve standards of service delivery.							

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Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	