



#### UNIT 225

## BUDDY A COLLEAGUE TO DEVELOP CUSTOMER SERVICE SKILLS

This unit is all about providing support to a colleague to help them develop their customer service skills. The unit sits within the customer service theme of Development and Improvement. This theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments.

#### WHY CUSTOMER SERVICE MATTERS TO... AN UNDERGROUND TRAIN WORKER

In any job, new staff settle in better if they have a buddy. The buddy will support and guide the new colleague, allowing them to observe them carry out tasks, setting the example of good practice for them to copy.



## You should note

- 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.



### *is for vision*

Every organisation has a vision, whether in writing or just in the mind of the owner in the case of a small business. The vision is 'the dream' – it is what the organisation wants the future to look like. It is important that all new members of staff understand the organisation's vision and how to demonstrate it in their roles.

## Assessed evidence

You need to show that you understand and are able to complete all the elements in this unit over a sufficient period of time, with different customers, on different occasions. Evidence may be gained through direct observation or products of work, recorded by your assessor and then referenced in the box below. On the next pages, these evidence references can be written in the relevant boxes of 'What you must cover', 'What you must do' and 'What you must know'.

Evidence reference	Evidence title	Assessment method

### Assessment method key

**O** Observation **Q** Questioning **PE** Product Evidence  
**WT** Witness Testimony **PD** Professional Discussion

## UNIT 225 (LEVEL 2 UNIT, 5 CREDITS)

**BUDDY A COLLEAGUE TO DEVELOP CUSTOMER SERVICE SKILLS**

## What you must cover

Evidence reference should be entered in the shaded areas below. You must cover **all** the points listed.

**1 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.

# P

*is for planning*

Planning is vital in buddying. Your colleague may be nervous and will be more nervous if you are not organised and confident in your abilities.



*In the know...*

It is important when buddying to agree where the support is needed and how the buddying will be carried out. Find out how your colleague likes to learn and what his or her job role and main responsibilities are.

# B

*is for buddy*

In the dictionary a buddy means 'a close friend who accompanies friends in their activities'.

If you are asked to buddy a colleague you do not need to become their next best friend but you do need to be supportive and guide them through the job role, giving constructive feedback when necessary.

## What you must do

Evidence reference should be entered in the shaded areas below. You must do **all** the points listed.

### 225.1 To plan and prepare to buddy a colleague, you must:

225.1.1 agree with your colleague aspects of the colleague's work which may benefit most from your buddying support

225.1.2 confirm your understanding of your colleague's job tasks and responsibilities using reliable sources

225.1.3 clarify the customer service image and impression your colleague should present in their job

225.1.4 arrange times when it will be most helpful to work alongside your colleague

225.1.5 plan details of a buddy session to support your colleague on the job.

### 225.2 To support your buddy colleague on the job, you must:

225.2.1 agree with your colleague where you will be placed near them when buddying them on the job

225.2.2 ensure your presence when your buddy is dealing with customers does not detract from effective customer service

225.2.3 carry out customer service tasks in the presence of your buddy colleague to set an example the colleague can follow

225.2.4 observe your colleague closely to identify what they do well and areas in which they could improve

225.2.5 discuss each customer transaction briefly when there is time available between dealing with customers to identify approaches that work well and areas for improvement

225.2.6 praise your colleague on aspects of work which they have carried out well

225.2.7 explain to your colleague ways in which they can improve their customer service performance

225.2.8 make notes on your colleague's strengths and areas for development that you can discuss with your colleague.

### 225.3 To provide buddy support off the job, you must:

225.3.1 arrange suitable times to meet with your buddy colleague when they are not directly engaged with customers

225.3.2 identify areas of general interest that help to establish rapport with your buddy colleague

225.3.3 use notes made when observing your colleague to discuss positive and negative aspects of your colleague's performance

225.3.4 agree actions your buddy colleague can take to improve their customer service performance

225.3.5 offer hints and tips on effective customer service actions to your buddy colleague drawn from your own experience.

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## What you must know

Evidence reference should be entered in the shaded areas below. You must know **all** the points listed.

**225.4 To know how to buddy a colleague to develop their customer service skills, you must be able to:**

225.4.1 identify the tasks in your buddy colleague's job

225.4.2 identify areas of the job that benefit most from buddying support

225.4.3 describe the customer service image and impression that should be presented in your buddy colleague's job

225.4.4 identify the best times at which to work alongside your buddy colleague

225.4.5 identify ways to work alongside your buddy colleague without intruding on the customer relationship

225.4.6 describe techniques for giving positive feedback and constructive criticism to your buddy colleague

225.4.7 explain the importance of establishing an effective rapport with your buddy colleague

225.4.8 review options for actions your buddy colleague can take to improve their customer service performance.

## Unit sign-off

The evidence for this unit is valid, sufficient and an authentic record of the candidate's current competence and has been assessed under the requirements of the assessment strategy.

I confirm that the evidence provided is a result of my own work.

Signature of candidate

Date

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor

Date

Countersignature of assessor

Date

Signature of IV (if sampled)

Date

Countersignature of IV

Date

Signature of EV (if sampled)

Date