

Customer Service Level 3 Units

Unit A03 - Communicate effectively with customers

Unit A04 - Give customers a positive impression of yourself and your organisation

Unit A05 - Promote additional services or products to customers

Unit A06 - Process information about customers

Unit A07 - Live up to the customer service promise

Unit A08 - Make customer service personal

Unit A09 - Go the extra mile in customer service

Unit A10 - Deal with customers face to face

Unit A11 - Deal with incoming telephone calls from customers

Unit A12 - Make telephone calls to customers

Unit A13 - Use customer service as a competitive tool

Unit A14 - Organise the promotion of additional services or products to customers

Unit A15 - Organise the promotion of additional services or products to customers

Unit A16 - Build a customer service knowledge set

Unit A17 - Champion customer service

Unit A18 - Make customer service environmentally friendly and sustainable

Unit B01 - Do your job in a customer-friendly way

Unit B02 - Deliver reliable customer service

Unit B03 - Deliver customer service on your customer's premises

Unit B04 - Recognise diversity when delivering customer service

Unit B05 - Deal with customers across a language divide

Unit B06 - Use questioning techniques when delivering customer service

Unit B07 - Deal with customers using bespoke software

Unit B08 - Maintain customer service through effective hand over

Unit B09 - Deliver customer service using service partnerships

Unit B10 - Organise the delivery of reliable customer service

Unit B11 - Improve the customer relationship

Unit B12 - Maintain and develop a healthy and safe customer service environment

Unit B13 - Plan, organise and control customer service operations

Unit B14 - Review the quality of customer service

Unit B15 - Build and maintain effective customer relations

Unit B16 - Deliver seamless customer service with a team

Unit C03 - Resolve customer service problems

Unit C04 - Deliver customer service to difficult customers

Unit C05 - Monitor and solve customer service problems

Unit C06 - Apply risk assessment to customer service

Unit C07 - Process customer service complaints

Unit C08 - Handle referred customer complaints

Unit D01 - Develop customer relationships

Unit D02 - Support customer service improvements

Unit D03 - Develop personal performance through delivering customer service

Unit D04 - Support customers using on-line customer services

Unit D05 - Buddy a colleague to develop their customer service skills

Unit D06 - Develop your own customer service skills through self-study

Unit D07 - Support customers using self-service technology

Unit D08 - Work with others to improve customer service

Unit D09 - Promote continuous improvement

Unit D10 - Develop your own and others' customer service skills

Unit D11 - Lead a team to improve customer service

Unit D12 - Gather, analyse and interpret customer feedback

Unit D13 - Monitor the quality of customer service transactions

Unit D14 - Implement quality improvements to customer service

Unit D15 - Plan and organise the development of customer service staff

Unit D16 - Develop a customer service strategy for a part of an organisation

Unit D17 - Manage a customer service award programme

Unit D18 - Apply technology or other resources to improve customer service

Unit D19 - Review and re-engineer customer service processes

Unit D20 - Manage customer service performance

Unit F03 - Demonstrate understanding of customer service

Unit F04 - Demonstrate understanding of the rules that impact on improvements in customer service