

UNIT 307 (LEVEL 3 UNIT, 6 CREDITS)

DELIVER CUSTOMER SERVICE USING SERVICE PARTNERSHIPS

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 examples of working in a service partnership on occasions when:

a the service partners are cooperative

b the service partners are un-cooperative.

2 You must include evidence to show that you have worked in a service partnership with:

a regular or long-term suppliers

b new suppliers.

3 Your evidence must show that you have negotiated agreements with service partners that are of benefit to:

a your organisation

b your service partner.

What you must do

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

307.1 To work effectively within a customer service chain, you must:

307.1.1 explain who is involved in the service chain that supplies your end-user customers

307.1.2 identify which of those involved in your service chain is internal and which is external to your organisation

307.1.3 explain how the way you work with individual service partners contributes to an overall service chain

307.1.4 use the principles and practices applied to external customers to deliver excellent customer service to internal customers

307.1.5 work with internal customers and internal or external suppliers in the service chain to improve service to external customers

307.1.6 communicate effectively with internal customers to ensure that those customers are aware of any aspects of your work that might affect them.

307.2 To build and nurture positive relationships in a customer service chain, you must:

307.2.1 create a positive relationship between internal or external suppliers and customers by establishing rapport and showing understanding of everyone's roles in the service chain

307.2.2 identify where power and authority exist within the service chain

307.2.3 negotiate with internal customers and internal or external suppliers to establish service procedures that are acceptable to all and contribute to excellent customer service

307.2.4 develop positive relationships with an internal customer or supplier that are reflected in a formal or informal service level agreement that makes a positive contribution to the relationship

307.2.5 work with colleagues to develop and maintain awareness that a team within a service chain cannot work in isolation

307.2.6 agree with service partners how your work will be prioritised if there is a conflict of interest between the demands of internal and external customers.

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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.

307.3 To understand how to deliver customer service using service partnerships, you must be able to:

307.3.1 describe the responsibilities and rights that can be built into an internal customer/supplier relationship

307.3.2 compare the benefits and drawbacks of describing a relationship in a service chain as a supplier/customer relationship or a service partnership

307.3.3 explain how to establish priorities if internal customer demands conflict with external customer demands

307.3.4 describe how to maintain team identity whilst working constructively with other teams to deliver excellent customer service

307.3.5 explain how to negotiate successfully with internal customers or suppliers

307.3.6 evaluate the formal and informal structures of the organisation and how they can influence relationships.

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

Signature of assessor	Date
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Countersignature of assessor	Date
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Signature of IV (if sampled)	Date
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Countersignature of IV	Date
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Signature of EV (if sampled)	Date
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