



### UNIT 313

## WORK WITH OTHERS TO IMPROVE CUSTOMER SERVICE

This unit is all about working with others to improve customer service, monitoring your own and your team's performance. 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... A LEISURE CENTRE TEAM LEADER

A leisure centre has many parts to it and many different types of customers. Teamwork is therefore important to ensure consistent customer service is offered. Any member of the management team will need to monitor his or her own performance and that of the team, taking action where improvements are needed.





## UNIT 313 (LEVEL 3 UNIT, 8 CREDITS)

**WORK WITH OTHERS TO IMPROVE CUSTOMER SERVICE**

## What you must cover

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

**1 Your evidence must include examples of agreeing customer service roles and responsibilities which are:**

a part of your own role

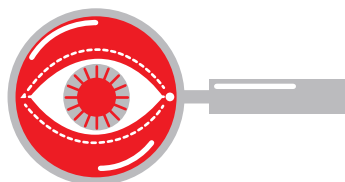
b part of other people's roles.

**2 You must provide evidence that you have worked with **two** of these groups of people:**

a team members or colleagues

b suppliers or service partners

c supervisors, team leaders or managers.



### *Get it covered...*

Whether you are a team leader or a junior member of staff, in customer service you will need to be prepared to work as part of a team. Excellent customer service requires people in an organisation to work together to ensure customer satisfaction.

**3 Your evidence must show that your work with others involves communication by **two** of these methods as expected within your job role:**

a face to face

b in writing

c by telephone

d using text messages

e by email

f using the internet (including social networking)

g using an intranet.

## What you must do

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

### 313.1 To improve customer service by working with others, you must:

313.1.1 contribute constructive ideas for improving customer service

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313.1.2 identify what you have to do to improve customer service and confirm this with others

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313.1.3 agree with others what you have to do to improve customer service

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313.1.4 cooperate with others to improve customer service

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313.1.5 keep your commitments made to others

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313.1.6 make others aware of anything that may affect plans to improve customer service.

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### *is for targets*

Targets are important to ensure the organisation's goals can be met. They also motivate, but to be motivational they must be challenging yet realistic.



### *is for contribute*

To maintain good customer service you must always be aware of necessary improvements. You need to contribute with your own ideas on likely improvements and contribute to their successful implementation.

### 313.2 To monitor your own performance when improving customer service, you must:

313.2.1 discuss with others how what they do affects customer service performance

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313.2.2 identify how the way you work with others contributes towards improving customer service.

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### 313.3 To monitor team performance when improving customer service, you must:

313.3.1 discuss with others how teamwork affects customer service performance

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313.3.2 work with others to collect information on team customer service performance

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313.3.3 identify with others how customer service teamwork could be improved

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313.3.4 take action with others to improve customer service performance.

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## UNIT 313 (LEVEL 3 UNIT, 8 CREDITS)

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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.

**313.4 To understand how to work with others to improve customer service, you must be able to:**

313.4.1 describe who else is involved either directly or indirectly in the delivery of customer service

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313.4.2 describe the roles and responsibilities of others in your organisation

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313.4.3 describe the roles of others outside your organisation who have an impact on your services or products

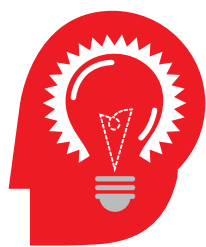
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313.4.4 evaluate what the goals or targets of your organisation are in relation to customer service and how these are set

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313.4.5 evaluate how your organisation identifies improvements in customer service.

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### *In the know...*

To ensure the organisation's required level of customer service is achieved it is important to know how the team is performing and then discuss with the team what could be improved.

## 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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