



SKILL SCAN/INITIAL ASSESSMENT

Customer Service Level 2 A total of SEVEN units are required to complete the NVQ – Two mandatory and five optional(at least one from each theme)		Often	Sometimes	Never	Activities undertaken – do you?
Mandatory Units					
1	Prepare yourself to deliver good customer service				§ Know the customer service of your organisation and can you describe it to customers and/or colleagues § Know your organisation's products or services and can you describe it to customers and/or colleagues
5	Provide customer service within the rules				§ Follow organisational procedures § Follow external regulation and legislation
Optional Units – Impression and Image					
9	Give customers a positive impression of yourself and your organisation				§ Establish effective rapport with customers § Respond appropriately to customers § Communicate information to customers
10	Promote additional services or products to customers				§ Identify additional services or products that are available § Inform customers about additional services or products § Gain customer commitment to using additional services or products
11	Process customer service information				§ Collect customer service information § Select and retrieve customer service information § Supply customer service information
12	Live up to the customer service promise				§ Understand and explain the promise § Produce customer satisfaction by delivering the promise
13	Make customer service personal				§ Identify opportunities for making customer service personal § Treat your customer as an individual
14	Go the extra mile in customer service				§ Distinguish between routine service standards and going the extra mile § Check that your extra mile ideas are feasible § Go the extra mile
15	Deal with customers in writing or using ICT				§ Use written or ICT communication effectively § Plan and send effective written or ICT communication § Handle incoming written or ICT communications effectively
16	Deal with customers face to face				§ Communicate effectively with your customer § Improve the rapport with your customer through body language
17	Deal with customers by telephone				§ Use the telephone system effectively § Plan and make focussed telephone calls to your customer § Handle incoming calls effectively
					§

Customer Service Level 2		Often	Sometimes	Never	Activities undertaken – do you?
Optional Units - Delivery					
21	Deliver reliable customer service				<ul style="list-style-type: none"> § Prepare yourself to deal with your customers § Give consistent service to customers § Check customer service delivery
22	Deliver reliable customer service				<ul style="list-style-type: none"> § Establish a rapport with your customer § Balance customer service with your own skills and expertise
23	Recognise diversity when delivering customer service				<ul style="list-style-type: none"> § Use reasonable assumptions about your customers whilst avoiding stereotyping § Adapt customer service to recognise the different needs and expectations of diverse groups of customers
Optional Units – Handling Problems					
					§
6	Recognise and deal with customer queries, requests and problems				<ul style="list-style-type: none"> § Recognise and deal with customers queries and requests § Recognise and deal with customer problems
31	Resolve customer service problems				<ul style="list-style-type: none"> § Spot customer service problems § Pick the best solution to resolve customer service problems § Take action to resolve customer service problems
36	Develop customer relationships				<ul style="list-style-type: none"> § Build your customer's confidence that the service you give will be excellent § Meet the expectations of your customers § Develop the long term relationship between your customer and your organisation
37	Support customer service improvements				<ul style="list-style-type: none"> § Use feedback to identify potential customer service improvements § Contribute to the changes in customer service § Assist with the evaluation of changes in customer service
38	Develop personal performance through delivering customer service				<ul style="list-style-type: none"> § Review performance in your customer service role § Prepare a personal development plan and keep it up to date § Undertake development activities and obtain feedback on your customer service performance

Assessment Site _____

Learner/Employer Name (print) _____

Learner/Employer Signature _____

Assessor/MADA Name (print) _____

Assessor/MADA Signature _____

Date _____

Process for Skill Scan/Initial Assessment

Purpose

Procedure

Working Instructions