



UNIT 213

DELIVER CUSTOMER SERVICE ON YOUR CUSTOMER'S PREMISES

This unit is all about providing service to customers on their own premises. The unit sits within the customer service theme of Delivery. This theme covers the organisational behaviours and processes that affect how your customers experience service delivery.

WHY CUSTOMER SERVICE MATTERS TO... A DECORATOR

A painter or decorator will always work on their customers' premises. Therefore, as well as being technically proficient, they must have good customer service skills. Whatever the environment, whether it be residential or industrial, the painter or decorator must be polite and communicate well with their customer.

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.



Customer feedback

Customer feedback is information collected from the customers on what they think of the organisation. It can be collected formally, for example by questionnaires, or informally, for example from chance remarks. Negative feedback can feel like a personal attack but it should be viewed positively as an opportunity to improve.

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

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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 that you deliver excellent customer service:

a during routine delivery of customer service

b during a busy time in your job

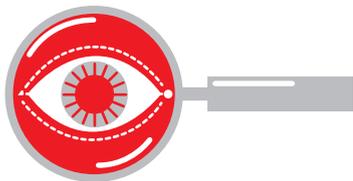
c during a quiet time in your job

d when people, systems or resources have let you down.

2 You must provide evidence that you deliver excellent customer service during:

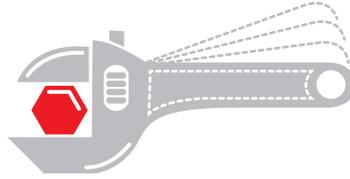
a planned visits to your customer's premises

b visits to your customer's premises made at short notice.



Get it covered...

Whether your visit is planned or at short notice, your customer will expect you to be organised and competent. Hopefully, your visit will go to plan, but if it doesn't, keep the customer informed. Remember not to carry out additional work unless you have permission to do so.



What's good to do?

Working on a customer's premises requires that you remain polite and considerate. Show identification and watch your language and behaviour at all times. Keep the customer informed of what you are doing and check that they are satisfied with the completed work.

3 You must provide evidence that you deliver excellent customer service:

a when your work goes to plan

b when your work does not go to plan.

4 You must provide evidence that you deliver excellent customer service:

a with your customer present

b when your customer is not present.

What you must do

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

213.1 To establish a rapport with your customer, you must:

213.1.1 prepare for a visit to your customer's premises and ensure the customer knows when and why you will be there

213.1.2 identify yourself to your customer showing official identification whenever possible

213.1.3 show a positive and friendly approach to the service you are about to give

213.1.4 use language and behaviour that show respect for your customer

213.1.5 explain to your customer exactly what you are going to do and approximately how long you expect the work to take

213.1.6 listen to any concerns that your customer may have and reassure them

213.1.7 keep your customer informed of progress and about any cause for delay that might take place

213.1.8 keep your customer informed of any variation to the work that could involve additional time or cost

213.1.9 consult your customer when you have to do work that the customer had not expected.

213.2 To combine customer service with your other skills and expertise, you must:

213.2.1 show respect to your customer's premises and possessions by treating them with care

213.2.2 make sure your customer is aware of your specialist technical skills

213.2.3 take the time to give your customer confidence in your knowledge and skills

213.2.4 consider the customer service implications of each action and inform your customer of what will be involved

213.2.5 inform your customer when you have finished and reinforce how the work has been handled professionally

213.2.6 check that your customer is satisfied with the work and listen carefully to any feedback

213.2.7 inform your customer of timescales if any follow-up work is involved

213.2.8 ensure that timescales for follow-up work are kept

213.2.9 keep your customer informed if timescales for follow-up work are not going to be met

213.2.10 explain clearly to your customer why you cannot do work that is not specified in the service offer

213.2.11 ensure that your customer has the appropriate details to contact your organisation if the customer needs to.

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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.

213.3 To know how to deliver customer service on the customer's premises, you must be able to:

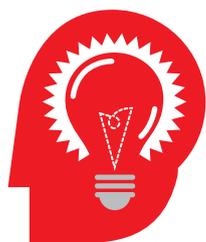
213.3.1 describe what you can do to establish a rapport with your customers

213.3.2 explain the importance of sensitivity to people's feelings about their own premises and possessions

213.3.3 explain the regulatory and legal restrictions on what you can and cannot do in all aspects of your work

213.3.4 explain the insurance implications of working on your customer's premises

213.3.5 describe the organisational procedures you would take if you cause any accidental damage on your customer's premises.



In the know...

When visiting customers, care must be taken to ensure no damage is done to their property. You may be insured but customers will not be impressed with your work if you cause damage, accidental or otherwise.

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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