Unit Title: Monitor And Solve Customer Service Problems
Unit Level: Level 3
Unit Credit Value: 6
GLH: 40
LASER Unit Code: WJH970
Ofqual Unit Code: H/651/3825
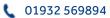
This unit has 4 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Understand how to monitor and solve customer service problems.	1.1	Describe organisational procedures and systems for dealing with customer service problems.
		1.2	Describe organisational procedures and systems for Identifying repeated customer service problems.
		1.3	Explain how the successful resolution of customer service problems contributes to customer loyalty with the external customer.
		1.4	Explain how the successful resolution of customer service problems contributes to improved working relationships with service partners or internal customers.
		1.5	Explain how to communicate with and reassure customers while their problems are being solved.
		1.6	Identify the opportunities and potential for monitoring and solving customer service problems presented by remote information collection and sharing such as through social media.
2.	Be able to solve immediate customer service problems.	2.1	Respond positively to customer service problems following organisational procedures.
		2.2	Solve customer service problems when you have sufficient authority.
		2.3	Work with others to solve customer service problems.
		2.4	Keep customers informed of the actions being taken.
		2.5	Check with customers that they are comfortable with the actions being taken.
		2.6	Solve problems with service systems and procedures that might affect customers before they become aware of them.
		2.7	Inform managers and colleagues of the steps taken to solve specific problems.
3.	Be able to identify repeated customer service problems and options for solving them.	3.1	Identify repeated customer service problems.
		3.2	Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.
		3.3	Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation.
4.	Be able to take action to avoid the repetition of customer service	4.1	Obtain authorisation to change organisational procedures in order to reduce the chances of future

problems.		occurrences.
	4.2	Implement the agreed action.
	4.3	Keep customers informed of steps being taken to solve any service problems.
	4.4	Monitor the changes made.
	4.5	Adjust the changes made if required.

Assessment Guidance:

This unit is about the part of the job that involves solving immediate customer service problems. It is also about changing systems to avoid repeated customer service problems.

Additional Information:

During delivery and assessment of this unit, it is expected that the below criteria are considered where possible

Equality, diversity and inclusion (Equality Act 2010)

It is anticipated that organisations will have procedures and guidelines for their safety staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safety, security and service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

- **Safety measures:** any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events
- **Security measures:** any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events
- **Service measures:** any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events

UK terrorism threat levels

It is expected that senior stewards, safety officers and similar staff holding overall responsibility for the safety and security of events will be familiar with the current UK terrorism threat levels.

The threat level indicates the likelihood of a terrorist attack in the UK.

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date, but they can change at any time as different information becomes available to security agents.

Information on the most up to date levels can be found on this link:

https://www.gov.uk/terrorism-national-emergency