

# BSBCUS403A Implement Customer Service Standards

This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation.

**Designed for:** This course is suitable for all frontline managers.

**Duration:** 1 day

**Application of the unit:** This unit applies to frontline managers, including team leaders and supervisors, who have responsibility for seeing that a customer service system and customer service standards are implemented. It is expected that someone undertaking this unit would have a detailed knowledge of, and experience in, customer service systems and procedures.

### Elements and performance criteria:

Element	Performance criteria
Contribute to quality customer service standards	<ul style="list-style-type: none"><li>▪ Access, interpret, apply and monitor customer service standards in the workplace in accordance with organisational standards, policies and procedures</li><li>▪ Make contributions to the development, refinement and improvement of customer service standards, policies and processes</li></ul>
Implement customer service systems	<ul style="list-style-type: none"><li>▪ Encourage all personnel to consistently implement customer service systems</li><li>▪ Review customer feedback in consultation with appropriate personnel and analyse when improving work practices</li><li>▪ Identify customer service problems and make adjustments to ensure continued service quality</li><li>▪ Communicate adjustments in service delivery to all those involved, within appropriate timeframes</li><li>▪ Coordinate and manage delivery of services and products to ensure they effectively and efficiently meet agreed quality standards</li></ul>
Implement team customer service standards	<ul style="list-style-type: none"><li>▪ Plan and implement team and work activities to meet customer needs and expectations, and to minimise inconvenience</li><li>▪ Identify resources required to undertake team tasks while meeting required customer service levels</li></ul>



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