

# 242829 Monitor the level of service to a range of customers

## **Purpose of this Unit Standard**

The purpose of this unit standard is to encompass the skills needed to monitor the level of service between an organisation and its customers, both internal and external. This Unit Standard is intended for junior managers of organisations.

## **Learners credited with this unit standard are able to:**

- Identifying internal and external customers, where applicable.
- Explaining standards of customer service expected by the organisation.
- Measuring customer satisfaction on an ongoing basis.
- Recommending corrective action.

## **Learning Assumed To Be In Place And Recognition Of Prior Learning**

- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.

## **Outcomes**

SO1: Identify internal and external customers, where applicable.

SO2: Explain standards of customer service expected by the organisation.

SO3: Measure customer satisfaction on an ongoing basis.

SO4: Recommend corrective action.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242829	4	5	Monitor the level of service to a range of customers

**Duration: 2-days**

## Content

Module 1 Understanding Internal & External Customers	<ul style="list-style-type: none"><li>• Definition of key terms</li><li>• Difference between Internal and External Customers</li><li>• Supply Chain of the organisation<ul style="list-style-type: none"><li>◦ The process</li><li>◦ Elements of the supply chain</li></ul></li></ul>
Module 2 Standards Of Customer Service	<ul style="list-style-type: none"><li>• Definition of Customer Service Standards</li><li>• Writing Customer Service Standards</li><li>• Customer Service Performance Standards</li><li>• Importance of maintaining and achieving customer service levels</li><li>• Implications of poor customer service</li></ul>
Module 3 Measuring Customer Satisfaction	<ul style="list-style-type: none"><li>• Measuring key performance areas against standards<ul style="list-style-type: none"><li>◦ Collecting data to measure customer satisfaction</li></ul></li><li>• Surveying your customers</li><li>• Recording and keeping information regarding customer service performance</li></ul>
Module 4 Recommending Corrective Action	<ul style="list-style-type: none"><li>• Giving feedback to team members</li><li>• Identifying and implementing corrective action</li></ul>

---