Provide customer service - Activity

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Provide and promote service to customers in a professional manner in line with organisational policy and legislative requirements.

**Effective performance will include the following:**

Ensure that you are fully aware of the service to be provided and that you are properly prepared and equipped to deliver the service effectively.

Respond promptly to customer requests taking appropriate steps to identify their needs quickly. Ensure they are treated fairly and in accordance with organisational and legislative requirements. Maintain confidentiality of customer information.

Develop and maintain a constructive dialogue with the customer in order to build an effective relationship. Where further services are required refer the customer promptly and in accordance with recognised procedure.

Where customer expectations and needs are in conflict with those of the organisation take appropriate steps to find a satisfactory solution that meets both customer and organisational requirements.

Identify and note accurately any dissatisfaction expressed by the customer and forward to relevant personnel with appropriate recommendations as necessary.

Teamworking – Behaviour Category

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions.

Sets up teams or working groups, and involves them in achieving goals. Develops good relationships and co-operation within the team, and removes barriers. Supports team members when necessary.

**Positive Indicators**

- Identifies common goals and interests, and uses these to unite teams.

  *Gains commitment from others by consulting and involving them, rather than relying solely on rank or position for authority.*

- Works inside and outside the team to share ideas and information.

- Builds good working relationships and teams.

  *Maintains frequent personal contact with their staff.*

- Consults others for ideas and suggestions, and welcomes suggestions from everyone involved.

- Explains options and discusses solutions with others.

  *Visibly assists their team members, especially when tasks are difficult or demand is high.*

- Establishes effective contact and involvement with outside agencies.

- Builds balanced teams of people with different skills, backgrounds, cultures and experiences.

  *Shows interest in each member of their team and is aware of their personal needs and circumstances.*
- **Makes self available when team members need to discuss issues.**
- **Understands relationships within the team, and the way different team members work together.**

**Negative Indicators**
- Does not volunteer to help other team members.
- Is only interested in taking part in high-profile and interesting activities.
- Takes credit for successes without recognising the contribution of others.
- Works to own agenda rather than contributing to team performance.
- Allows small exclusive groups of people to develop.
- Plays one person off against another.
- Restricts and controls what information is shared.
- Does not let people say what they think.
- Does not offer advice or get advice from others.
- Shows little interest in working jointly with other groups to meet the goals of everyone involved.
- Does not discourage conflict within the organisation.

### Personal Responsibility – Behaviour Category

| Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity. |
| Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge. |

**Positive Indicators**
- **Accepts personal responsibility for own decisions and actions.**
- **Displays initiative, taking on tasks without having to be asked.**
- Takes action to resolve problems and fulfil own responsibilities.
- Keeps promises and does not let colleagues down.
- Takes pride in own work.
- Is conscientious in completing work on time.
- Follows things through to a satisfactory conclusion.
- **Self motivated, showing enthusiasm and dedication to their role.**
- Focuses on a task even if it is routine.
- **Improves own professional knowledge and keeps it up to date.**
- Is open, honest and genuine, standing up for what is right.
- *Makes decisions based upon ethical considerations and organisational integrity.*
- *Aware of their own strength and weaknesses.*

**Negative Indicators**
- Passes responsibility upwards inappropriately.
- Is not concerned about letting others down.
- Will not deal with issues, just hopes that they will go away.
- Blames others rather than admitting to mistakes or looking for help.
- Unwilling to take on responsibility.
- Puts in the minimum effort that is needed to get by.
- Shows a negative and disruptive attitude.
- Shows little energy or enthusiasm for work.
- Expresses a cynical attitude to the organisation and their job.
- Gives up easily when faced with problems.
- Fails to recognise personal weaknesses and development needs.
- Makes little or no attempt to develop self or keep up to date.