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Task 1a: Quality Customer Service

Quality Customer Service Practices

From Customers

- Identification of the needs of customers
- Pushing Customers for providing feedbacks and comments
- Forming direct contact using Social Media Platform
- Requesting customers to make account on website or application
- Asking them politely on reviews of their experience on services

From Employees

- Focusing on the betterment of the employees
- Developing rewards and recognition programs for the employees
- Employee feedback forms should be encouraged
- Anonymously the employees
- Team meeting with the employees
- Briefing the employees of the organizational goals and settings

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BSBCUS501C Manage Quality Customer Service Workbook Kim Aubrey, 2014-12-18 Elements and Performance Criteria 1 Plan to meet internal and external customer requirements Investigate identify assess and include the needs of customers in planning processes Ensure plans achieve the quality time and cost specifications agreed with customers Ensure delivery of quality products and services Deliver products and services to customer specifications within organisation s business plan Monitor team performance to consistently meet the organisation s quality and delivery standards Assist colleagues to overcome difficulty in meeting customer service standards Monitor adjust and review customer service Develop and use strategies to monitor progress in achieving product and or service targets and standards Develop and use strategies to obtain customer feedback to improve the provision of products and services Develop procure and use resources effectively to provide quality products and services to customers Make decisions to overcome problems and to adapt customer services products and service delivery in consultation with appropriate individuals and groups Manage records reports and recommendations within the organisation s systems and processes *BSBCUS501C Manage Quality Customer Service - Student Workbook* Innovation & Business Industry Skills Council, Limited, 2011-12 *BSBCUS501C Manage Quality Customer Service* ,2011 *BSBCUS501C Manage Quality Customer Service* ,2012 *BSBCUS501C Manage Quality Customer Service - Student Workbook* Innovation & Business Industry Skills Council, Limited, 2015-04 **BSBCUS501B** **Manage Quality Customer Service - Student Workbook** Innovation & Business Industry Skills Council, Limited, 2011-08-01 *BSBCUS501A Manage Quality Customer Service - Student Workbook* Innovation & Business Industry Skills Council, Limited, 2009-04-01 **BSBCUS501A Manage Quality Customer Service Learner Guide** Pearson Scope Staff, 2010-05-04 This Learner Guide addresses the competency BSBCUS501A Manage Quality Customer Service It provides solid underpinning knowledge plenty of practical examples and workplace scenarios and the flexibility to be used in a variety of learning environments such as on the job off the job distant learning or for a combination of these *BSBCUS501C Aspire Training & Consulting*, 2015 **BSBCUS501A** Sandra Griffith, 2007 Manage Quality Customer Service is essentially about how an organisation plans implements co ordinates and controls all the day to day activities needed to provide excellent customer service in a range of industries This book will assist the reader to develop the skills and knowledge required to develop a customer service plan manage resource acquisition and lead and manage a customer service team It also provides information case studies and a range of activities that related to monitoring and reviewing customer service performance It features a range of case studies that describe the application of customer service plans in various work environments and fully supports BSBCUS501A publisher *Managing Quality Customer Service* William B. Martin, 1989 This practical self study book was developed to help you establish and manage a quality service operation *Manage Quality Customer Service* ,2016 **Manage Quality Customer Service** ,2003 **Manage Quality Customer Service** Regency

Publishing,2000 Crisp Assessment Logical Operations LLC,2000-09-29 The techniques and tools covered in this book will help you understand the basic needs of customers outline four reasons why quality service is important teach you how to handle complaints and difficult customers and help you anticipate your customer s needs **Manage Quality Customer Service** Regency Publishing,2005-10-01 **Bsbflm507a** Strive Training Australia Pty, Limited,2003 **Manage Quality Customer Service** ,2004 *Manage Quality Customer Service* Anne-Marie Cupples,2005 **Learning Guide for Unit 7** ,1998

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