

2. Complete the table below by **describing** the differences in customer service between commercial, public and third sector organisations. You should **outline** customer service roles in each organisation and highlight **the differences** in how customer service is carried out across these organisations. [1.2]

Organisation type	Description of customer service and the differences between organisations
Commercial organisation	The main purpose of the commercial organisation is to maximise profit by offering products and services, according to needs of customers. This goal can be achieved by using unique selling point (USP) to create customer loyalty, brand image and increase their market share. They focus on understanding the customer needs and wants so that they create products and services to satisfy customers. These organisations provide various services like customer care, after sale services, customised sales offer and home delivery. The objective of these services is to get a competitive advantage and to earn the profit. For example SUBWAY providing a unique service to enjoy the customised meal by adding ingredients according to the taste of the customers.
Public organisation	It is the organisation that is formed by statutory order of parliament. The government relies on tax collection to operate public organisations. The basic purpose of the public organisation is to provide services to the general public. They focus on customer satisfaction rather than their profit. They focus on identifying the basic needs of the common person so that they can invest to provide the benefits to the customer. On the contrary to the commercial organisation a public organisation focuses on efficient funds utilization and greater benefits of public. For example In NHS, the managerial staff will analyse the resources utilised in the hospital with a number of patients treated.
Third sector organisation	It is a non-profit organisation which is also known as a social enterprise. It includes trusts, charities, community groups and cooperatives. The donors give funds to provide products and services to the people who are in need. Many third sector organisations arrange funds by selling donated belongings. For example in British heart foundation, they sell donated furniture to raise their money so that they can fight against heart disease. Their focus is to measure the benefits of their operations in terms of better lifestyle of needy people. The main focus is to provide services for the improvement of society and get the higher confidence of donors. They focus on maintaining the communication between volunteer and donor through telephone, e-mails, post, blogs etc. in order to provide the customer service. They completely depend on donated funds and the volunteer would be cost effective so that they can cultivate the culture that creates good will to public.

Vision2learn Customer Service Assessment 1 Answers

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Associate Customer Service Critical Questions Skills Assessment Gerardus Blokdyk,2022-09-02 You want to know how to improve customer service while reducing inventory In order to do that you need the answer to how will it impact sales customer service levels and overall profitability The problem is what Associate Customer Service skills data will be collected which makes you feel asking what will be your customer service and credit policies We believe there is an answer to problems like how will customer service queries be handled We understand you need to manage your customer service more efficient which is why an answer to what level of customer service will be perceived is important Here s how you do it with this book 1 Maintain excellent customer service and account support 2 Plan for customer behavior 3 Improve product and process quality to meet customer demands while optimizing cost and yield So how often have you called a customer service department only to be put on hold This Associate Customer Service Critical Questions Skills Assessment book puts you in control by letting you ask what s important and in the meantime ask yourself does your organization have a customer service orientation So you can stop wondering which companies seem to have the best customer service on social media and instead detect a potential customer experience problem This Associate Customer Service Guide is unlike books you re used to If you re looking for a textbook this might not be for you This book and its included digital components is for you who understands the importance of asking great questions This gives you the questions to uncover the Associate Customer Service challenges you re facing and generate better solutions to solve those problems INCLUDES all the tools you need to an in depth Associate Customer Service Skills Assessment Featuring new and updated case based questions organized into seven core levels of Associate Customer Service maturity this Skills Assessment will help you identify areas in which Associate Customer Service improvements can be made In using the questions you will be better able to Diagnose Associate Customer Service projects initiatives organizations businesses and processes using accepted diagnostic standards and practices Implement evidence based best practice strategies aligned with overall goals Integrate recent advances in Associate Customer Service and process design strategies into practice according to best practice guidelines Using the Skills Assessment tool gives you the Associate Customer Service Scorecard enabling you to develop a clear picture of which Associate Customer Service areas need attention Your purchase includes access to the Associate Customer Service skills assessment digital components which gives you your dynamically prioritized projects ready tool that enables you to define show and lead your organization exactly with what s important *Customer Support Associate Critical Questions Skills Assessment* Gerardus Blokdyk,2022-09-05

You want to know how to support your teams work during customer service interactions In order to do that you need the answer to what customer service or tech support will you provide The problem is how does your telephony system support your customer service experience which makes you feel asking how does the customer service and support currently work We believe there is an answer to problems like do you have a comprehensive customer support line for customers and agents

We understand you need to assess your Customer Support Associate skills workforce capability and capacity needs including skills competencies and staffing levels which is why an answer to how is the current customer support service process structured is important Here s how you do it with this book 1 Manage changes in Customer Support Associate skills requirements 2 Verify and validate the Customer Support Associate skills data 3 Manage Customer Support Associate skills risk So which tools apps integrations does your customer support team currently use This Customer Support Associate Critical Questions Skills Assessment book puts you in control by letting you ask what s important and in the meantime ask yourself what does a big data enabled customer support organization look like So you can stop wondering how do you support your teams work during customer service interactions and instead select collect align and integrate Customer Support Associate skills data and information for tracking daily operations and overall organizational performance including progress relative to strategic objectives and action plans This Customer Support Associate Guide is unlike books you re used to If you re looking for a textbook this might not be for you This book and its included digital components is for you who understands the importance of asking great questions This gives you the questions to uncover the Customer Support Associate challenges you re facing and generate better solutions to solve those problems INCLUDES all the tools you need to an in depth Customer Support Associate Skills Assessment Featuring new and updated case based questions organized into seven core levels of Customer Support Associate maturity this Skills Assessment will help you identify areas in which Customer Support Associate improvements can be made In using the questions you will be better able to Diagnose Customer Support Associate projects initiatives organizations businesses and processes using accepted diagnostic standards and practices Implement evidence based best practice strategies aligned with overall goals Integrate recent advances in Customer Support Associate and process design strategies into practice according to best practice guidelines Using the Skills Assessment tool gives you the Customer Support Associate Scorecard enabling you to develop a clear picture of which Customer Support Associate areas need attention Your purchase includes access to the Customer Support Associate skills assessment digital components which gives you your dynamically prioritized projects ready tool that enables you to define show and lead your organization exactly with what s important

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Customer Service Training Maxine Kamin,2006 A practical hands on road map to help the reader quickly develop training in customer service It offers all the exercises handouts assessments structured experiences and ready to use presentations needed to develop effective training sessions

Support Technician Critical Questions Skills Assessment The Art Of Service,2022-09-22 You want to know how to support your teams work during customer service interactions In order to do that you need the answer to how does your telephony system support your customer service experience The problem is what customer service or tech support will you provide which makes you feel asking how does the customer service and support currently work We believe

there is an answer to problems like how is the current customer support service process structured We understand you need to manage and improve your Support Technician skills work systems to deliver customer value and achieve organizational success and sustainability which is why an answer to which tools apps integrations does your customer support team currently use is important Here s how you do it with this book 1 Continue the effortless experience in the onboarding troubleshooting and customer support interactions when going through rapid expansion 2 View the convenience of your customer support system 3 Increase customer satisfaction across sales service and support channels So what does a big data enabled customer support organization look like This Support Technician Critical Questions Skills Assessment book puts you in control by letting you ask what s important and in the meantime ask yourself how do you support your teams work during customer service interactions So you can stop wondering what type of customer support or account management does it provide and instead put together a security plan that will support your DevSecOps pipeline and address your specific concerns This Support Technician Guide is unlike books you re used to If you re looking for a textbook this might not be for you This book and its included digital components is for you who understands the importance of asking great questions This gives you the questions to uncover the Support Technician challenges you re facing and generate better solutions to solve those problems INCLUDES all the tools you need to an in depth Support Technician Skills Assessment Featuring new and updated case based questions organized into seven core levels of Support Technician maturity this Skills Assessment will help you identify areas in which Support Technician improvements can be made In using the questions you will be better able to Diagnose Support Technician projects initiatives organizations businesses and processes using accepted diagnostic standards and practices Implement evidence based best practice strategies aligned with overall goals Integrate recent advances in Support Technician and process design strategies into practice according to best practice guidelines Using the Skills Assessment tool gives you the Support Technician Scorecard enabling you to develop a clear picture of which Support Technician areas need attention Your purchase includes access to the Support Technician skills assessment digital components which gives you your dynamically prioritized projects ready tool that enables you to define show and lead your organization exactly with what s important

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Blokdyk,2017-05-27 Are there Customer service training Models What potential environmental factors impact the Customer service training effort What are the success criteria that will indicate that Customer service training objectives have been met and the benefits delivered What knowledge skills and characteristics mark a good Customer service training project manager How will variation in the actual durations of each activity be dealt with to ensure that the expected Customer service training results are met Defining designing creating and implementing a process to solve a business challenge or meet a business objective is the most valuable role In EVERY company organization and department Unless you are talking a one time single use project within a business there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it For more than twenty years The Art of Service s Self Assessments empower people who can do just that whether their title is marketer entrepreneur manager salesperson consultant business process manager executive assistant IT Manager CxO etc they are the people who rule the future They are people who watch the process as it happens and ask the right questions to make the process work better This book is for managers advisors consultants specialists professionals and anyone interested in Customer service training assessment Featuring 606 new and updated case based questions organized into seven core areas of process design this Self Assessment will help you identify areas in which Customer service training improvements can be made In using the questions you will be better able to diagnose Customer service training projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Customer service training and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Customer service training Scorecard you will develop a clear picture of which Customer service training areas need attention Included with your purchase of the book is the Customer service training Self Assessment downloadable resource containing all 606 questions and Self Assessment areas of this book This helps with ease of re use and enables you to import the questions in your preferred Management or Survey Tool Access instructions can be found in the book You are free to use the Self Assessment contents in your presentations and materials for customers without asking us we are here to help This Self Assessment has been approved by The Art of Service as part of a lifelong learning and Self Assessment program and as a component of maintenance of certification Optional other Self Assessments are available For more information visit <http://theartofservice.com> SISXCCS201A Provide Customer Service David Scannell,Holmesglen Institute. Learning Innovation and Development,Service Skills Australia,2011 **Customer Service Complete Self-Assessment Guide** Gerardus Blokdyk,2017-05-05 What are the expected benefits of Customer Service to the business Is there a critical path to deliver Customer Service results When you use social media to complain about a Customer Service

issue how often do you feel you get an answer or your complaint is resolved by the company What other areas of the organization might benefit from the Customer Service team s improvements knowledge and learning How do we go about Comparing Customer Service approaches solutions Defining designing creating and implementing a process to solve a business challenge or meet a business objective is the most valuable role In EVERY company organization and department Unless you are talking a one time single use project within a business there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it For more than twenty years The Art of Service s Self Assessments empower people who can do just that whether their title is marketer entrepreneur manager salesperson consultant business process manager executive assistant IT Manager CxO etc they are the people who rule the future They are people who watch the process as it happens and ask the right questions to make the process work better This book is for managers advisors consultants specialists professionals and anyone interested in Customer Service assessment Featuring 552 new and updated case based questions organized into seven core areas of process design this Self Assessment will help you identify areas in which Customer Service improvements can be made In using the questions you will be better able to diagnose Customer Service projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Customer Service and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Customer Service Scorecard you will develop a clear picture of which Customer Service areas need attention Included with your purchase of the book is the Customer Service Self Assessment downloadable resource containing all questions and Self Assessment areas of this book This provides ease of re use and enables you to import the questions in your preferred Management or Survey Tool Access instructions can be found in the book You are free to use the Self Assessment contents in your presentations and materials for customers without asking us we are here to help This Self Assessment has been approved by The Art of Service as part of a lifelong learning and Self Assessment program and as a component of maintenance of certification Optional other Self Assessments are available For more information visit <http://theartofservice.com> Internal Customer Service Assessment FG Organization Design & Development, Inc.,2000

Defining the Customer Service Problem Complete Self-Assessment Guide Gerardus Blokdyk,2018-11-25 Think about the functions involved in your Defining the Customer Service Problem project what processes flow from these functions How likely is the current Defining the Customer Service Problem plan to come in on schedule or on budget How would you define the culture at your organization how susceptible is it to Defining the Customer Service Problem changes What are your current levels and trends in key measures or indicators of Defining the Customer Service Problem product and process

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