

Customer Service

Unit two: Prepare to deliver excellent customer service (M/503/0324)

2. In relation to your current organisation (or one that you know well), **explain** how the organisation identifies what their customers' expectations are. [3.3]

Where I working customer are free to make comments about the service that they had with us or the restaurant or normally the can make a formal complaint by email. With this comment my company knows about customers needs and expectations and my company make change for those group of customers how make the comment or complaint.

For example:

Few days ago, a customer made a comment about the slide tomato saying that the slide it was for small. My company answer him and they gave him a free voucher. After that the make a change in the procedures of how for make the preps and slide the vegetables.

3.

- a) **Explain** how the resources available can affect your organisation's offer and customer service expectations. [3.2]

If we do not maintain high standards we can lose clients, especially when there are others competitors with cheaper price and fast delivery. We always try to meet this expectations and make urgently change in fast delivery times and maintaining company standards all the time.

- b) **Explain** how financial implications can affect your organisation's offer and customer service expectation. [3.2]

Price, quality and time is very important in my company, because:

- Price we have so many competitors out there with cheaper prices and fast delivery.
- Quality is always expected for our customers and they can see in the menu the procedure s that we follow when we cook.
- Time is always important everywhere.

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4. Give at least two examples of when customer service may be limited by organisational goals. These examples can relate to your own organisation or one that you know well.

[3.4]

-Sometimes we cannot provide a fast delivery time because our food is fresh and this can affect my company because most of the people on weekend want to be delivered fast and go.

-We cannot reduce the cost of the food, because our product is totally fresh and expensive. that's why we have free voucher meal for customers birthdays and special days

5. Describe what you would do / say in order to tell a customer that their service expectations are outside of the organisation's offer. [3.5]

-I will explain to them the reason and I will give them a solution.

-I will offer them other same product with same price.

-I will speak with my Manager for give them a discount.

-Also I will discuss with my Manager alternatives to reach this expectations.

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Page 9 of 15

Now that you have completed part 3 of your Assessment, remember to save the work you have done so far – you will need to send your work to your tutor for marking once you have completed all 5 parts of this Assessment.