

Assessment Requirements

Unit G8K – Knowledge of how to Identify and Agree Customer Service Needs

Content:

Organisational Requirements

- a. Explain the organisation's terms and conditions applicable to the acceptance of customer vehicles.
- b. Explain the content and limitations of vehicle and component warranties for the vehicles dealt with by your organisation.
- c. Detail what, if any, limits there are to the authority for accepting vehicles.
- d. Detail why it is important to keep customers advised of progress and how this is achieved within the organisation.
- e. Detail the organisation's procedures for the completion and processing of documentation and records, including payment methods and obtaining customer signatures as applicable.

Principles of Customer Communication and Care.

First Impressions.

Listening skills – 80:20 ratio.

Eye contact and smiling.

Showing interest and concern.

Questioning techniques and customer qualification.

Giving clear non-technical explanations.

Confirming understanding (statement/question technique, reflective summary).

Written communication – purpose, content, presentation and style.

Providing a high quality service – fulfilling (ideally exceeding) customer expectations within agreed time frames.

Obtaining customer feedback and corrective actions when dissatisfaction expressed.

k. Dealing with complaints.

Company Products and Services

- a. Service standards
 - i. national
 - ii. manufacturer
 - iii. organisational
- b. The range and type of services offered by the organisation.
 - i. diagnostic.
 - ii. servicing.
 - iii. repair.
 - iv. warranty.
 - v. MOT testing.
 - vi. fitment of accessories/enhancements.
 - vii. internal.
- c. The courses of action available to resolve customer problems.
 - i. the extent and nature of the work to be undertaken.
 - ii. the terms and conditions of acceptance.
 - iii. the cost.
 - iv. the timescale.
 - v. required payment methods.
- d. The effect of resource availability upon the receipt of customer vehicles and the completion of work.
 - i. levels and availability of equipment.
 - ii. levels and availability of technicians.

- iii. workshop loading systems.
- e. How to access costing and work completion time information.
 - i. manuals.
 - ii. computer based.

Vehicle Information Systems, Servicing and Repair Requirements

- a. Accessing technical data including diagnostics.
- b. Servicing to manufacturer requirements/standards.
- c. Repair/operating procedures.
- d. MOT standards/requirements.
- e. Quality controls – interim and final.
- f. Requirements for cleanliness of vehicle on return to customer.
- g. Handover procedures.

Consumer Legislation To include:

- a. consumer protection
- b. sale of goods
- c. data protection
- d. product liability
- e. health and safety
- f. discrimination