

Assessment Booklet | BSBCUS501

9. Describe in detail how you would identify required resources (e.g., people, schedule, budget, materials and equipment) during customer service planning?

Please NOTE: Your answer will vary based on your business or organisation's procedures but it should indicate that you have a good understanding of these procedures. Also the procedures and your interpretation and implementation of these procedures are effective at gaining the necessary resources to support individual and team customer service and service delivery requirements.

How are the required resources acquired and allocated to provide these quality products and/or effective services to your business's customers?

10. When making decisions to overcome problems or adapt service delivery methods, how do you and your work team ensure that decisions satisfy both organisational and customer requirements?

Discuss the following points below:-

- Leadership, supervision and coaching help colleagues to overcome difficulty in meeting customer service standards
- Service delivery decisions require that:
- Organisation standards are known
- Customer requirements are understood
- Parameters for decisions are clarified
- Decisions are based on reliable data.
- Decisions are taken in consultation with appropriate stakeholders.
- Potential impact is clearly understood.
- Consultation with customers and business stakeholders is undertaken as necessary.