

Unit 405

Lead a team to improve customer service (ICS D11)

Outcome 4

Understand how to lead a team to improve customer service

Assessment criteria

(What you must know)

The learner can:

Portfolio reference number

4.1	describe the roles and responsibilities of their team members and where the team members fit in the overall structure of the organisation	
4.2	explain how team and individual performance can affect the achievement of organisational objectives	
4.3	explain the implications of failure to improve customer service for their team members and their organization	
4.4	describe how to plan work activities	
4.5	explain how to present plans to others to gain understanding and commitment	
4.6	explain how to facilitate meetings to encourage frank and open discussion	
4.7	explain how to involve and motivate staff to encourage teamwork	
4.8	describe how to recognise and deal sensitively with issues of underperformance	
Assessor initials:		

Evidence requirements	Portfolio reference number
5. The Learner will show they have taken into account the organisation constraints of: <ul style="list-style-type: none"> • cost • time • human resources • other resources 	
6. The Learner will show they have taken into account the team or individual constraints of: <ul style="list-style-type: none"> • existing workloads • individual capabilities and sensitivities 	
7. The Learner will prove that they have taken time with each team member to: <ul style="list-style-type: none"> • plan and organise their work • provide support and guidance • give and seek feedback on performance 	