**

**Delivering Excellent Service**

*Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up service standards.*

**Self**

|  |  |  |
| --- | --- | --- |
| Indicator | How I do/have done this | How I could start/continue to do this |
| Resolving problems quickly in a courteous and purposeful manner |  |  |
| Ensuring systems and processes are kept up to date |  |  |
| Delivering what you promise |  |  |
| Setting appropriate boundaries and managing expectations |  |  |
| Being clear about where you can be flexible and where you cannot and why |  |  |
| Being up to date with best client service practice in the sector  |  |  |
| Engaging positively with quality assessment processes |  |  |

**Others**

|  |  |  |
| --- | --- | --- |
| Indicator | How I do/have done this | How I could start/continue to do this |
| Seeing things from your clients’ viewpoint |  |  |
| Listening, questioning and clarifying in order to understand your clients’ needs |  |  |
| Using client feedback to driveimprovements |  |  |
| Tailoring communication to meet clients’ needs |  |  |
| Fostering a continuousimprovement philosophy |  |  |
| Delivering consistent servicestandards |  |  |

**Organisation**

|  |  |  |
| --- | --- | --- |
| Indicator | How I do/have done this | How I could start/continue to do this |
| Defining excellent service |  |  |
| Interpreting rules and regulations flexibly to balance client and organisational needs |  |  |
| Consistently giving positivemessages about the organisation |  |  |

Examples of behaviours that may indicate a need for further development in delivering excellent service

* Overuse of organisational jargon
* Adopting a ‘one size fits all’ approach
* Hiding behind rules and regulations
* Providing anonymous service by withholding name or contact details
* Ignoring client feedback