

2. Complete the table below by **describing** the differences in customer service between commercial, public and third sector organisations. You should **outline** customer service roles in each organisation and highlight **the differences** in how customer service is carried out across these organisations. [1.2]

Organisation type	Description of customer service and the differences between organisations
Commercial organisation	The main purpose of the commercial organisation is to maximise profit by offering products and services, according to needs of customers. This goal can be achieved by using unique selling point (USP) to create customer loyalty, brand image and increase their market share. They focus on understanding the customer needs and wants so that they create products and services to satisfy customers. These organisations provide various services like customer care, after sale services, customised sales offer and home delivery. The objective of these services is to get a competitive advantage and to earn the profit. For example SUBWAY providing a unique service to enjoy the customised meal by adding ingredients according to the taste of the customers.
Public organisation	It is the organisation that is formed by statutory order of parliament. The government relies on tax collection to operate public organisations. The basic purpose of the public organisation is to provide services to the general public. They focus on customer satisfaction rather than their profit. They focus on identifying the basic needs of the common person so that they can invest to provide the benefits to the customer. On the contrary to the commercial organisation a public organisation focuses on efficient funds utilization and greater benefits of public. For example In NHS, the managerial staff will analyse the resources utilised in the hospital with a number of patients treated.
Third sector organisation	It is a non-profit organisation which is also known as a social enterprise. It includes trusts, charities, community groups and cooperatives. The donors give funds to provide products and services to the people who are in need. Many third sector organisations arrange funds by selling donated belongings. For example in British heart foundation, they sell donated furniture to raise their money so that they can fight against heart disease. Their focus is to measure the benefits of their operations in terms of better lifestyle of needy people. The main focus is to provide services for the improvement of society and get the higher confidence of donors. They focus on maintaining the communication between volunteer and donor through telephone, e-mails, post, blogs etc. in order to provide the customer service. They completely depend on donated funds and the volunteer would be cost effective so that they can cultivate the culture that creates good will to public.

# Vision2learn Customer Service Assessment 1 Answers

**David Scannell, Holmesglen Institute.  
Learning Innovation and  
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Institute. Learning Innovation and Development,Service Skills Australia,2011 **Customer Service Complete Self-Assessment Guide** Gerardus Blokdyk,2017-05-05 What are the expected benefits of Customer Service to the business Is there a critical path to deliver Customer Service results When you use social media to complain about a Customer Service issue how often do you feel you get an answer or your complaint is resolved by the company What other areas of the organization might benefit from the Customer Service team s improvements knowledge and learning How do we go about Comparing Customer Service approaches solutions Defining designing creating and implementing a process to solve a business challenge or meet a business objective is the most valuable role In EVERY company organization and department Unless you are talking a one time single use project within a business there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it For more than twenty years The Art of Service s Self Assessments empower people who can do just that whether their title is marketer entrepreneur manager salesperson consultant business process manager executive assistant IT Manager CxO etc they are the people who rule the future They are people who watch the process as it happens and ask the right questions to make the process work better This book is for managers advisors consultants specialists professionals and anyone interested in Customer Service assessment Featuring 552 new and updated case based questions organized into seven core areas of process design this Self Assessment will help you identify areas in which Customer Service improvements can be made In using the questions you will be better able to diagnose Customer Service projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Customer Service and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Customer Service Scorecard you will develop a clear picture of which Customer Service areas need attention Included with your purchase of the book is the Customer Service Self Assessment downloadable resource containing all questions and Self Assessment areas of this book This provides ease of re use and enables you to import the

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Customer Service Training Complete Self-Assessment Guide Gerardus Blokdyk,2018-01-05 Why is it important to have senior management support for a Customer service training project What are the disruptive Customer service training technologies that enable our organization to radically change our business processes Is Customer service training currently on schedule according to the plan Has the Customer service training work been fairly and or equitably divided and delegated among team members who are qualified and capable to perform the work Has everyone contributed What vendors make products that address the Customer service training needs This easy Customer service training self assessment will make you the established Customer service training domain standout by revealing just what you need to know to be fluent and ready for any Customer service training challenge How do I reduce the effort in the Customer service training work to be done to get problems solved How can I ensure that plans of action include every Customer service training task and that every Customer service training outcome is in place How will I save time investigating strategic and tactical options and ensuring Customer service training opportunity costs are low How can I deliver tailored Customer service training advise instantly with structured going forward plans There s no better guide through these mind expanding questions than acclaimed best selling author Gerard Blokdyk Blokdyk ensures all Customer service training essentials are covered from every angle the Customer service training self assessment shows succinctly and clearly that what needs to be clarified to organize the business project activities and processes so that Customer service training outcomes are achieved Contains extensive criteria grounded in past and current successful projects and activities by experienced Customer service training practitioners Their mastery combined with the uncommon elegance of the self assessment provides its superior value to you in knowing how to ensure the outcome of any efforts in Customer service training are maximized with professional results Your purchase includes access details to the Customer service training self assessment dashboard download which gives you your dynamically prioritized projects ready tool and shows your organization exactly what to do next Your exclusive instant access details can be found in your book      *The Relationship Between the Customer Service Role and Needs Assessment Process in Training as They are Currently Practiced in the Training Industry* Rinnette Minor Godwin,1996      Becoming A Customer Service Star PG, 3E Bruce Matza,2009-03-01      **Customer Service Representative Complete Self-Assessment Guide** Gerardus Blokdyk,2018 Customer service representative Complete Self Assessment Guide      Crisp Assessment Logical Operations LLC,1994-03-23 Are you interested in improving your customer service especially the skills of frontline

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