

Organizational Behavior

Name

Institutional Affiliation

Date

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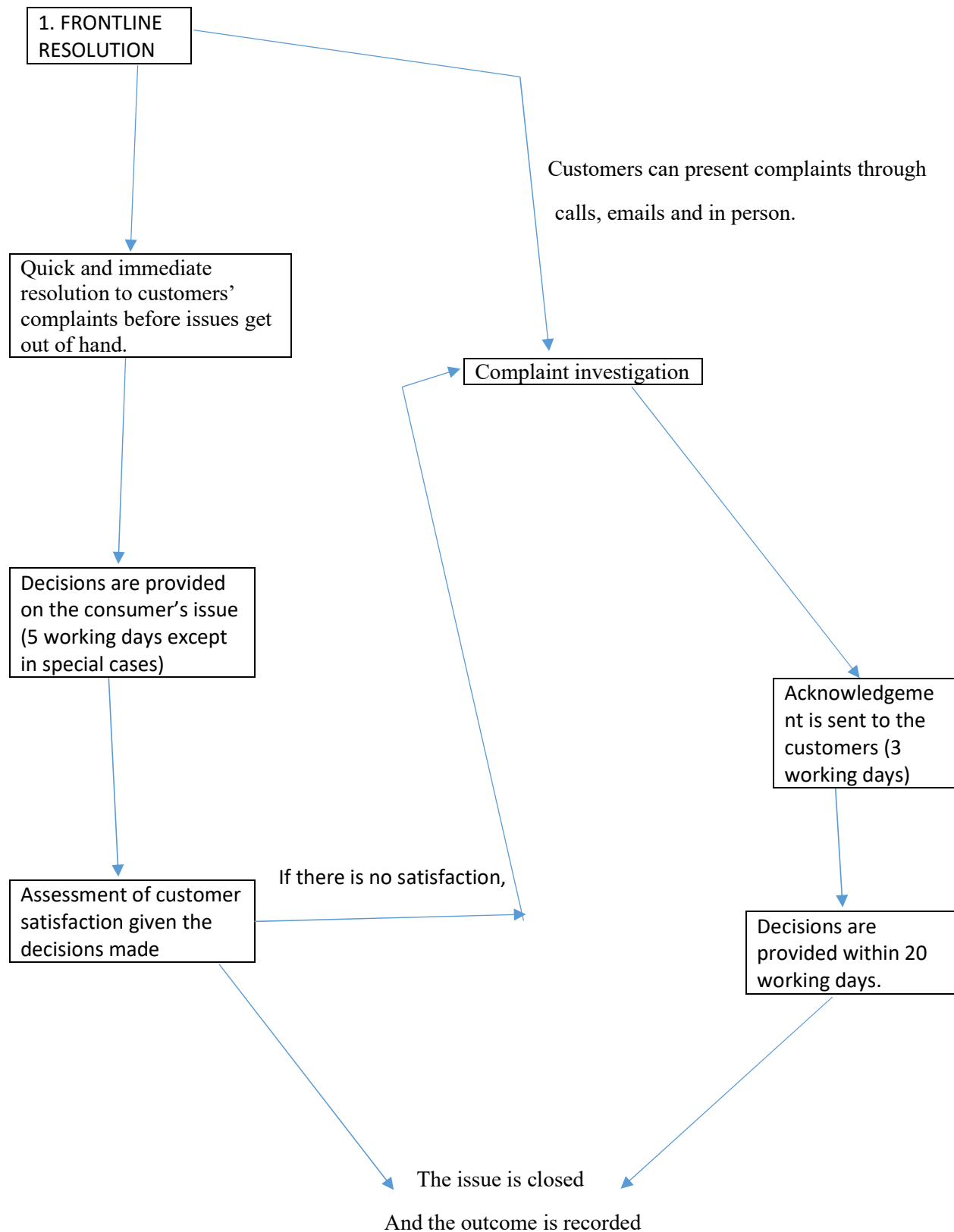
Customer Service Standards

Customer service standards outline the relationship and interactions that the business owner, management and employees establish with their customers, which lead to customer expectation and satisfaction (Parmenter, 2015). For the employees, some customer service standards may include;

- Being welcoming to the customers by greeting them and finding out how to help them.
- Focusing on quality service and working towards achieving customer satisfaction.
- Admitting mistakes that may occur from the actions of employees that may offend or dissatisfy the customers.
- Giving customers full attention and serving them diligently
- Offering support to the customers in areas that they may not be having ideas of what to do.
- Being attentive while tallying and keen while giving out balance to the customers.
- Respecting every customer regardless of their race, gender and background, mainly focusing on the business aspect of every interactions.

Customer Complaints Resolution Flow Chart

This outlines the guide that the business and the customer follow in each step, to achieve a civilized and organized process of handling customer complaints.



Key Performance Indicators

The company will settle on two main key performance indicators that will be used to monitor and measure the performance and standards of services. The two most crucial indicators are efficiency indicators and quality indicators. Various efficiency indicators levels will be employed to estimate the efficiency of the company operations, especially those that directly link to customer services at the shop and their satisfaction. The main level of efficiency indicator that will be used is the corporate level. This is because corporate efficiency indicators outline guidelines that help the employees and the management to build good relationships among themselves first, before extending those good organizational behaviors to the customers (Parmenter, 2015). Some guidelines outlined in the corporate efficiency indicators will include attention given to customer service, the respect accorded to all the customers within the store, and strategies for retaining the most loyal customers. This will be determined by the number of customers visiting the store and the type of report that they provide to the company about how they are served.

Secondly, quality indicators will be used to determine the quality of services offered to the clients. This will be in terms of goods and services. By ensuring top-quality products are served to the customers, the company will expect that the level of customer retention will improve, and the store will be able to attract more customers. Furthermore, the store will ensure that timely and professional services are provided to the clients, and that will be determined by the reports based on customer feedback. This can also be determined by the number of loyal customers retained and the number of new customers acquired by the store (Parmeter, 2015). These two performance indicators are advantageous for the store since they give insights on the kind of

planning that the store requires, and help in the everyday improvement of the quality of commodities and services offered to the clients.

Reference

Parmenter, D. (2015). *Key performance indicators: developing, implementing, and using winning KPIs*. John Wiley & Sons.