

What is it?

Benchmarking Customer Service Competence™ (BCSC) is an online 360-degree Profiling tool designed for benchmarking and measuring individual and organisational customer service performance against a competency standard. Consultants who deliver BCSC™ receive a high return rate (over 90%) of questionnaires, mainly due to ease of online completion.

Who is it for?

The BCSC™ competencies measure Customer Service regardless of function or level within the organisation. This is because quality Customer Service needs to be central to all roles within an organisation, from CEO to front desk.

What it does...

Participants (Self, Manager, Other) answer questions that encompass essential competencies: Implement Service Principles, Demonstrate Service Values, Apply Proficient Knowledge of Product or Service, Create a Positive Impression, Communicate Effectively, Promote Solutions, Adjust to Change.

Benchmarking Customer Service Competence gives consultants the tools to show their clients where their level of service is today. It answers:

- How well do individuals in customer service roles perform today?
- How do individual departments in the company fare when compared with each other?
- How does the organisation look when analysed alongside the best practices of other companies and industries?

Reports can be grouped by Division, Business Unit, Location, Team, Gender, Age Group, Organisational Level, and Job Category for accurate analysis to assist with process improvement.

Why it is unique?

BCSC is soundly based on a solid Customer Service Competency Standard. Reports are normed against an international database of respondents. The product is applicable to all levels within an organisation from CEO to front desk.