If you have suggested additions, or you find that some links are not working, please email [resourcelist@fess.ie](mailto:resourcelist@fess.ie)

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| **Minor Award Name** | **Customer Service** |
| **Minor Award Code** | **4N1989** |
| **Level** | **4** |

**Suggested resources to support delivery:**

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| --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Customer Service Principles | Presentation | This presentation focuses on the principles of customer service. | Source: Published in Economy Business & Finance | <http://www.slideshare.net/guestf74142/customer-service-powerpoint-301033> |
| Article | This article describes the organisations approach to the principles of customer service | Author: Ken Wallace | <http://www.customerservicemanager.com/15-principles-for-complete-customer-service/> |
| Customer Service Standards | Article | This article describes examples of quality customer service | Author: Linda Ireland | <http://customerthink.com/4-inspiring-customer-experience-examples/> |
| Article | Descriptions of various examples of excellent customer service | Author: Glen Stansberry | <https://www.americanexpress.com/us/small-business/openforum/articles/10-examples-of-shockingly-excellent-customer-service-1/> |
| Article | This articles relates to poor standards of customer service | Author: Rosemary McCabe | <http://www.irishtimes.com/blogs/fash-mob/2012/10/11/tales-in-bad-customer-service-zara-oxford-st/> |
| Article | Various examples of poor customer service stories | Author: Kate Nasser | <http://katenasser.com/worst-customer-service-stories-train-best-csrs/> |
| Types of Customers | Presentation | This presentation explains the difference between external and internal customers | Author: Candece McAlister | <http://www.slideshare.net/candecemcalister/ext-in-t-g> |
| Presentation | This presentation describes different types of customers and their characteristics and deals with customer behaviours | Author: Saqina Sailanawata | <http://www.slideshare.net/SaqinaSailanawala/types-of-customers?qid=fa2f4a2a-10b0-4d8a-bdcf-1c264e62e7f3&v=qf1&b=&from_search=4> |
| Document | This toolkit describes in detail the various specific needs of customers and information on how to address them | National Disability Authority | <http://nda.ie/Resources/Accessibility-toolkit/Make-your-services-more-accessible/> |
| Book | This chapter covers how to assist customers with different needs, difficulties and discrimination with exercises following | Author: Suzanne Twomey | Customer Service in Ireland 3rd Edition – Chapter 8 |
| Consumer Rights & Legislation | Website | The citizen information website provides information on legislation relevant to consumers in Ireland | Citizen Information | <http://www.citizensinformation.ie/en/> |
| Website | Consumer Association of Ireland | Consumer Association of Ireland | <http://thecai.ie/> |
| Booklet | This booklet provides information for customer rights when shopping | Competition and Consumer Protection Commission | <http://www.consumerhelp.ie/media/7.Yourrightswhenshopping1.pdf> |
| Website | The Law Association of Ireland website provides links to consumer legislation and consumer acts | Law Association of Ireland | <http://www.lawsociety.ie/lawinfo/Areas-of-Law/Consumer/> |
| Website | This website offers information and advice for consumers buying goods or services in another European country under the Sale of Goods Act | European Consumer Centre | <http://thecai.ie/your-rights/european-consumer-centre> |
| Customer Service Activities | Article | This article relates to the skills involved in looking after the customer and highlights customer service case studies | Decision Magazine | <http://www.decisionmagazine.co.uk/Int%20pdf's/Looking%20after%20the%20customer.pdf> |
| Book | This chapter covers customer queries, requests and problems with procedures on how to deal with them | Author: Sally Bradley | Customer Service S/NVQ 2 – Unit 6 |
| Article | This article describes customer service problems | Author: Shep Hyken | <http://www.customerservicemanager.com/solving-customer-problems/> |
| Article | This article gives a detailed description of the various customer service roles and positives and negatives associated with their responsibilities | Irish Jobs | <http://www.irishjobs.ie/careeradvice/customer-service-job-description/> |
| Customer Service Roles | Article | This articles relates to training, education and personal qualities representative of customer service personnel | Truity | <http://www.truity.com/career-profile/customer-service-representative> |
| Presentation | This presentation highlights the importance of teamwork in delivering quality customer service | Author: Chandani Kanthi Basnayake | <http://www.slideshare.net/kanthibas/internal-customers-and-team-work> |
| Teamwork in Customer Service | Case Study/Toolkit | This toolkit gives guidelines on delivering a case study on teamwork in customer service | Author: Enda Larkin | <http://htc-consult.com/new/wp-content/uploads/Trainer-Tools-Basic-Customer-Care-Case-Study.pdf> |
|  | Presentation | This presentation details effective communication skills to customers in the form of face to face, telephone and written | Author: Faakor Fiadzigbey | <http://www.slideshare.net/faxlove/effective-customer-communication-skills> |
| Communication Skills | PowerPoint Presentation | This presentation delivers the communication skills required in the workplace. | Author: Rajiv Bajaj | <http://pptclub.blogspot.ie/2014/11/pptclub-organizational-communication-powerpoint-presentation.html> |
| Templates | Sample templates, notes and information for complaint letters, emails and responses | Consumer and Customer Protection Commission | <http://www.consumerhelp.ie/complaint-template-letter> |
| Templates  Book | Sample templates, notes and information for complaint letters, emails and responses  This book presents templates for documents used in communicating with customers | Author: Alan Chapman | <http://www.businessballs.com/complaintsletters.htm> |
| Consumer Action | <http://www.consumer-action.org/alerts/articles/sample_complaint_letter_and_email> |
| Authors: John Scott and Catherine Fox | In English and Communications for Business Students – Chapter 4 |
| Presentation | This presentation covers the reasons for customer complaints, the steps involved in handling complaints through to service recovery | Author: Faakor Fiadzigbey | <http://www.slideshare.net/faxlove/customer-complaint-management> |
| Customer Service Interactions & Complaints | Book | This chapter identifies difficult customers and complaints and identifies the steps involved in rectifying the situations, with practical lessons for learners to complete | Author: Renee Evenson | Customer Service Training 101 Second Edition – Part II – Chapter 8 |
| Article | These articles highlight tips and methods to handle customer complaints | Author: Ellen Goodwright | <http://www.customerservicemanager.com/5-ways-to-handle-customer-complaints/> |
| Article | This article identifies a step by step approach to dealing with customer complaints | Author: Rick Conlow | <http://www.customerservicemanager.com/customer-complaints-laaf-method/> |
| Presentation | Part V of the presentation deals with customer complains | Author: Loryn Quino | <http://www.slideshare.net/loryn_aquino/customer-service-training1> |
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**Useful Organisations:**

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| **Name** | **Contact Information** |
| Customer Service Excellence Ireland | <http://www.cseireland.ie> |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie) |
| National Council for Curriculum and Assessment (NCCA) | [www.ncca.ie](http://www.ncca.ie) |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates  Online courses delivered mainly by Universities and Colleges worldwide. | <https://www.mooc-list.com/>  <http://www.open.edu/>  <https://alison.com/learn/customer-service>  <http://www.lynda.com/>  <https://www.coursera.org/>  <http://oyc.yale.edu/>  <http://www.extension.harvard.edu/open-learning-initiative> |

**Other Resources**

|  |  |
| --- | --- |
| **Name** | **Contact Information** |
| Slideshare | <http://www.slideshare.net> |
| Skillshare | <https://www.skillshare.com> |
| FETAC Resources | <http://www.fetacresources.com/fetacresources/> |

**Useful Books**

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| **Name** | **Author** | **Publisher** |
| Customer Service | Suzanne Twomey | Gill and Macmillian  [**http://www.gilleducation.ie/customer-service/customer-service/customer-service-in-ireland**](http://www.gilleducation.ie/customer-service/customer-service/customer-service-in-ireland) |
| Customer Service Training 101 Second Edition | Renee Evenson | AMACOM Books  http://www.amacombooks.org |
| Consumer Behaviour | Margaret Linehan | Gill and Macmillian  <http://www.gilleducation.ie/marketing-uni/marketing-uni/consumer-behaviour> |
| Customer Service S/NVQ 2 | Sally Bradley | Heinemann  <http://www.harcourt.co.uk>  ISBN:9780435465293 |
| English & Communications for Business Students | John Scott and Catherine Fox | Gill and Macmillian  [**http://www.gilleducation.ie/communications-uni/communications-uni/english--communications-for-business-students-5th-edition**](http://www.gilleducation.ie/communications-uni/communications-uni/english--communications-for-business-students-5th-edition)  ISBN: 9780717140343 |
| Effective Communication | Nicholas Harvey | Gill and Macmillian  <http://www.gilleducation.ie/communications/communications/effective-communication>  ISBN: 9780717159765 |