

Confidence with NVQ

TNS Testimonial

Steve Grindey joined the Littleport branch Parts team in June 2008.

His role involves serving customers at the busy parts counter, receiving, logging and distribution of inbound goods, as well as ordering required parts for customers, both internal and external, and showroom presentation. His responsibilities have recently included the role of Stihl branch champion, which requires in-depth knowledge of the Stihl range to assist customers with selecting the most suitable product for their needs.

In the Summer of 2014 Steve completed his Customer Services NVQ for levels 2 and 3. This NVQ addresses areas such as delivery of service, legal and data protection issues, Point of Sale, promotions and how to maximise the impact of the showroom area.

As part of the NVQ Steve has also re-taken his GCSE English and Maths qualifications.

Steve explains: "The NVQ is so much more than just academic studies, I've become aware of how to read a customer's body language

to know what the best approach is to use when serving them. Plus my personal confidence has really improved - I used to avoid talking to customers on the phone about products but now I'm much more confident with talking to customers both face to face and over the phone."

The NVQ training has already brought benefits to the team on a daily basis.

Steve adds: "As part of the course we looked at different ways to monitor customer service and undertook an analysis of good areas of service and where we could improve. As part of that exercise two of my suggestions have been implemented by the team. One of which is the installation of providing hot drinks for customers when they come into the branch - this creates an informal atmosphere giving the opportunity for



discussions, which can often lead to sales without any hard sell techniques. The second suggestion was the use of a rota system for the team. To help keep things fresh the team, on a weekly basis, rotate around key service provision - either goods in, serving at the counter or serving internal customers at the workshop counter. This means that for during that week there is a continuance of contact for each enquiry, from ordering, to delivery through to sale.

Steve adds: "The NVQ has helped me to look at customer service from a different perspective. For me, the NVQ = confidence."

