

**SKILLS FRAMEWORK FOR THE RETAIL  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

<b>TSC Category</b>	Customer Experience					
<b>TSC</b>	Service Partnerships					
<b>TSC Description</b>	Collaborate with partners to deliver and enhance the customer experience					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>RET-CEX-4015-1.1</b>	<b>RET-CEX-5015-1.1</b>	
				Establish and maintain relationships to enhance service excellence, which includes implementing continual improvements to strengthen relationships with service partners	Establish partnerships that are necessary to the organisation in delivering service excellence and to enhance the service operations process	
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>Types of service partners</li> <li>Roles and function of service partners in the service supply chain</li> <li>Methods to assess performance of service partners</li> <li>Methods to strengthen relationships with service partners</li> </ul>	<ul style="list-style-type: none"> <li>Strategies to establish value creating partnerships</li> <li>Types of service partners</li> <li>Methods to strengthen collaborations with service partners</li> <li>Techniques to evaluate performance of partnerships</li> </ul>	
<b>Abilities</b>				<ul style="list-style-type: none"> <li>Establish and maintain relationships with service partners to enhance service excellence</li> <li>Updating service partners on the organisation's vision, mission, values and customer-focused strategy</li> <li>Share with service partners the organisation's service standards and key performance indicators (KPIs) for service partners</li> <li>Share industry knowledge and experience with service partners</li> <li>Assess performance of service partnerships to identify areas of improvement</li> <li>Implement continual</li> </ul>	<ul style="list-style-type: none"> <li>Establish value creating partnerships with service partners to achieve organisational service excellence</li> <li>Identify the value which the alliance would bring to each party</li> <li>Develop clarity and reasons for partnership</li> <li>Develop and maintain trust which may include: <ul style="list-style-type: none"> <li>Create clear and robust partnership arrangements</li> <li>Strengthen collaborations with service partners to enhance performance to achieve the organisation's service standards</li> </ul> </li> <li>Evaluate performance of service partners and their contributions to the organisation's service</li> </ul>	

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				<p>improvements to strengthen relationships with service partners</p> <ul style="list-style-type: none"> <li>• Communicate reason(s) for continual improvements to service partners</li> <li>• Communicate continual improvements to team</li> <li>• Obtain feedback from service partner on improvements</li> <li>• Monitor service partners' performance after implementation of continual improvements</li> </ul>	standards	
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