

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

TSC Category	Customer Experience					
TSC	Service Planning and Implementation					
TSC Description	Develop and implement strategies and plans for the service operations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-CEX-1016-1.1		RET-CEX-3016-1.1	RET-CEX-4016-1.1	RET-CEX-5016-1.1	
	Deliver service excellence by utilising organisational service operations resources		Manage service operations in accordance to organisational guidelines to achieve service excellence	Develop service operations plans to deliver service excellence, evaluate service operations performance, and implement corrective actions for improvement	Plan and support the organisation's service operations and develop performance indicators to measure performance and improve service operations efficiency	
Knowledge	<ul style="list-style-type: none"> Importance of one's role in the service value chain Sources of information commonly sought by organisation's customers Principles of effective team communication Organisation's service standards Effective communication skills Types of service performance issues Organisation's service escalation process Methods to monitor personal performance 		<ul style="list-style-type: none"> Types of resources required by the organisation for service operations Organisation's guidelines to support service operations Methods to implement guidelines for service operations Types of performance issues related to service operations Process of resolving performance issues Sources of feedback on service operations Process of monitoring feedback on service operations 	<ul style="list-style-type: none"> Organisation's customer-focused strategy Platforms to communicate the service operations plan Methods to evaluate performance of service operations Types of corrective actions to improve service operations performance 	<ul style="list-style-type: none"> Organisation's service operations strategy Methods for developing the service operations strategy Process, infrastructure and resource requirements for service operations Methods to assess the organisation's service capacity Methods to select key performance indicators to assess the performance of service operations Components of a business continuity plan 	
Abilities	<ul style="list-style-type: none"> Recognise the role that one plays in the service value chain and organisation's vision, mission and values Acquire information commonly sought by organisation's customers Deliver service as part of a team according to the organisation's service standards Escalate service performance issues that affect the organisation's service standards Follow up with actions to 		<ul style="list-style-type: none"> Recognise resources required for service operations Recognise the resources required at different points of the service value chain Deploy resources according to service operations plan Recognise the role of support centres and/or contact centres in service delivery Monitor workload allocation among team Review resource 	<ul style="list-style-type: none"> Develop service operations plan that is in line with the organisation's customer-focused strategy Communicate service operations plan to team Evaluate performance of service operations against organisation's key performance indicators Implement corrective actions to improve service operations performance 	<ul style="list-style-type: none"> Develop service operations strategy Establish available resources Define future organisational requirements based on future business plans of the organisation Forecast customer demand patterns Formulate required support necessary for service delivery given the organisation's future needs Map the service supply 	

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	resolve the service performance issue		<p>requirements to cater to high volume customer traffic situations</p> <ul style="list-style-type: none"> • Implement service operations to achieve service excellence • Resolve performance issues within one's limits of authority that may occur during service operations • Monitor feedback from customers and team on service operations 		<p>chain</p> <ul style="list-style-type: none"> • Assess the organisation's service capacity to minimise service disruptions • Develop key performance indicators to measure service operations performance • Establish business continuity plan for on-going service excellence 	
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