Demonstrate the following key customer service skills/competencies:

- Appropriate customer service skills/competencies relevant to your role
- A sound knowledge of services and products.
- Clear and concise verbal and written skills.
- Conduct administrative processes in an accurate manner.
- Work well in a team environment.
- Provide a ‘can do’ approach.
- Follow up on customer needs where necessary.

Demonstrate the following key customer service attributes:

- Friendly, cheerful, courteous and helpful.
- Understanding and empathy.
- Patience, reliability and trustworthiness.
- Promote a positive attitude to customers.
- Display integrity, trust and respect.
- Always be neatly dressed and well presented for customers.
- Display a positive image to customers including customer-friendly body language and posture.