

Monitor and solve customer service problems

The Successful FM
ASTFM304

Knowledge

Behaviours

Success

Performance

Procedures

Services

Systems

Customers

Context

Techniques

Consequences

Vigilance

Positivity

Ownership

Teamwork

Empathy

Patience

Analysis

Problem solving

Creativity

Service

Problems

React

Anticipate

Solutions

Avoidance

Reputation

Opportunity

Results

Respond

Resolve

Collaborate

Communicate

Identify

Analyse

Prevent

Plan

Perform

Monitor