

Domain	POSTAL CORE	Unit ID: 671
Title:	Apply basic customer service as part of postal services	
Level: 1		Credits: 4

Purpose

This unit standard specifies the competencies required to apply basic customer service as part of postal services. It includes identifying different types of customers and their needs, interests and expectations; maintaining personal presentation and hygiene; greeting customers; responding to customer enquiries and responding to customer complaints. This unit standard is intended for those who work in postal services.

Special Notes

1. Entry information:

Prerequisite:

- Unit 667 *Follow basic workplace health, safety and security procedures in a postal work environment*

or demonstrated equivalent knowledge and skills

2. Assessment may be conducted at a workplace, or simulated real workplace or an appropriate simulated environment in which postal service operations are carried out.
3. Customer service is provided in all areas of postal services, including postal and mail operations, savings bank operations and courier transport, distribution and storage operations.
4. Regulations and legislation relevant to this unit standard include the following:
 - Namibia Labour Act, No 11 of 2007
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - National Road Traffic Act 22 of 1999; Chapter 6 part 4 (Hazardous goods)
 - Occupational Health and Safety Regulations No.18, 1997

and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Identify different types of customers and their needs, interests and expectations

Range:

Postal services customers include but are not limited to: different types of customers including business, private and government customers; customers with different demographic characteristics including age, cultural background, language group, gender, country of origin; customers with special interests such as philatelic customers; and customers with disabilities.

Needs, interests and expectations of customers may include but are not limited to: postal services; customer service; product knowledge; language skills; compliance with company and legislative standards regarding privacy and confidentiality; information on postal services.

Performance Criteria

- 1.1 Postal services customers are identified in line with company policy and procedure.
- 1.2 Needs, interests and expectations of the different types of postal services customers are identified in line with company policy and procedure.

Element 2: Maintain personal presentation and hygiene

Range:

Personal hygiene may include but is not limited to: personal cleanliness; personal illness; cleaning of clothes, uniform and shoes; and oral health care.

Personal presentation may include but is not limited to: wearing a uniform; displaying name badge; and personal grooming.

Professional image is in line with company policy and procedure.

Performance Criteria

- 2.1 Personal hygiene is maintained in line with company policy and procedure.
- 2.2 Personal presentation standards are met and maintained in line with company policy and procedure.
- 2.3 A professional image is presented in line with company policy and procedure.

Element 3: Greet customers

Range

Company customer service standards may include but are not limited to: timeliness, accuracy, confidentiality, privacy, objectivity, courtesy, active listening and information sharing.

Body language includes but is not limited to: posture, facial expression, eye contact, speed of movement.

Verbal communication includes but is not limited to: tone, pitch, volume and pace of speech.

Performance Criteria

- 3.1 Company customer service standards are applied in interactions with customers.
- 3.2 Customers are greeted in a polite and welcoming manner in line with company customer service standards.
- 3.3 Regular customers are recognized and greeted by name, where appropriate, in line with company policy and procedure.
- 3.4 Customers requiring special assistance are handled with care and consideration in line company customer service standards.
- 3.5 Positive body language and friendly verbal communication are used with customers at all times in line with company customer service standards.

Element 4: Respond to customer enquiries

Range

Customer enquiries may relate but are not limited to: postal products and services; postal deliveries; courier products and services; banking products and services; hours of opening; services provided on public holidays; cost of products and services; customer service information on the local area and information on government services.

Performance Criteria

- 4.1 Customer needs and requests for information, products and services are responded to and met in line with company customer service standards.
- 4.2 Customer needs and requests for information, products and services that are outside personal scope of responsibility or cannot be met are referred to supervisor in line with company customer service standards.
- 4.3 Language and cultural barriers in communicating with customers are identified and resolved in line with company customer service standards.

Element 5: Respond to customer complaints

Range

Complaints may include but are not limited to: delays; quality of service or products; product or service knowledge; loss or non-delivery of postal items; cost of postal products and services; condition of facilities; and disruption caused by other customers;

Complaint resolution procedures may include but are not limited to: acknowledging the complaint, taking appropriate action, providing information on costs, and referring to supervisor.

Performance Criteria

- 5.1 Complaints from customers are identified and clarified in line with company customer service standards.
- 5.2 Complaint resolution procedures are applied in line with company policy and procedure.
- 5.3 Unresolved complaints are referred to supervisor in line with company policy and procedure.
- 5.4 Opportunities are taken to turn incidents of customer dissatisfaction into a demonstration of high quality service in line with company customer service standards.

Registration Data

Subfield:	Postal Services
Date first registered:	
Date this version registered:	
Anticipated review:	2013
Body responsible for review:	Namibia Training Authority