

-	Unit ID: 89
Domain	AUTOMOTIVE MECHANICS
Title:	Establish customer relations in an automotive mechanic environment
Level: 2	Credits: 2

Purpose

This unit standard specifies the competencies required to establish customer relations in an automotive mechanic environment. It includes establishing contact with customers, clarifying customer needs, providing information and advice customers and following up customer needs. This unit standard is intended for those who work as automotive mechanics.

Special Notes

1. Entry information:

Prerequisite

- Unit 65 - *Apply safety rules and regulations in an automotive mechanics workshop or demonstrated equivalent skills and knowledge.*
2. To demonstrate competence, at a minimum, evidence is required of establishing contact with a customer, clarifying specific needs of a customer, providing information and advice and following up on customer needs. In performing these tasks ensure correct identification of requirements and finishing of the tasks, correct selection and use of appropriate processes, tools and equipment and completing all work to specification.
 3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which automotive mechanic operations are carried out.
 4. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 1992
 - Occupational Health and Safety Regulations No. 18, 1997
 - Road Traffic and Transport Regulations No. 266, 2000
 and all subsequent amendments.
 5. Customers may be regular or new and may have routine or special requests. They may include persons from a range of social, cultural or ethnic backgrounds and have varying physical and intellectual abilities. Regardless, all customers are made to feel welcome, valued and, at the end of the process, satisfied. Customer contact may be face-to-face, by telephone or electronic means or in writing.
 6. Customer service may include all workplace activities, internal and external customers and follow-up in event of delays in service provision.

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: Establish contact with customer

Performance Criteria

- 1.1 A welcoming customer environment is maintained in line with workplace procedures.
- 1.2 Customer is greeted warmly according to workplace procedures.
- 1.3 An effective service environment is created through verbal and non-verbal presentations according to workplace procedures.

Element 2: Clarify specific needs of a customer

Performance Criteria

- 2.1 Customer needs are determined through questioning and active listening.
- 2.2 Customer needs are accurately assessed against the products and services of the workplace.
- 2.3 Customer details are documented clearly and accurately in required format.

Element 3: Provide information and advice

Performance Criteria

- 3.1 Features and benefits of products and services provided by the workplace are described and/or recommended to meet customer needs.
- 3.2 Information to satisfy customer needs is provided.
- 3.3 Alternative sources of information and/or advice are discussed with the customer.
- 3.4 Alternatives are followed up.

Element 4: Follow up customer needs

Performance Criteria

- 4.1 Further information is dispatched to customer.
- 4.2 Gaps in available information are identified and referred to supervisor for action.

Registration Data

Subfield:	Automotive Engineering
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