

	Unit ID: 102
Domain	OFFICE ADMINISTRATION
Title:	Demonstrate good customer relations in an office environment
Level: 2	Credits: 3

Purpose

This unit standard specifies the competencies required to demonstrate good customer relations in an office environment. It includes establishing contact with customers, presenting a positive image of the organisation and maintaining personal presentation standards. This unit standard is intended for people who work in an office environment.

Special Notes

1. Entry information
Prerequisite:
 - Unit 90 - *Follow workplace safety procedures in an office environment* or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence is required of establishing contact with customers, addressing customers' needs, preparing business communication and presenting a professional image.
3. Assessment evidence may be collected from a real workplace or simulated real workplace or an appropriate simulated realistic environment in which office administration operations are carried out.
4. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer's specifications.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 6, 1992
 - 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: Establish contact with customers

Range

Communication with customers may include but are not limited to face-to-face interactions, answering the telephone, interactions with team members.

Performance Criteria

- 1.1 Customers are acknowledged and greeted courteously and politely.
- 1.2 Communication with customers is conducted in a clear, concise and courteous manner.
- 1.3 Regular customers are recognised and greeted when appropriate.
- 1.4 Customer needs and requests for information, products and service are monitored and responded to in line with organisational procedures.

Element 2: Present a positive image of the organisation

Performance Criteria

- 2.1 Interactions with customers and the public are promoted to maintain the organisation's image.
- 2.2 Business communication with customers and the public is prepared and presented in a manner to promote and maintain the organisation's image.
- 2.3 Professional ethics are maintained in all dealings with customers and the public.
- 2.4 Business cards and marketing materials are provided to customers and the public to promote and maintain the organisation's image.

Element 3: Maintain personal presentation standards

Performance Criteria

- 3.1 Personal presentation standards are met and maintained in line with organisational procedures.
- 3.2 A professional image is presented in line with organisational requirements.
- 3.3 Personal hygiene is maintained in line with organisational requirements.

Registration Data

Subfield:	Business Services
Date first registered:	28 September 2006
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Anticipated review:	2011
Body responsible for review:	Namibia Training Authority