

	Unit ID: 99
Domain	OFFICE ADMINISTRATION
Title:	Deliver a service to customers in an office environment
Level: 2	Credits: 2

Purpose

This unit standard specifies the competencies required to deliver a service to customers in an office environment. It includes identifying customer needs and delivering a service to customers. 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 identifying customer needs and providing a service to customers in response to an identified need.
3. Evidence may be collected from a real workplace or a 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: Identify customer needs

Performance Criteria

- 1.1 Appropriate interpersonal skills are used to ensure that customers' needs are accurately identified.
- 1.2 Customer needs are assessed for urgency in order to identify priorities for service delivery.
- 1.3 Customers are assisted and provided with various options to meet their needs.
- 1.4 Assistance is requested from colleagues where necessary.

Element 2: Deliver a service to customers

Performance Criteria

- 2.1 Customer service is provided to meet identified needs in line with organisational requirements.
- 2.2 Appropriate rapport is established with customers to enable high quality service delivery in line with organisational requirements.
- 2.3 Customers' complaints are handled in a sensitive manner in line with organisational requirements.
- 2.4 Opportunities to enhance the quality of services and products provided by the organisation are identified and used where possible and necessary.

Registration Data

Subfield:	Business Services
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Body responsible for review:	Namibia Training Authority