

Unit ID: 639

Domain

HAIRDRESSING

Title:

Process incoming and outgoing phone calls in a hairdressing salon environment

Level: 2

Credits: 4

Purpose

This unit standard specifies the competencies required to process incoming and outgoing phone calls in a hairdressing salon environment. It includes procedures for employing effective telephone etiquette, answering telephone according to workplace procedures and processing incoming and outgoing calls. This unit standard is intended for those who work as hairdressers.

Special Notes

1. Entry information:

Prerequisite

- Unit 632 – *Apply personal health and safety routines in a hairdressing salon environment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which hairdressing operations are carried out.

3. Glossary of terms:

- '*telephone etiquette*' refers to good manner of answering a telephone.
- '*organisational standards*' refers to any codes of ethics, codes of conduct and good practices within the organisation.
- '*specifications*' refers to any, or all of the following: manufacturers' specifications and recommendations, workplace specific requirements.

4. Performance of all elements in this unit standard must comply with manufacturers' specifications, workplace specific requirements and reasonable flat rate time.

5. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, No. 11, 2007
- Occupational Health and Safety Regulations No. 18, 1997

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. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Employ effective telephone etiquette

Performance Criteria

- 1.1 Telephone etiquette is demonstrated.
- 1.2 Communication barriers are identified and rectified.
- 1.3 Calls are handled with discretion and confidentiality.
- 1.4 Call is put on hold when not communicating directly with the caller.
- 1.5 A caller on hold is frequently consulted to establish whether he or she wishes to remain on hold.

Element 2: Answer telephone according to workplace procedures

Range

Standard operating procedures may include but are not limited to site specific operating instructions, orders, and guidelines, policies, procedures and systems.

Performance Criteria

- 2.1 Telephone is answered promptly.
- 2.2 Telephone is answered according to standard operating procedures within the workplace.
- 2.3 Relevant caller information is acquired during the initial interaction.

Element 3: Process incoming calls

Performance Criteria

- 3.1 Call is redirected as appropriate.
- 3.2 Multiple lines and holding techniques are handled using correct techniques.

- 3.3 Message is taken and transmitted if required.
- 3.4 Further assistance is obtained from appropriate source.

Element 4: Process outgoing calls

- 4.1 Information and documentation required for the call are obtained and prepared.
- 4.2 Outgoing calls are dialled.
- 4.3 Purpose of the call is stated clearly.
- 4.4 Resulting actions from calls are recorded.
- 4.5 Message is left if required.

Registration Data

Subfield:	Beauty Services
Date first registered:	July 2010
Date this version registered:	July 2010
Anticipated review:	July 2015
Body responsible for review:	Namibia Training Authority