	Unit ID 1905
Domain	**RETAIL BUYER**
Title:	**Apply effective customer management skills**
Level: 4	Credits: 8

Purpose

This unit standard is intended for those who apply effective customer management skills. People credited with this unit standard are able to assist with resolving customer complaints and queries, assist with sourcing additional products for customers, and assist with managing customer quotations.

This unit standard is intended for people who carry out work in a wholesale and retail industry.

Special Notes

1. This unit standard is to be assessed in the context of purchasing in the wholesale and retail sector, and should be assessed in conjunction with other procurement related unit standards.

2. To demonstrate competence, at a minimum, evidence is required of the ability to effectively deal with customer complaints and queries, assist customers by issuing quotations and sourcing additional products for customers where necessary in line with organisational polices.

3. Assessment evidence may be collected from a real workplace or simulated workplace in which retail buying activities are carried out.

4. Performance of all elements in this unit standard must comply with all relevant workplace requirements.

5. Regulations and legislation relevant to this unit standard include the following:
    - Labour Act, No. 11 of 2007.
    - Occupational Health and Safety Regulations relating schedule 1(1) Act 11 of 2007, Regulation No 156, 92).

<u>**Quality Assurance Requirements**</u>

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.

<u>**Elements and Performance Criteria**</u>

<u>Element 1: Assist with resolving customer complaints and queries</u>

<u>**Range:**</u>

- Customer queries refer to queries for products or services and complaints from customers
- Good customer service refers to the generally accepted industry practices for dealing with customers

<u>**Performance Criteria**</u>

1.1   Customer queries are responded to in line with organisational customer service policies.

1.2   Customer queries are handled in a way that enhances the image of the organisation according to customer service policies.

1.3   Customers are communicated with in a way that promotes good customer services.

1.4   Customers 'unresolved queries are recorded for future references and referral in line with the organisational policies.

<u>Element 2: Assist with sourcing additional products for customers</u>

<u>**Range:**</u>

- Relevance could refer to: availability of the product; whether the product may be included in the organisation's product listing; cost implications of procuring the products.

<u>**Performance Criteria**</u>

2.1   Customer's need is identified and the specific product required is provided.

2.2   Product listing of the organisation to determine the specific product the customer needs is consulted as part of the organisation's product range.

2.3   Relevance of the product to the product mix of the organisation is determined.

2.4   Product for the customer is sourced in line with organisational procurement
        procedures

Element 3: Assist with managing customer quotations

Range:

- Product requested for quotations may not form part of the organisation's product
  listing or range

Performance Criteria

3.1   Product needs of the customer requesting the quotation is determined.

3.2   Product requirements are compared to the organisation's product listing.

3.3   Quotation for the customer is drafted and issued in line with organisational and
        industry requirements.

Registration Data

Subfield:	Wholesale and Retail
Date first registered:	29 November 2018
Date this version registered:	29 November 2018
Anticipated review:	2023
Body responsible for review:	Namibia Training Authority