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|  |  | **Unit ID: 99**  |
| **Domain**  |  |  **OFFICE ADMINISTRATION**   |
| **Title:**  |  | **Deliver quality customer service in an office** **environment**  |
| **Level: 3** |   | **Credits: 7** |

# Purpose

This unit standard is intended for those who deliver a service to customers in an office environment. People credited with this unit standard are able to identify customer needs; deliver a customers service; maintain good customer relations; and address customer complaints and Handle customer feedback.

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

 Prerequisite:

* + Unit 1157 *- Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum, evidence is required of identifying customer needs; providing a service to customers in response to an identified need; handling customer feedback; and identifying and addressing customers’ complaints.

1. Evidence may be collected from a real workplace or a simulated real workplace in which office administration operations are carried out.

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

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. Glossary
	* *Customers are the persons or organisations who buy goods or services from shop or business (Oxford, 2022). Customers* may include corporate customers, individual members of the organisation (internal customers), individual members of the public and other agencies (external customers).

1. Regulations and legislation relevant to this unit standard include the following:
	* Labour Act, No. 11, 2007
	* Occupational Health and Safety Regulations No, 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 who 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 on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on www.nta.com.na

# Elements and Performance Criteria

**Element 1: Identify customer needs**

## Range

Interpersonal skills include acknowledging and greeting customers courteously and politely via any means of communication.

## 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 Limitations in addressing customer needs are identified and assistance sought from relevant personnel.

**Element 2: Deliver customer service**

## 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 quality service delivery.

 2.3 Customers’ complaints are anticipated and handled in a sensitive manner.

2.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers’ needs.

 2.5 Customers are assisted and provided with alternatives to meet their needs.

2.6 Customer inquiries and related actions are recorded and reported in accordance with organisational procedures.

2.7 Opportunities to enhance the quality of services and products provided by the organisation are identified and used where possible and necessary.

**Element 3: Maintain good customer relations**

## Range

Professional ethics includes personal presentation standards, professional image, personal hygiene and communicating in a clear, concise and courteous manner in line with organisational policies and procedures.

## Performance Criteria

 3.1 Professional ethics are maintained in all dealings with customers and the public.

 3.2 Customers are recognised and greeted appropriately.

3.3 Customer needs and requests for information on products and services are monitored and responded to in line with organisational procedures.

3.4 Effective stakeholder engagement is promoted to maintain the organisation’s image.

3.5 Business communication skills are demonstrated to promote and maintain the organisation’s image.

 3.6 Marketing items are prepared and presented in a manner to promote and maintain the organisation’s image.

**Element 4: Address customer complaints and provide feedback**

## Performance Criteria

 4.1 Customer complaints are identified and addressed.

4.2 Other products or services are suggested and offered to the customer to minimize potential loss.

 4.3 Recommendations and referrals are undertaken according to organisational requirements.

 4.4 Customer complaints are handled in a confidential manner.

 4.5 Feedback is provided within a designated timeframe as per the organisational protocols.

 **Element 5: Handle customer feedback**

**Range**

Customer feedback may be positive, for example compliments and expressions of appreciation or negative for example, formal and informal complaints.

**Performance Criteria**

 5.1 Customer feedback is promptly acknowledged and documented.

 5.2 Reports relating to customer feedback are obtained, documented, and reviewed.

5.3 Customer feedback is handled in a positive and polite manner in line organisational procedures and requirements.

5.4 Information regarding problems and delays is promptly communicated to customers and followed up.

 5.5 Correspondence between customer and organisation is recorded.

# Registration Data

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| **Subfield:**  | Business Services  |
|  |  |
| **Date first registered:**  | 28 September 2006 |
| **Date this version registered:**  | 28 March 2018  |
| **Anticipated review:**  | 2023  |
|  |  |
| **Body responsible for review:**  | Namibia Training Authority  |