

FURTHER EDUCATION AND TRAINING CERTIFICATE:

HAIRDRESSING:

SAQA ID 65729 -LEVEL 4- 140 CREDITS

SAQA ID: 246740

LEARNER WORKBOOK

CARE FOR CUSTOMERS

Learner Information:

Details	Please Complete this Section
Name & Surname:	
Organisation:	K & R HAIR ARTISTRY INSTITUTE
Unit/Dept:	HAIRDRESSING
Facilitator Name:	TSM DEODUTT
Date Started:	
Date of Completion:	

Copyright

All rights reserved. The copyright of this document, its previous editions and any annexures thereto, is protected and expressly reserved. No part of this document may be reproduced, stored in a retrievable system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior permission.

OVERVIEW

About the Learner Workbook	This Learner Exercise Workbook has been designed and developed to evaluate learners' level of understanding of the Care For Customers ;It forms part of a series of Learner Workbooks that have been developed for FURTHER EDUCATION AND TRAINING CERTIFICATE: HAIRDRESSING: SAQA ID 65729 -LEVEL 4- 140 CREDITS		
Purpose	The purpose of this Learner Exercise Workbook is to evaluate learners understanding on the Care For Customers		
US No	US Title	Level	Credits
246740	Care For Customers	4	3
Context	This assessment represents the Formative Assessment component of the FURTHER EDUCATION AND TRAINING CERTIFICATE: HAIRDRESSING: SAQA ID 65729 -LEVEL 4- 140 CREDITS .and should be completed in the classroom/training room.		
Resources	The following are resources needed for this assessment: 1. Learner Guide; and 2. Assessment Preparation.		
Instructions to Facilitators	Facilitators will be required to: <ul style="list-style-type: none">• Explain the completion of the workbook to each learner; and• Interview the learner on similar questions, should he/she not be able to write.		

Instructions to Learners	<p>Learners will be required to:</p> <ul style="list-style-type: none"> • Complete the workbook as per the instructions; • Ensure that all questions are completed; • Ensure that the completion of the workbook is their own work; • Ensure that all annexure are attached to the workbook and clearly referred to;
Assessment Time	Learners are required to complete this assessment within the allocated time frame of.... hours.
Total Mark	This formative assessment carries a total mark of _ points . In order to meet the pass mark, learners are required to achieve a minimum of 80% of the total marks.
Equipment	<p>Learners are required to have the following equipment in order to complete this workbook:</p> <ul style="list-style-type: none"> • Pen and Pencil; • Ruler; and • Exam Pad – for additional paper.

GENERAL INFORMATION

LEARNER DETAILS		
Learner Full Names		
Learner ID No.:		
Organisation:	K & R HAIR ARTISTRY INSTITUTE	
Unit/Dept:	HAIRDRESSING	
Contact Details:	Telephone /Cell Numbers:	Email Address:
WORKSHOP DETAILS		
Workshop Venue:		
Facilitator Name:	TSM DEODUTT	
Date Started:		
Date Completed:		

ASSESSMENT PREPARATION CHECKLIST

DESCRIPTION	YES	NO	COMMENTS/CONTINGENCY
This assessment is a formative assessment and it is based on the outlined unit standard/s for Care For Customers module.			
Your assessment evidence Care For Customers module needs to be submitted on..... (day) of.....(month).....(year) at the following address/place.....			
You will be assessed based on the outlined Unit Standards. The assessment activities are linked to specific outcomes/assessment criteria of the outlined Unit Standards.			
To determine your competence level, the following are			

the methods to be used for this assessment: 1. 2.			
To be declared competent on Care For Customers module (formative assessment), you should have obtained at least 80% of the total mark of this assessment.			
You will be provided with detailed feedback on your performance of this assessment as follows: 1. Written Feedback 2. Verbal Feedback			
Should you be declared "not yet competent" on this assessment, you will be entitled for re-assessment opportunity/ies.			
You will be required to re-submit evidence (only for areas) you were declared not yet competent. A date for re-submission will be agreed with the assessor.			
You will be entitled to lodge an appeal should you not be satisfied with the assessment decision of your assessment.			
You will be required to provide the assessor feedback on assessment procedure – this is to assist in improving the assessment practices.			
Your results of assessment and portfolio of evidence information will not be provided to any person without your written consent.			

Learner's Declaration

I.....herewith declare that I am ready for the assessment, that we have reviewed the assessment preparation and plan, I

understand the assessment process and I am happy that the assessment will be conducted in a fair manner.

Learner Signature:	Date:	Facilitator Signature:	Date:

Learning Unit 1 Care for Customers.

UNIT STANDARD NUMBER	:	246740
LEVEL ON THE NQF	:	4
CREDITS	:	3
FIELD	:	Services
SUB FIELD	:	Hospitality, Tourism, Travel, Gaming and Leisure

PURPOSE:

The learner achieving this unit standard will be able to meet customer needs and expectations in a positive manner and recognise and resolve customer complaints that may arise. The qualifying learner will be able to identify opportunities for enhancing the quality of service to customers, thereby enhancing their overall experience.

LEARNING ASSUMED TO BE IN PLACE:

It is assumed that learners attempting this unit standard will show competence in Mathematical Literacy and Communication at NQF Level 3 or equivalent.

<p>SESSION 1.</p> <p>Identify customer needs and expectations.</p>
--

Learning Outcomes	
-------------------	--

- Main human needs including those that are mainly physical, social, emotional, esteem and intellectual are understood, and are acted upon.
- Customer needs and expectations are identified, including those with specific needs.
- Appropriate products and services are correctly identified and offered to customers.
- All reasonable needs and requests are met within acceptable time frames.
- All questions and queries are addressed with appropriate accuracy.

- | Activity | Questions Description | Mark |
|----------|--|------|
| 1 | Describe the human needs including those that are mainly physical, social, emotional, esteem and intellectual. | 8 |

This image shows a blank sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Activity	Questions Description	Mark
5	Explain the keys to good customer service	9

12 | Page

Activity	Questions Description	Mark
6	In pairs dwell on the importance of meeting customers requests within acceptable time frames	8

ALL COPYRIGHT RESERVED

SESSION 2.

Recognise customer dissatisfaction and take action to resolve the situation.

Learning Outcomes	
-------------------	--

- Complaints are handled promptly, positively, sensitively and politely.
- Customer complaints are resolved according to the level of individual need as well as company procedures.
- Complaints are referred to the appropriate person, according to the individual level of customer need.

- | Activity | Questions Description | Mark |
|----------|---|------|
| 8 | Describe as a group, how to handle customer complaints? | 8 |

[illegible]

Activity	Questions Description	Mark
9	List and explain the tips for dealing with customer complaints	4

Activity	Questions Description	Mark
10	In your own words explain the ways of resolving customer complaints which have according to the level of individual need as well as company procedures.	8

ALL COPYRIGHT RESERVED

Activity	Questions Description	Mark
11	In groups of three have a discussion on who is responsible for handling customer service complaints.	6

SESSION 3.
Identify and use opportunities to enhance the quality of customer service.
Learning Outcomes
<ul style="list-style-type: none">• Where prior requirements or requests have been made, including bookings, these are clarified with responsible persons prior to customer arrival.• Customer service standards are maintained at all times.• The needs of customers are anticipated where reasonable.

SESSION 3.
Identify and use opportunities to enhance the quality of customer service.
Learning Outcomes
<ul style="list-style-type: none">• Where prior requirements or requests have been made, including bookings, these are clarified with responsible persons prior to customer arrival.• Customer service standards are maintained at all times.• The needs of customers are anticipated where reasonable.

SESSION 3.
Identify and use opportunities to enhance the quality of customer service.
Learning Outcomes
<ul style="list-style-type: none">• Where prior requirements or requests have been made, including bookings, these are clarified with responsible persons prior to customer arrival.• Customer service standards are maintained at all times.• The needs of customers are anticipated where reasonable.

- | |
|---|
| SESSION 3. |
| Identify and use opportunities to enhance the quality of customer service. |
| Learning Outcomes |
| <ul style="list-style-type: none">• Where prior requirements or requests have been made, including bookings, these are clarified with responsible persons prior to customer arrival.• Customer service standards are maintained at all times.• The needs of customers are anticipated where reasonable. |

Activity	Questions Description	Mark
12	Explain why is quality in customer service important?	7

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

<p align="center">SESSION 4.</p> <p align="center">Communicate with all customers in a friendly and courteous manner.</p>

Learning Outcomes	
-------------------	--

- Customers are greeted courteously on arrival.
- Customers are treated with the necessary respect.
- Cultural sensitivities are recognized and accommodated well

- | Activity | Questions Description | Mark |
|----------|--|------|
| 15 | Discuss why is it important to greet customers on arrival? | 10 |

Activity	Questions Description	Mark
----------	-----------------------	------

SELF-ASSESSMENT

The learner must make use of the following self-evaluation checklist to rate himself against the learning outcomes of this particular training module in establishing the level of mastery of the information.

1. Not able to comply
2. Reasonable compliance (Not acceptable for final evaluation)
3. Able to comply fully

LEARNING OUTCOMES		1	2	3
1	The importance of business ethics is discussed.			
2	The need for social responsibility in business is discussed.			
3	The inter-relationship between business ethics and a code of conduct is discussed.			

Evidence Collector Signature

Date

Security Officer Signature

Date

ASSESSMENT FEEDBACK REPORT

FACILITATOR FEEDBACK & REMARKS

--

--

ASSESSMENT JUDGEMENT

Learner's Total Mark: met <input type="checkbox"/>	Requirements met <input type="checkbox"/>	Requirements not met <input type="checkbox"/>
Action/s required:		
By when:		

LEARNER FEEDBACK & COMMENTS

--

DECLARATION BY LEARNER

I,declare that I am satisfied that the feedback given to me by the Facilitator was relevant, sufficient and done in a constructive manner. I accept the assessment judgment and have no further questions relating to this particular assessment event.			
Learner	Date	Facilitator	Date

DECLARATION BY THE ASSESSOR

I (Assessor) hereby certify that I have examined the learner workbook and I am satisfied with the Facilitator Judgment of this assessment.			
Assessor	Date	Moderator	Date