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| **FURTHER EDUCATION AND TRAINING CERTIFICATE: HAIRDRESSING:**  **SAQA ID 65729 -LEVEL 4- 140 CREDITS** |
| **SAQA ID: 246740**  **LEARNER WORKBOOK**  **CARE FOR CUSTOMERS** |

**Learner Information:**

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| **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: |  |

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**OVERVIEW**

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| **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:   * 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** | Learners will be required to:   * 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** | Learners are required to have the following equipment in order to complete this workbook:   * Pen and Pencil; * Ruler; and * Exam Pad – for additional paper. | | |

# **GENERAL INFORMATION**

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| **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**

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| **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. |  |  |  |

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| **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:** |
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Learning Unit1

**Care for Customers.**

**UNIT STANDARD NUMBER :** 246740

**LEVEL ON THE NQF :** 4

**CREDITS :** 3

**FIELD :** Services

**SUB FIELD :** Hospitality, Tourism, Travel, Gaming and Leisure

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| **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. | |

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| **SESSION 1.**  **Identify customer needs and expectations.** |
| **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. |

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

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| **Activity** | **Questions Description** | **Mark** |
| **2** | In your own words explain the customer needs | **7** |

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| **Activity** | **Questions Description** | **Mark** |
| **3** | In your own words explain the customers’ expectations? | **5** |

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| **Activity** | **Questions Description** | **Mark** |
| **4** | In your understanding give explanation on the better customer service. | **6** |

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

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

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| **Activity** | **Questions Description** | **Mark** |
| **7** | Why do you follow-up all customer queries and why is it important? | **6** |

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| **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. |

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

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

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

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

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| **SESSION 3.**  **Identify and use opportunities to enhance the quality of customer service.** |
| **Learning Outcomes** |
| * 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. |

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

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| **Activity** | **Questions Description** | **Mark** |
| **13** | In your own understanding list and explain the customer service standards. | **8** |

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| **Activity** | **Questions Description** | **Mark** |
| **14** | How do you anticipate customer needs? | **8** |

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| **SESSION 4.**  **Communicate with all customers in a friendly and courteous manner.** |
| **Learning Outcomes** |
| * Customers are greeted courteously on arrival. * Customers are treated with the necessary respect. * Cultural sensitivities are recognized and accommodated well |

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

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| **Activity** | **Questions Description** | **Mark** |
| **16** | Explain the importance of treating customers with respect | **15** |

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| **Activity** | **Questions Description** | **Mark** |
| **17** | Have a class discussion on the components to cultural sensitivity | **11** |

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| **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

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| **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. |  |  |  |



# ASSESSMENT FEEDBACK REPORT

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| **FACILITATOR FEEDBACK & REMARKS** |
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| **ASSESSMENT JUDGEMENT** |
| **Learner’s Total Mark: Requirements met  Requirements not met** |
| **Action/s required:**  **By when:** |

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| **LEARNER FEEDBACK & COMMENTS** |
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| **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. | |
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| **Learner Date** | **Facilitator Date** |

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| **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. | |
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| **Assessor Date** | **Moderator Date** |