

Unit summary sheet

Unit G17: Give customers a positive impression of yourself and your organisation

Unit code: M/500/8971

Credit: 5

Unit aim

This unit is all about the learner communicating with customers and giving a positive impression of themselves whenever dealing with a customer. By doing this they will also be giving a positive impression of their organisation and the customer service it provides.

Evidence requirements

Please refer to the Assessment Strategy for Hairdressing NVQs and SVQs by HABIA in the *Sector Guidance*.

Additional information

The assessment and quality assurance requirement for this qualification/unit provides evidence towards A and V units.

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: G17 Give customers a positive impression of yourself and your organisation	
Learning outcome 1: Establish an effective rapport with customers	
Assessment criteria:	
1.1 meet the organisation's standards of appearance and behaviour	
1.2 greet the customer respectfully and in a friendly manner	
1.3 communicate with the customer in a way that makes them feel valued and respected	
1.4 identify and confirm the customer's expectations	
1.5 treat the customer courteously and helpfully at all times	
1.6 keep the customer informed and reassured	
1.7 adapt their own behaviour to respond effectively to different customer behaviour	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: G17 Give customers a positive impression of yourself and your organisation	
Learning outcome 2: Respond appropriately to customers	
Assessment criteria:	
2.1 respond promptly to a customer seeking assistance	
2.2 select the most appropriate way of communicating with the customer	
2.3 check with the customer that they have fully understood the customer's expectations	
2.4 respond promptly and positively to the customer's questions and comments	
2.5 allow the customer time to consider their response and give further explanation when appropriate.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Barbering (QCF)	
Learner:	
Assessor:	
Unit title: G17 Give customers a positive impression of yourself and your organisation	
Learning outcome 3: Communicate information to customers	
Assessment criteria:	
3.1 quickly locate information that will help the customer	
3.2 give the customer the information they need about the services or products offered by the organisation	
3.3 recognise information that the customer might find complicated and check whether the customer fully understands	
3.4 explain clearly to the customers any reasons why their needs or expectations cannot be met.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Knowledge evidence record

NVQ title and level: Level 2 NVQ Diploma in Barbering (QCF)	
Learner:	Assessor:
<p>Unit title: G17 Give customers a positive impression of yourself and your organisation</p> <p>Learning outcome 4: Know and understand how to do their job in a customer friendly way</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
4.1 show that they know and understand the organisation's standards for appearance and behaviour			
4.2 show that they know and understand the organisation's guidelines for how to recognise what the customer wants and respond appropriately			
4.3 show that they know and understand the organisation's rules and procedures regarding the methods of communication that they use			
4.4 show that they know and understand how to recognise when a customer is angry or confused			
4.5 show that they know and understand the organisation's standards for timeliness in responding to customer questions and requests for information.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date: