

Unit Standard 114959

Activity 1 (SO1, AC1)

In a group, discuss the dress code policy of your training provider. Make notes of the important points of the dress code:

- ✓ What the dress code is
- ✓ What do you think the consequences are for not adhering to the dress code.

Discuss the dress code of a professional institution such as a bank or the head office of a corporate company such as Pick N Pay or Anglo Gold.

- ✓ What the dress code is
- ✓ What do you think the consequences are for not adhering to the dress code.
- ✓ How does it make you feel if the bank clerk's appearance is dirty or untidy?

Discuss the dress code of a taxi driver and a bus driver.

- ✓ What the dress code is
- ✓ What do you think the consequences are for not adhering to the dress code.
- ✓ How does it make you feel if the driver's appearance is dirty or untidy?

Activity 2 (S01, AC2)

This is a group activity

Refer to your pre-training assignments. Discuss the code of conduct and the two peers that you observed and analysed. Make notes of the following:

- ✓ How did their behaviour compare with their working environment?
 - ✓ What effect did their behaviour have on the other employees?
 - ✓ What effect did their behaviour have on customers?

Activity 3 (SO1, AC5)

This is a group activity.

Study the code of conduct in the handout and answer the following questions:

What is the purpose of a code of conduct?

List six things that would be included in a code of conduct.

Why is a code of conduct necessary?

What would happen if the organisation did not have a code of conduct?

What are the rules of the organisation in the handout regarding accepting gifts from supplier and customers?

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What are the consequences if these rules are not complied with?

Professional behaviour:

Explain why employees should honour their working hours

Explain why you think employees should follow the instructions of superiors?

Explain why a positive attitude in the workplace is important.

Explain why it is important to keep your colleagues informed about your work

Why should you not leave your workstation unless it is absolutely necessary?

Why should you not abuse your leave and sick leave?

List some confidential matters as they pertain to your work (or the learnership) and then explain why these matters should not be discussed with people who do not have the authority to know about these matters.

What is accountability and responsibility and why should you be accountable and responsible for the work you do?

Activity 3 SO1, AC3

To demonstrate how poor our listening skills actually are, we will have a rumour clinic. Five learners are selected to partake in the rumour clinic. Four learners leave the room. The facilitator will read a piece of text only once to the fifth learner who remained in the class. One of the learners from outside returns to the class. The message is then given to that learner by the learner who received the message. This process continues until all the learners have returned to the class. The last learner then writes the message to the rest of the class on the flip chart or white board.

Everyone who remains in the class must complete the following form.

Learner	Additions	Deletions	Distortions
1			
2			
3			

4			
5			

Compare the original message with the message delivered by the fifth learner. How much did the message change?

What was left of the original message?

Discuss why it is important for all of us to improve our listening skills, with special reference to possible consequences of bad listening in a workplace.

Activity 4 S01, AC4)

This is a group activity.

Discuss the smoking rules in the training room:

Why are these rules in place?

What would happen if you ignored these rules?

Discuss smoking rules on a bus.

Why are these rules in place?

What would happen if you ignored these rules?

Activity 5 (S01, AC6)

Go through each topic in the table and explain your understanding of unethical behaviour under each topic. Complete this exercise in the format shown in the under mentioned table: -

Unethical behaviour in the workplace	Give an example of unethical behaviour	Explain how a business will deal with unethical conduct?
Conflict of interest <i>Doing the same nature of business and competing against own employer</i>		
Outside employment and Private practice <i>This can cause distrust and no sense of loyalty</i>		
Confidentiality <i>E.g. There are internal processes that must not be discussed</i>		

<p>Discrimination</p> <p><i>E.g. Any type of discrimination is against the human right's practices</i></p>		
<p>Misuse of company equipment and assets</p> <p><i>E.g. Own gain e.g. use a computer for private issues</i></p>		
<p>Accept gifts and benefits</p> <p><i>E.g. Bribery! The other source may expect confidential information</i></p>		

In your workplace (or the learnership) what are your responsibilities? Explain why you should be held accountable for these responsibilities.

Activity 6 (SO2, AC 1-5)

This is a group activity

Describe and demonstrate how a non-verbal message can reinforce a verbal message.

Describe and demonstrate how a non-verbal message can substitute the verbal message.

Describe and demonstrate how a non-verbal message can contradict a verbal message.

Demonstrate how folding your arms while having a conversation can send a negative message to the other person, while using your arms and hands to emphasize a point can send a positive message.

Demonstrate how playing with your hands or some other item can convey a negative message to the other person

Demonstrate and explain the difference between eye contact and staring. Which one conveys a negative message?

Demonstrate two different postures: one where a learner is standing up straight while having a conversation and the other where a learner is slouching in a chair while having a conversation. Which posture should never be used in a business context, especially when dealing with customers? Explain why you think so.

Discuss personal space as it differs between Western and African cultures. Explain why you should always be aware of another person's feelings of personal space.

Demonstrate the three most common handshakes in South Africa. Which handshake is more appropriate for business, especially when dealing with Westerners or foreigners? Explain your answer.

This is a group assessment.

Make a list of things that you feel could potentially be sexual harassment in the workplace. Also describe what you would do in the given situation and how you would handle it.

Activity 7 (SO3, AC 1, 5, 7)

This is an individual activity

Make a list of five reasons why you think it is important to deliver the promises you make to customers on time.

Note three matters that are regarded as confidential by the training provider and explain why it is important to keep these matters confidential.

Note five matters that are regarded as confidential by employers and explain why it is important to keep these matters confidential.

Explain why it is important to make a good first impression.

What could be the consequences if you give a customer a bad first impression?

Activity 8 (SO3, AC 2, 3, 4,6)

Group Activity

This activity must take place in smaller groups, where learners will rotate their roles.

Role Play 1

This role play requires three learners. One learner is the customer and the other two learners are employees.

The company recently changed their computer accounting programme, which resulted in a delay in processing the accounts that month. All the accounts would be processed by close of business that same day and posted first thing the following morning. The company changed the computer accounting procedures due to the launch of a new product. Due to the resulting increase in the number of their customers, the previous programme was no longer able to cope with the vast volumes of data.

You have now received a visit from an irate customer demanding to know why he has not received his statement of account.

Employee number 1 greets the customer and attempts to resolve the situation. During the interaction, employee no1 introduces the customer to employee no2. The learner dealing with the customer must also close the interaction when agreement has been reached.

The other learners in the class will evaluate employee no 1 on the following:

- ✓ Did employee no 1 greet visitors in keeping with established organisational culture?
- ✓ Did employee no 1 introduce the customer and employee no 2 to each other in a business like manner?
- ✓ Did employee no 1 behave professionally when provoked by the customer?
- ✓ Did employee no 1 close the interaction with the customer?

Role Play 2

This role play requires three learners. One learner is the customer and the other two learners are employees.

A customer storm into the office claiming that s/he has just been mugged and demands help. His/her purse (wallet) has been stolen with all the banking cards as well as the ID book and driver's licence inside. S/he urgently needs to get to a bank to withdraw money.

Employee number 1 greets the customer and attempts to resolve the situation. During the interaction, employee no1 introduces the customer to employee no2. The learner dealing with the customer must also close the interaction when agreement has been reached.

The other learners in the class will evaluate employee no 1 on the following:

- ✓ Did employee no 1 greet visitors in keeping with established organisational culture?
- ✓ Did employee no 1 introduce the customer and employee no 2 to each other in a business like manner?
- ✓ Did employee no 1 behave professionally when provoked by the customer?
- ✓ Did employee no 1 close the interaction with the customer?

Role Play 3

This role play requires three learners. One learner is the customer and the other two learners are employees.

A customer arrives at the office, wanting to buy a new product that has just been launched. There is no stock available as the demand was more than expected and new stock will only be available next week. The customer becomes upset, as s/he is leaving for Kuruman tomorrow and wanted to take the product with.

Employee number 1 greets the customer and attempts to resolve the situation. During the interaction, employee no1 introduces the customer to employee no2. The learner

dealing with the customer must also close the interaction when agreement has been reached.

The other learners in the class will evaluate employee no 1 on the following:

- ✓ Did employee no 1 greet visitors in keeping with established organisational culture?
- ✓ Did employee no 1 introduce the customer and employee no 2 to each other in a business like manner?
- ✓ Did employee no 1 behave professionally when provoked by the customer?
- ✓ Did employee no 1 close the interaction with the customer?

Role Play 4

This role play requires 2 learners.

Thandi and her colleague Sam are working together on a very important project. The project is practically on schedule but Thandi suggests staying an hour after work to ensure that they meet the stipulated deadline to be 'on the safe side'. Sam is horrified at her suggestion. He works a full day and sees no reason why he should sacrifice his personal time when the project is *practically* on schedule.

The other learners in the class will evaluate Thandi on behaving professionally when provoked.

Role Play 5

This role play requires 2 learners.

Cynthia is a newly hired colleague in your department. Both of you have been assigned to an interdepartmental team. Two of the team members have approached you indicating Cynthia's concern about some negative comments she said you made regarding the team's direction. The fact of the matter is that you never uttered any negative comments and/or criticism and have absolutely no problem with the direction of the team. When you approached Cynthia about this matter she appeared to be offended that you could even think such a thing and denied speaking to anyone about this subject.

The other learners in the class will evaluate you on behaving professionally when provoked.

Activity 9 (SO4, AC 2, 3, 4,6)

This is a group activity

In your own role as a customer, please list three non-verbal behaviours that you don't like about somebody serving you:

In your role as a customer, please list 3 non-verbal behaviours that make you feel comfortable about a person rendering a service to you.

Describe in your own words a good service in any industry or company that you know. Clearly outline items that you associate with the good service. Focus on your personal experiences as a customer.

Describe what you regard as a good service in the selected industry. Think of everything that is important from your own perspective. Think about the special treatment you receive, the quality of the product or service and other aspects that you as a customer value.

Select the three most important items. How will you implement these items in your own organisation?

Are there any aspects of your own non-verbal behaviour that you want to change to improve your own interaction with the customer? Please list them. Remember the above

list contains just examples of some non-verbal behaviour. Also think of others that you want to improve on.

Think back on all the role plays that were done during training sessions, as well as interactions with customers in the past. Compare your behaviour to professional behaviour as discussed during this unit standard. Does your behaviour always comply with organisational standards as discussed in this unit standard? Make a list of behaviours that you have to improve on.

It is now a good time to learn from our past practical experiences. Sometimes it is necessary to learn about the positive by considering the extreme opposite.

Describe the worst customer experience in your life.

What did you learn from this experience or incident?

What will you do to make sure that this never happens in your organisation?

Activity 10: Self Assessment

In ensuring that we continue to add value to the customer, it is necessary that we do constant self-assessment. Sometimes it is difficult to assess yourself. Maybe you don't want to hear the truth about yourself, but in order to be of value to the customer, self-assessment is essential.

Give yourself a mark ranging from 1-5, based on the following definitions:

- ✓ Excellent. Customers are treated as kings and they really feel important and that their needs are catered for. This is really the ultimate in customer care
- ✓ Very good. Customers are treated really good and their needs are attended to to the best of our ability.
- ✓ Reasonable, average. Our service is just average. We don't do anything special to make a difference to the customer.
- ✓ Below standard. Our service is generally below the required standard.
- ✓ Poor. The service is generally poor and we are in serious trouble to retain our customer base.

The assessment will be done on the following items:

- ✓ **Helpfulness.** To what extend do you help customers when they need help. Help to customers is viewed as a critical part of the responsibilities of frontline personnel.
- ✓ **Friendliness.** Are you really friendly to our customers? Do you really treat them in an accommodating, friendly and polite manner?
- ✓ **Professionalism.** Are we really professional in what we do? Do you really play the game by the rules and do you act professionally?
- ✓ **Enthusiasm.** Do you show vitality and enthusiasm about your job and the customer?
- ✓ **Going the extra mile.** Are you really prepared to go out of your way to serve the needs of our customers? Are you prepared to do a little extra, walking the extra mile?
- ✓ **Empathy and understanding.** Do you hear what our customers say and are you really tuned into their wavelength. Do you really understand what they need and want?
- ✓ **Keeping promises.** Do you keep your promises? Can customers rely on what you have promised to them?
- ✓ **Honesty.** Are you really honest in dealing with customers? Can they really trust you.
- ✓ **Ability to listen.** Do you really listen? Do you listen attentively to whatever they have to say?

- ✓ **Warmth.** Do you show real warmth and a caring attitude when you deal with customers?

SELF ASSESSMENT					
Dimension	Score				
	5	4	3	2	1
Helpfulness					
Friendliness					
Professionalism					
Enthusiasm					
Going the extra mile					
Empathy and understanding					
Keeping promises					
Honesty					
Ability to listen					
Warmth					

List the three items in which you scored low. What do you think is the best way to improve in these areas?

SELF ASSESSMENT: PERSONAL ACTION PLAN	
Area in which you scored low	Actions to improve yourself in these areas
1	
2	
3	

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