



# **Industrial Electrical Machines and Drives Servicing Level II**

## **Learning Guide-7**

**Unit of Competence: - Maintain Effective  
Relationship with Client/Customers**

**Module title: - Maintaining Effective Relationship  
with Client/Customers**

**LG Code: E EEL EMD2 M10 0919 LO1 – LG7**

**TTLM Code: EEL EMD2 TTLM10 0919V1**

**LO1: Maintain a Clean and Hygienic Environment**

This learning guide is developed to provide you the necessary information regarding the following learning outcome and content coverage

**MODULE CONTENTS:**

**LO1: Maintain a Clean and Hygienic Environment**

- 1.1. Maintaining Uniform and Personal Grooming
- 1.2. Maintaining Personal Presence
- 1.3. Keeping Visible Work area
- 1.4. Storing Equipment

This guide will also assist you to attain the learning outcome and contents stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:-

- To Maintain Uniform and Personal Grooming
- To Maintain Personal Presence
- To To Keep Visible Work area
- To Stor Equipment

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet 1”.
3. Accomplish the “Self-check 1”.
4. If you earned a satisfactory evaluation proceed to “Operation Sheet 1”.

However, if your rating is unsatisfactory, see your teacher for further instructions or go back to learning Activity #1.

5. Submit your accomplished Self-check 1. This will form part of your training portfolio.
6. Do the “LAP test” (if you are ready) and show your output to your trainer.

- Your trainer will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your trainer shall advice you on additional work. But if satisfactory you can processed to learning Guide 8.

## 1. 1. Maintaining Uniform and Personal Grooming

Introduction:

Maintaining a healthy cash flow is one of the perennial challenges facing small and medium enterprises, and worries over the immediate payments that need to be made can easily lead to a rush for income from nearly any source. But the key to stable, growing sales is to develop healthy business relationships with your clients, a process that takes time and patience

Developing strong business relationships starts before your first meeting. Before you are standing in front of a potential customer, figuratively or literally, you need to know that you and your sales team are ready to put your best foot forward. Knowledge of your product is essential, but a list of facts won't be good enough. You should be able to describe how your product or service will solve your clients' problems, and your description should be clear enough that your customers can envision the solution unfolding for themselves. You will also need to be knowledgeable of your main competitors' offerings so that you can highlight your competitive advantage. Creating a professional image and building good customer relationships is an investment in the future. If you do it effectively you can increase your customers' trust in you, increase order sizes and give them confidence that you will be around for the long-term.

### A. Personal Grooming

Personal grooming is a way how we present ourselves to our clients or customer. Many of us are being judged by the way we look or appear to our customer. This is their first impression to us and a statement of who we are.

**Personal Grooming: Hands:** Wash hands with soap and water after using the bathroom, after break or lunch, before returning to work or activities, after completing care giving tasks.

In short, wash your hands frequently.

**Hair:** Clean, trimmed, and neatly combed or arranged. Depending on the task, hair worn long may need to be gathered or tied back to ensure

e your safety. Facial Hair (men only): Freshly shaved, mustache or beard neatly trimmed. Fingernails: Clean and trimmed. Teeth: Brushed and fresh breath. Beware of tobacco, coffee, or other breath odors. Use breath mints if needed. Body: Freshly bathed or showered; use soap, shampoo, deodorant, etc.

Perfume/Colognes/After-Shave: Use sparingly or none at all. Your "scent" should not linger after you leave. Dress Code: Neat, clean clothes are suitable for daily attendance. Common sense and good taste are the best guides for selecting clothing worn. We encourage people to launder clothing on a regular basis. The following guidelines assist in clothing selection: Shoes or suitable footwear must be worn. Open-toed or sandal-style shoes are not permitted while working in Day Programs or Residential sites. Heel height should permit swift movements. Appropriate and clean undergarments are required. All pants should be worn at the natural waist. Loose pants may require a belt/suspenders to keep the waist in place. Undergarments should not be visible above the waistline or hanging below the hemline of shorts. Clean socks are recommended. Minimize jewelry worn; if it interferes with job tasks or creates safety concerns remove it.

A watch, engagement and wedding rings, and most religious or cultural jewelry are acceptable. Post style jewelry is required for body piercings, hoop-style and dangle-style jewelry should be removed or covered to prevent injury during care giving tasks. Personal Protective Equipment, including gloves, glasses, and masks, must be worn whenever situations warrant. Store coats and bags on shelves or on a coat rack during the day. For safety reasons, coats and hats are to be removed when working indoors. All clothing, including coats and hats, must be clean and neat appearing. Clothing items that is not acceptable: Garments that expose traditionally private parts of the body, including the stomach, buttocks, back and breast (Such as "midriffs", halter tops, backless clothing, "tube tops", fishnet, mesh or similar material, tank tops, "muscle tops", see-through shirts or blouses, strapless clothing,

beachwear)Any clothing, paraphernalia, grooming, jewelry, accessories, or bodyadornments containing ads, symbols, words, slogans, patches, or picture that are sexually suggestive; that are drug, tobacco, or alcohol related; that are obscene, profane, vulgar, lewd, indecent, or offensive.Inappropriately sheer, tight clothing, or spandex-type materials.

Bedroom slippers, rubber shoe thongs (flip flops)Shortshorts, miniskirts, underwear or nightwear as orwear and slit clothing.Jewelry that may cause a safety concern considering the tasks to be performedThis includes long dangling earrings, bracelets, large rings,chains, or necklaces

## B. Personal Presence

Personal presence deals with how we can get our clients to notice and listen to us. People can never really know our innermost thoughts and feelings. And we can never really experience theirs Therefore we can only really gain and share information through various channels by which we receive and transmit information.The signals we send about ourselves and our views are composed of three key channels:

- Words
- Voice
- Body language

WordsThe selection of proper words is a way wherein we can convince our clients and customer. Thru them we can show our expertise on the product and be able to market them.

The clarity and intonation of our voice is a way our client can feel how confident we are when explaining to them. Any degree of nervousness might sent them the wrong signal that we are lying about what we are saying.Body LanguageOur client can easily tell that we not confident thru our body language. Avoidance of eye contact may tell them t

hat we are hiding something or shaking of the feet may suggest that we are nervous and unprepared. Out of the three key channels, Body language has the greatest impact to our customers.

To improve our personal presence we must improve:

1. Posture - the way you hold yourself and stand. Your body is the element of you that your audience sees and experiences the most. Whatever the size, it provides the greatest amount of information about you and how you feel about you and them
2. Gestures - a more specific aspect of body language using hand and other body movements to reinforce your messages or ideas. They work best when they're used for emphasis at key points. A strong and well - chosen gesture stays in the mind far longer than purple prose, which makes it a very powerful communication tool
3. Eye Contact - a very important part of the non- verbal communication package. And it's very important indeed in rapport. You should make eye contact. (Though be aware the rules for eye contact are slightly different if you're making a presentation than in a one -to- one setting.) Eye contact is one of the main indicators of your level of confidence, and can make or break your pitch.