

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Service Delivery > 1.1 Delivery of Branch and Account Services

Title	Oversee frontline branch service delivery
Code	107292L4
Range	Monitoring the delivery of front line branch services in retail banking
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Understand requirements in service delivery</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the standard operating procedures, the bank's guidelines and quality requirements of different service delivery provided by branches • Understand regulatory requirements on branch services in order to ensure compliance with laws and regulations when delivering services <p>2. Oversee frontline branch service delivery in accordance with guidance set by the bank</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Monitor frontline branch services to detect any non-compliance with the bank's policies and other regulatory requirements • Monitor frontline branch services to detect irregularities and carry out remedial actions to ensure smooth operation and efficient customer service delivery • Monitor the security or monetary documents (e.g. T-cheques, cashiers orders, draft, etc.) and cash flow <p>3. Monitor staff to promote products and services over bank branch counters in professional manner</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Set appropriate sales or other business targets on promotional items of products and services for counter staff and monitor the progress • Monitor performance of counter staff ; train counter staff to link features of the promotional items of products and services with specific customer needs • Guide staff to demonstrate professionalism when promoting products and services of the bank to customers over counters
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Monitoring of services delivery activities of branches; identifying irregularities and carrying out suitable actions to ensure the smooth operations • Branch personnel are able to promote products and services of the bank to customers over counters and refer customers to relevant business and / or operation units when appropriate
Remark	