

1. Title	Understand basic knowledge of customer services
2. Code	BEZZCN104A
3. Range	Provide quality customer services at work at beauty-related workplaces to attract new customers, promote repeated patronage and referrals so as to improve business turnover and maintain company's professional image in the industry.
4. Level	1
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic knowledge of customer services</p> <ul style="list-style-type: none"> ◆ Understand basic knowledge of customer services, such as: <ul style="list-style-type: none"> • Definition of service • Service culture of the organization • Group work and team spirit • Communication skills • Concept of image • Job duties and details in relations to customer services <p>6.2 Apply basic knowledge of customer services</p> <ul style="list-style-type: none"> ◆ Identify good service attitude and apply communication skills to provide quality customer services to gain customers' trust and establish customer relationships ◆ Show team spirit at work and seek advice from supervisor or related colleagues in order to cater needs of different customers
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to understand basic knowledge of customer services; and</p> <p>(ii) Capable to apply communication skills at work to provide quality customer services to attract new and regular customers, and referrals so as to improve company's business turnover.</p>
8. Remarks	