

1. Title	Communicate with customers in complicated English
2. Code	BEZZCN303A
3. Range	Master the vocational English speaking skills for the beauty industry, communicate with customers in complicated English in predictable conditions, and understand their requests in order to perform related duties effectively at beauty-related workplaces.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Common English terms for the beauty industry</p> <ul style="list-style-type: none"> ◆ Understand common English terms for the beauty industry, such as: <ul style="list-style-type: none"> • Names of skin types, characteristics and common skin problems • Agent, wholesale and retail items of beauty products • Production and quality control procedures of beauty products • Beauty-related services and technologies ◆ Master the vocational English conversational skills for the beauty industry, such as: <ul style="list-style-type: none"> • English speaking skills for beauty services • English speaking skills for selling beauty products <p>6.2 Communicate with customers in complicated English</p> <ul style="list-style-type: none"> ◆ Communicate with customers in complicated English skilfully in predictable conditions <ul style="list-style-type: none"> • Handle the agent, wholesale and retail business for the beauty products • Handle enquiries on beauty products and services
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to master the common English terms for the beauty industry; and</p> <p>(ii) Capable to communicate with customers in fluent and complicated English in predictable conditions so as to perform related duties and handle beauty business effectively.</p>
8. Remarks	