

1. Title	Communicate with customers in complicated Putonghua
2. Code	BEZZCN304A
3. Range	Master the vocational Putonghua speaking skills for the beauty industry, communicate with customers in complicated Putonghua 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 Putonghua terms for the beauty industry</p> <ul style="list-style-type: none"> ◆ Understand and have knowledge on common Putonghua 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 Putonghua conversational skills for the beauty industry, such as: <ul style="list-style-type: none"> • Putonghua speaking skills for beauty services • Putonghua speaking skills for selling beauty products <p>6.2 Communicate with customers in complicated Putonghua</p> <ul style="list-style-type: none"> ◆ Communicate with customers in complicated Putonghua 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 Putonghua terms for the beauty industry; and</p> <p>(ii) Capable to communicate with customers in fluent and complicated Putonghua in predictable conditions so as to perform related duties and handle beauty business effectively.</p>
8. Remarks	