

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

Title	Provide Quality Client Service
Code	106187L3
Range	This unit of competency is applicable to the employees in the elderly care service industry who providing services. This competency involves the ability to make judgment. Employees are required to provide quality client services, according to the client management policies of the institution, so as to meet the needs of clients.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on quality client service</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand client management policies of the institution • Understand scope of services of the institution, including mission, objectives, core values and goals • Understand scope of service of the institution and workflow in service provision • Understand areas of examination in terms of the institution's client service, including, elderlies, their carers and families, staff and environments of the residential care home • Understand clients' needs • Understand the institution's operational strategies • Understand techniques required to provide quality client service, such as: <ul style="list-style-type: none"> ○ Discipline and code of service ○ Good communication skills ○ Good personal image ○ Good attitude when handling people and matters ○ Understand clients' psychology <p>2. Provide quality client service</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Provide quality client service in day-to-day work according to the institution's policies on client management, such as: <ul style="list-style-type: none"> ○ Communicate with clients with good communication skills ○ Always interact with clients in a courteous, helpful manner ○ Listen to opinions of or enquiries from clients patiently ○ Protect clients' privacy and their benefits • Be neatly and tidy topromote professional image • Always put clients in the first place; listen to their needs and provide proper and prompt responses • Contact clients proactively, collect their opinions towards the service and relay their views to supervisors • Act patiently and control emotions when dealing with uncooperative clients or those holding different opinions, and report to supervisor when necessary <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Respect clients' privacy and handle their personal information with care • Build rapport and maintain friendly relationship with clients with quality service, sincerity and good interpersonal skills

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Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: <ul style="list-style-type: none">• Ability to provide quality client service in day-to-day work according to client management policies of the institution; and• Ability to always put clients in the first place, respond to their needs as well as collecting their opinions regarding the services and relay their opinions to supervisor.
Remark	