

1. Title	Understand the basic methods of dealing with customers' complaints
2. Code	EMELQM102A
3. Range	Applicable to the communication relevant to electrical work and the response to customers' complaints about the quality of electrical installation work. Understand the importance of customers' complaints about product quality and assist in handling customers' complaints.
4. Level	1
5. Credit	3
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand the basic methods of dealing with customers' complaints ♦ Understand the importance of customers' complaints about product quality and the basic methods of dealing with customers' complaints including:</p> <ul style="list-style-type: none"> • Listening to the complaint details • Write down accurately and briefly the details of the complaints • Method of investigation • Skills of responding to the complaints • Sentence structure, tone and format of the letters • Reporting mechanism <p>6.2 Assist in handling customers' complaint letters ♦ Assist in responding to customers' complaint letters about the quality of electrical installations</p>
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to understand the basic methods and the importance of dealing with customers' complaints.
8. Remarks	