

1. Title	Provide basic customer services
2. Code	EMFSMS201A
3. Range	Know about fire engineering service projects and relevant products for sale, and provide basic customer services in normal, predictable and structured environments.
4. Level	2
5. Credit	2
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Know about products and projects</p> <ul style="list-style-type: none"> <li>◆ Know about fire service products and fire engineering service projects for sale</li> <li>◆ Understand the merits of products, such as energy-saving property, efficiency, durability, reliability, applications, etc., according to the sales and marketing information of the products</li> <li>◆ Understand other competitive products and projects</li> </ul> <p>6.2 Provide basic customer services</p> <ul style="list-style-type: none"> <li>◆ Provide basic customer services in daily, predictable and structured environments <ul style="list-style-type: none"> <li>• Apply customer communication skills in sales and marketing of fire service product</li> <li>• Explain clearly to customers the merits and characteristics of the fire service equipment or fire engineering services</li> <li>• Explain the fire service product/technical information and contract details</li> <li>• Explain the scope of after-sales services for the fire service products</li> </ul> </li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to know about fire service products and fire engineering service projects; and</p> <p>(ii) Capable to provide basic customer services in normal, predictable and structured environments, such as explain clearly to customers the information about the fire service equipment or fire engineering service projects, the scope of after-sales services for the fire service products, etc.</p>
8. Remarks	This unit of competency is applicable to fire installation sales practitioners in general.