

1. Title	Handle complaints and understand the situations
2. Code	EMGAOM302A
3. Range	Handle complaints lodged by phone or in person at LPG distributor's sales points, record the incidents after understanding the situations, and come up with solutions accordingly.
4. Level	3
5. Credits	3
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge and principles of handling complaints and understanding the situations</p> <ul style="list-style-type: none"> <li>◆ Point out the points to note for using gas appliances</li> <li>◆ Understand the operation of general gas appliances</li> <li>◆ Understand the safety requirements on general gas appliances</li> </ul> <p>6.2 Methods and procedures of handling complaints and understanding the situations</p> <ul style="list-style-type: none"> <li>◆ Raise suitable questions to understand why the customer complains and how the incident happened</li> <li>◆ Listen to the customer quietly and record the details</li> <li>◆ Calm down the customer</li> <li>◆ Master the customer's psychology</li> <li>◆ Make timely decision to handle the issue in complaint</li> <li>◆ Report to the superior correctly</li> <li>◆ Analyze the incident and make correct judgement</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Handle complaints lodged by phone or in person at LPG distributor's sales points, record the incidents after understanding the situations, and come up with solutions accordingly.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the person already possesses the competency of EMGADE101A <b>【Basic knowledge of gas application】</b> .