

1. Title	Provide basic customer services
2. Code	EMPDMS201A
3. Range	Know about plumbing products and services in order to provide sales and marketing services to customers.
4. Level	2
5. Credits	3
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of plumbing products and services</p> <ul style="list-style-type: none"> ◆ Know about products and service projects for sale ◆ Explain the advantages of products, such as energy-saving property, efficiency, durability, reliability, applications, etc., according to the sales and marketing information of the products ◆ Understand other competitive products and projects ◆ Understand the market share of the products and projects for sale <p>6.2 Provide basic customer services</p> <ul style="list-style-type: none"> ◆ Use customer communication skills in sales and marketing ◆ Explain clearly the advantages and characteristics of plumbing equipment or plumbing services ◆ Explain the product/technical information and contract details ◆ Explain the scope of after-sales services for the products
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to use communication skills to provide sales and marketing services to customers.</p>
8. Remarks	This unit of competency is applicable to plumbing installation practitioners in general.