

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Follow up on clients' feedback
Code	108162L3
Description	Follow up clients' feedback on fashion products and services offered by a fashion business. This applies to individuals who are required to comprehend clients' feedback and react appropriately.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • understand the purposes of following up clients' feedback • understand the options for responding to clients' feedback and their effects on final outcomes • employ a range of interpersonal skills for interacting with clients • employ the investigation skills in the cases in relation to clients' feedback <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • identify clients' feedback that requires an immediate response (e.g. negative feedback) • solicit the clients' opinions in detail • collaborate with related parties to investigate the cases in relation to the clients' feedback • consult with related parties to develop responses and action plans to address the issues related to the clients' feedback • coordinate the tasks of implementing action plans with related parties according to the organisational guidelines • maintain a proper record of clients' feedback and follow up action <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • react to clients' feedback in a timely manner • ensure the responses to clients' feedback comply with organisational policy / guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Implementing an action plan to follow up on clients' feedback and make appropriate responses according to the organisational guidelines.
Remark	