

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Merchandising & Material Procurement

Title	Handle clients' enquiries
Code	110228L3
Range	Handle client enquiries about fashion products and services. This applies to individuals who are required to respond to potential or existing clients on issues related to fashion products and services provided by a fashion business.
Level	3
Credit	2
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"> • state the different types of client enquiry • understand the organisational policy or procedure for handling client enquiries • understand the sources of information on fashion products and services • understand the product and service provisions of a fashion business • communicate and respond to clients' enquiries by using fashion terminology • employ a range of communication skills for handling client enquiries <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • classify clients' enquiries by their nature and identify who, or how, these may be handled • interpret clients' enquiries and clarify any essential details with the clients when required • acquire information and organise responses to enquiries or pass the enquiries to the appropriate party to respond • keep clients informed of the progress in handling their enquiries • provide or coordinate to provide feedback to clients' enquiries • keep records of the clients' enquiries and responses <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • demonstrate an accommodating and helpful attitude when handling clients' enquiries • respond to enquiries in a professional and timely manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Handling of clients' enquiries on the subject of fashion products and services offered by a fashion business.
Remark	