Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Use advanced English for business communications
2. Code	LOCUOM307A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of using advanced English to communicate with customers so as to understand clearly their needs and executing relevant duties effectively.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements: 6.1 Advanced English communication skills • Understand fairly the operations of the logistics industry • Master common terms, the abbreviations and technical terms used in the logistics industry • Know about English terms and their correct pronunciations, which include common terms, the abbreviations and technical terms used in the logistics industry • Understand the company structure, functions and work flow of different departments, cooperation mode among departments and their scope of responsibility • Understand the business relationship between the company and customers and characteristics of each customer • Possess good communication skills and skills for receiving customers • Good interpersonal skills • Good sales techniques 6.2 Use advanced English for business communication with customers • Use advanced English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively • Respond to customers' requests for more detailed explanation of business according to personal ability, and report to senior levels and seek help at the right time • When there is any communication problem or complaint during the communication with customers, report immediately to senior levels and find out the best way to handle it • When there is any communication problem during the process of handling business with customers, report immediately to senior levels for handling
7. Assessment Criteria	This integrated outcome requirement of this unit of competency are: • Capable of using advanced English to communicate with customers so as to understand clearly their needs and execute relevant duties effectively • Capable of using frequently used words and terms in the logistics industry
8. Remarks	This UoC is adapted from the Logistics UoC LOCUSM313A