

Specification of Competency Standards
for the Manufacturing Technology Industry
Unit of Competency

Functional Area - Sales, Marketing and Customers Management

Title	Receive customers
Code	106366L1
Range	This unit of competency is applicable to all kinds of markets and sales departments of Manufacturing Technology Industry corporations. Practitioners should be capable to apply simple communication skills to receive customers in accordance with the corporate procedure and standard.
Level	1
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand relevant knowledge of receiving customers</p> <ul style="list-style-type: none"> • Understand basic knowledge of receiving customers, such as one's own individual appearance to meet the corporate standard, corporate procedure of receiving customers, communication and interpersonal skills • Understand job duties • Understand corporate background, such as products, services, history, simple structure, and provide all kinds of needed products and contact methods of service staff to customers <p>2. Receive customers</p> <ul style="list-style-type: none"> • In accordance with the fixed procedure of corporate, receive customers and self-introduction • Ensure one's own individual appearance can meet the fixed procedure of the corporation • Collect customers contact information in accordance with the fixed procedure of the corporate • Reply the customers general enquiries, and seek for colleagues advice when necessary • In accordance with customers needed products or services, contact and introduce suitable colleague to follow up <p>3. Professional knowledge of receiving customers</p> <ul style="list-style-type: none"> • Ensure the collected information and replies to customers are correct
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to handle customers general enquiries. • Capable to collect customer's contact information in accordance with the fixed procedure of the corporate.
Remark	