

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Management of the Environment of a Property

Title	Check and follow up on the service procedures and conditions of the service contractors
Code	110447L2
Range	General works of outsourcing management in properties, applicable to frontline personnel in checking and following up on the service of general service contractors
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the scope of service of the contractors</p> <ul style="list-style-type: none"> • Understand the scope of services and procedures of the major service contractors, such as security, cleaning, gardening, tele-communications, transportation, etc. <p>2. Inspect the service procedures of contractors</p> <ul style="list-style-type: none"> • Be able to accurately record the contractors' services by using the prescribed forms as required • Be able to follow the instructions of the superior, regularly or spot check the service procedures and status of the service contractors; be able to remind the contractor and report to the superior if there is a violation of the procedure or service failure • Be able to issue work orders to contractors as instructed by the superior and follow up until completion
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the scope of services and procedures of the major service contractors; and • Be able to accurately record the service conditions of the contractors, be able to check whether the contractor's service complies with the procedures according to the instructions of the superior, and report to the superior if there is violation or failure, then follow-up.
Remark	