

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

Functional Area - Management of the Environment of a Property

Title	Manage the service contractors and monitor the service quality
Code	110449L4
Range	Works for management of outsourcing in properties, applicable to the management of services contractors and monitoring of contractors' service quality
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand the standard of service quality</p> <ul style="list-style-type: none"> • Thoroughly understand the service requirements and quality standards of the service contractors requested by owners/customers • Thoroughly understand the methods and procedures of managing the service contractors <p>2. Monitor service quality</p> <ul style="list-style-type: none"> • Be able to draft inspection forms or procedures for regulating contractor services, including daily records, inspection items, quality levels, etc. • Be able to monitor contractors in the provision of services or work procedures to ensure the compliance with contract requirements and legislation • Be able to carry out regular or spot check of the service level and quality of the contractors, assess whether the service procedures or methods can meet the service quality requirements, to make requests for improvement, or make suggestions to the superior • Be able to discuss the quality of service or works with the contractors, improve the service quality of the contractors, and ensure that the contractors can provide support to deal with any emergency of the property relating to their outsourcing works • Be able to collect customer/owner opinions on contractors' service • Be able to monitor information and documents submitted by contractors, such as insurance, certificates, etc., and to verify the accuracy of service reports and information of invoice
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to thoroughly understand the service requirements and quality standards of the service contractors requested by owners/customers, and thoroughly understand the methods and procedures of managing the service contractors; • Be able to monitor the procedures and quality of the services provided by the contractors and to ensure compliance with customer expectations, contractual and legal requirements, to request for contractors' improvement or to make recommendations to superiors; and • Be able to collect customer opinions on the contractors' service and verify the accuracy of contractors' documents, reports and invoices.
Remark	