

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

Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Carry out daily frontline property management services for owners, tenants and customers
Code	110472L1
Range	Owner or customer services and liaison works, applicable to frontline personnel in carrying out the works of owner or customer services under established procedures
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know the scope of customer services and procedures</p> <ul style="list-style-type: none"> • Understand the scope of management services for owners and customer services, and the codes and procedures of various services <p>2. Carry out daily front-line customer and operational services</p> <ul style="list-style-type: none"> • Be able to respond to inquiries, complaints and suggestions from owners/customers, and know how to report to superiors and deal with them according to instructions • Be able to distribute notices, management fee debit notes or other documents as directed, cordon off areas where there is work or accident and post up temporary notices • Be able to assist owners in application for renovations, relocations, household permits or other general applications • Be able to note the irregularities of the households and give preliminary reminder or advice • Be able to carry out duties by following the house rules and employee handbook <p>3. Handle daily record of occurrence</p> <ul style="list-style-type: none"> • Be able to record daily incident in occurrence book and write incident reports according to work procedures • Be able to register the basic information of the new owner and stored properly according to the procedure • Be able to register the access of visitors or staff including technical staff, renovation workers and porters, etc.
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 management services for owners and customer services, codes of services and procedures; • Be able to respond to daily frontline management and customer services in accordance with the guidelines, be able to note daily irregularities and communicate with the owners, properly handle and report according to codes and procedures; and • Be able to handle record of daily affairs properly.
Remark	