

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

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

Title	Handle enquiries and complaints
Code	110473L2
Range	Owner or customer services and liaison works, applicable to frontline personnel in handling enquiries and complaints of the owner or customer in accordance with the established procedures
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand owners/customers' needs and skills of service</p> <ul style="list-style-type: none"> • Be able to understand the needs of the owner/customer and the basic skills of customer service • Be able to understand the standard of quality service <p>2. Handle enquiries / complaints</p> <ul style="list-style-type: none"> • Be able to communicate with customers, understand the needs of customers, and clearly understand the content of complaints, enquiries and suggestions of owners/customers • Be able to follow up on complaints, enquiries and suggestions of owners/customers in accordance with the guidelines and established procedures, including the following methods: <ul style="list-style-type: none"> ○ Explain or elaborate in detail to the owners/customers ○ Log the details of the event and report it to the superiors ○ Refer the case to the relevant team or colleague for follow-up ○ Contact the owner/customer to explain the results • Be able to clearly and accurately record the complaints, enquiries and suggestions of the owners/customers, follow up and handle it effectively <p>3. Apply standard of quality service</p> <ul style="list-style-type: none"> • Be able to apply the standard of quality service to customer service duties, effectively handle cases and improve customer satisfaction
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the needs of the owner/customer and basic skills of customer service, and understand the standard of quality service; • Be able to communicate with customers, understand the needs of customers, understand the content of complaints, inquiries and suggestions of owners/customers clearly, and be able to make effective follow-up and handling in accordance with procedures; and • Be able to apply the standard of quality service to customer service duties, handle customer cases effectively and improve customer satisfaction.
Remark	