

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 preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions
Code	110495L2
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to frontline staff in carrying out routine works of shopping centre, and cultural, recreational and community activities as instructed
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand the rules and regulations of venues and the procedures</p> <ul style="list-style-type: none"> • Understand the rules and regulations of the use of venues, the procedures and information, charges, reservations, tickets, and registration for related services <p>2. Assist to prepare and carry out activities</p> <ul style="list-style-type: none"> • Be able to provide details of shopping centre, cultural, recreational and community activities and related services to owners/customers • Be able to contact owners/customers as instructed, encourage owners/customers to participate in activities and answer relevant questions • Be able to distribute promotional leaflets, posters and newsletters on event promotion as directed • Be able to assist in setting up the venue as instructed during festivals, holidays or special promotions • Be able to perform customer service effectively during the event, pay attention to special circumstances during the event and report to the superiors
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand the rules and regulations of the use of venue, the procedures and information, charges, reservations, tickets, and registration for related services; • Be able to promote the activities and explain in detail clearly to owners/customers in accordance with the rules of various shopping centre, cultural, recreational and community activities in order to achieve publicity; and • Be able to set up the venue as directed and provide customer services during the event.
Remark	