

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

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

Title	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities
Code	110496L3
Range	Works of shopping centre, and cultural, recreational and community activities, applicable to leading subordinates to prepare, promote and execute various shopping centre, cultural and recreational activities and community activities
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Familiar with the arrangement and needs of various types of activities</p> <ul style="list-style-type: none"> • Familiar with the specific contents and implementation arrangement of each shopping mall, cultural, recreational and community activities <p>2. Arrange subordinates to perform duties of position</p> <ul style="list-style-type: none"> • Be able to grasp the preferences and needs of owners/customers and to provide practical advice on different activities and activity arrangements • Be able to make manpower arrangements for the activity and instruct subordinates to perform job duties of the position • Be able to lead subordinates to prepare festivals/theme decorations and lighting arrangements according to different festivals/themes, and perform the related works as established • Be able to lead subordinates to provide value-added services, personalized services, catering services and other types of customer service to owners/customers • Be able to lead subordinates to assist in organizing activities and providing services, and guide subordinates to deal with special circumstances immediately during activities
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the specific content and implementation arrangements of various shopping malls, cultural and recreational activities; • Be able to clearly grasp the needs of owners and customers and detail arrangement of the activities, and supervise subordinates to promote activities effectively; and • Be able to systematically arrange manpower and handle site work, as well as lead subordinates to perform duties during the event and deal with special circumstances.
Remark	