

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 customer service duties
Code	110510L1
Range	Works of customer services, applicable to frontline staff in performing the daily work of serving customers
Level	1
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Know basic hospitality skills</p> <ul style="list-style-type: none"> • Know the basic hospitality and communication skills <p>2. Apply basic hospitality skills</p> <ul style="list-style-type: none"> • Be able to receive customers politely • Be able to apply basic communication skills in provision of basic customer services • Be able to maintain personal grooming and cleanliness at all times, and conform to the established image of the organisation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to know basic hospitality and communication skills; and • Be able to receive customers politely, maintain good communication with customers, and to provide basic customer services in line with the established image of the organisation
Remark	