

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

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

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| Title | Lead subordinates to communicate with customers and carry out duties in customer services and community relations |
| Code | 110512L3 |
| Range | Works of customer services and community relation, applicable to supervising staff in communication with customers and performing customer services and community relation duties |
| Level | 3 |
| Credit | 2 |
| Competency | <p>Performance Requirements</p> <p>1. Familiar with customer services</p> <ul style="list-style-type: none"> • Be familiar with the principles, effectiveness and practical skills of customer service <p>2. Supervise subordinates to perform customer services</p> <ul style="list-style-type: none"> • Be able to supervise subordinates to use public relations skills and communication skills to make customers feel good, and build positive and good relationships with customers • Be able to supervise subordinates to understand the content and main operational focus of customer services, and grasp the information of facilities in the property and the community, then provide useful information to customers accurately • Be able to grasp the needs and requirements of customers by using questioning, listening and responding skills |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be familiar with the principles, effectiveness and practical skills of customer service; • Be able to lead subordinates to exert effective public relations and communication skills, grasp the needs and requirements of customers, provide services to customers effectively, and establish positive and good relationships with customers; and • Be able to follow up on customer enquiries, requests or complaints in accordance with the company's performance pledge, and ensure that each case is followed up and handled properly and effectively. |
| Remark | |