

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

Functional Area - Facility Management relating to a Property

Title	Carry out liaison duties with customers, hold activities and enforce the rules of club house
Code	110521L2
Range	General works of customer liaison and promotions of club house, applicable to frontline staff in carrying out liaison duties with customers, holding activities and enforcing the rules of club house
Level	2
Credit	1
Competency	<p>Performance Requirements</p> <p>1. Understand general club house services</p> <ul style="list-style-type: none"> • Be able to understand the general rules of clubhouse, methods to liaise with customers and hold activities <p>2. Carry out customer services in club house</p> <ul style="list-style-type: none"> • Be able to assist in liaising with customers • Be able to assist in the promotion of club house activities • Be able to enforce the rules of club house rules, stop unauthorized activities and report to 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 of club house, the methods to liaise with customers and hold club house activities; and • Be able to effectively assist in liaising with customers and promoting club house activities, be able to understand the rules of club house, effectively enforce the rules, stop unauthorized activities and report to superiors.
Remark	