

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

Functional Area - Facility Management relating to a Property

Title	Supervise subordinates to carry out liaison duties with customers, hold activities and enforce the house rules of club house
Code	110522L3
Range	General works of customer liaison and promotions of club house, applicable to supervising subordinates to carry out customer liaison, holding of activities and enforcement of rules of clubhouse
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Familiar with customer services delivery in club house</p> <ul style="list-style-type: none"> <li>• Familiar with the methods of effective customer liaison of club house, holding of activities and enforcement of the rules of club house</li> <li>• Familiar with the ways to supervise and deploy subordinates to provide customer services in club house</li> </ul> <p>2. Supervise the implementation of customer services in club house</p> <ul style="list-style-type: none"> <li>• Be able to supervise and deploy subordinates to perform customer liaison and carry out club house activities</li> <li>• Be able to lead subordinates to understand the rules of club house and supervise the staff to implement the rules effectively</li> <li>• Be able to lead subordinates to deal with violation of rules in club house or related emergencies</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Be familiar with the effective ways of customer liaison, holding of activities and enforcement of the rules of club house, supervision and deployment of subordinates to provide customer services in club house; and</li> <li>• Be able to supervise and deploy staff to perform customer liaison and carry out club house activities effectively, including regular and irregular activities, and be able to supervise staff to enforce the rules of club house and deal with irregularities effectively.</li> </ul>
Remark	