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

Functional Area - Human Resources Management relating to a Property

Title	Formulate the plan on continuous improvement on the teams'services standard
Code	110597L5
Range	Leading the teams, applicable to formulating a plan on continuous improvement of the team's cooperation and service level
Level	5
Credit	6
Competency	Performance Requirements 1. Proficient in employee relationship management and methods of motivation • Be proficient in the principles of employee relationship management • Be proficient in ways to motivate and lead teams 2. Plan in overall on the enhancement of service level of the teams • Be able to establish metrics of quality service, conduct, discipline, communication procedures, grievance and appeal procedures and employee relations policies • Be able to formulate the methods of employee performance appraisal and write employee evaluation reports in a fair, objective and accurate manner • Be able to plan the short-term and long-term development goals of the teams according to the objectives and policies of the organisation, customer needs and expectations, etc., and lead the development of the teams to achieve/exceed the goals • Be able to gain the trust of colleagues, build mutual trust and mutual support in the teams, exert effective motivation and leadership skills, make the team cohesive and collaborative, and improve the overall performance and service quality of the teams • Be able to resolve the differences between colleagues effectively, provide colleagues with solutions to solve difficult problems, and drive positive thinking and morale of the teams • Be able to collect colleagues' opinions and understand their difficulties, effectively review and improve the employee management measures or policies
Assessment Criteria	The integral outcome requirements of this UoC are: • Be proficient in the principles of employee relationship management, proficient in the ways to motivate and lead teams; • Be able to set quality service metrics and policies, motivate the teams, apply effective leadership skills, and improve the service level of the teams; and • Be able to establish mutual trust and mutual support of the teams, so that the team can build cohesion and collaboration, effectively resolve the differences and difficulties of colleagues, drive the positive thinking and morale of the teams, and improve the overall performance and service quality of the teams.
Remark	