

Unit of Competency

Functional Area: Specific Product Knowledge

Title	Provide after-sales service for electronic products/household electrical products
Code	105730L3
Range	This unit of competency (UoC) is applicable to staff responsible for after-sales service support for electronic products/household electrical products in the retail industry. It requires judgement and covers the abilities to use the knowledge of electronic products/household electrical products to provide after-sales service, according to corporate guidelines, to customers' satisfaction, including answering enquiries and referring them to appropriate departments to follow up.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of electronic products/household electrical products <ul style="list-style-type: none"> • Understand the organization's strategies, service pledge and scope of product after-sales service • Master the knowledge of and skills of operating electronic products/household electrical products, including: <ul style="list-style-type: none"> • Functions, properties and specifications of products • User manual provided by manufacturer or supplier, maintenance guidelines and note for safety • Product setting and operational procedures • Common problems caused by improper operation and their solutions • Understand basic electrical theory and concepts, e.g.: <ul style="list-style-type: none"> • Frequency and power • Rated voltage and volt • Ground/water line and insulation design • Understand the organization's working guidelines and handling procedures for product after-sales service, e.g.: <ul style="list-style-type: none"> • Identify problem, e.g. simple operational or product failure • Analyze the problem, e.g. improper operation or damage of parts • Solve the problem, e.g. answer the question on site or over the phone • Recall the product in question and file the question for record • Master the customer relation and communication skills • Understand the legal and regulatory requirements related to electronic products/household electrical products, e.g.: <ul style="list-style-type: none"> • Statutory safety requirements • Electrical products (Safety) Regulations 2. Provide after-sales service for electronic products/household electrical products <ul style="list-style-type: none"> • Use good communication skills to provide product after-sales service for a customer according to the organization' product after-sales service procedures, including: <ul style="list-style-type: none"> • Confirming the content of after-sales service required by the customer, e.g. simple enquiry, product repair, product return, etc. • Product tuning and setting • Examination or testing of the product to master the reason for product failure, and provide an appropriate solution • Verifying the valid warranty period, providing spare part for replacement and repair quotation • Providing product replacement as appropriate • Arranging professional department/personnel to deliver the product to manufacturer for repair or replacement of spare part • Arranging to return the repaired product to the customer • Accurately record the content of the product after-sales service according to corporate guidelines and manufacturer's repair requirements, e.g.: <ul style="list-style-type: none"> • Examination result and items for repair • Product information (model and label) • Customer information 3. Exhibit professionalism <ul style="list-style-type: none"> • Maintain good and professional service attitude when providing product after-sales service, listen to customers' needs patiently to ensure the provision of quality after-sales service

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Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: <ul style="list-style-type: none">• Use the knowledge of electronic products/household electrical products to provide customers with quality product after-sales service (e.g. answering enquiries and referring them to appropriate department to follow up) according to the organization's after-sales service guidelines.
Remark	