

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Customer Services

Title	Review customer service scheme
Code	111336L4
Range	This unit of competency (UoC) is applicable to customer service staff in the retail industry. Practitioners have the ability to assess the customer service scheme and performance indicators effectively according to the strategies and objectives of the organisation so as to improve customer service, develop corporate business and enhance corporate image.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of customer service</p> <ul style="list-style-type: none"> • Understand the business strategies and objectives of the organisation • Understand the customer service scheme and performance indicators of the organisation • Understand the formulation of customer service indicators, such as: <ul style="list-style-type: none"> ○ Quantification of service indicators (e.g. statistics on complaints/feedback received) ○ Customers' standard for quality ○ Customers' level of understanding ○ Service expectation ○ Deviations between standard quality of customer service and service expectation ○ Results of improvement in service quality ○ Service edge <p>2. Review customer service scheme</p> <ul style="list-style-type: none"> • Assess the customer service scheme, including its principle, scope, method, procedure, workflow, confidentiality and limitation, etc. • Formulate and quantify performance indicators of customer service, in terms of: <ul style="list-style-type: none"> ○ Business turnover ○ Number of visits by the customers ○ Profit returns ○ Number of complaints ○ Proportion of new customers to customer loss, etc. • Formulate an assessment plan for the customer service scheme <ul style="list-style-type: none"> ○ Scope of assessment ○ Assessment method ○ Assessment procedures ○ Follow-up and improvements in service management • Review the customer service scheme • Formulate a report to improve the service scheme <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Review the customer service scheme according to the strategies and objectives of the organisation • Ensure the customer service of the organisation is provided to customers' satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

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	<ul style="list-style-type: none">• Assess the customer service scheme and performance indicators according to the objectives of the organisation in order to improve customer service and develop corporate business; and• Formulate a customer service assessment plan.
Remark	This UoC is adopted from 105082L4.