Functional Area - Security Management

Title	Manage customer enquiries and complaints
Code	107645L4
Description	This unit of competency applies to security personnel at managerial level responsible for managing security services of an organisation. It covers the abilities to properly deploy manpower and resources for handling customer enquiries and complaints and ensure that the operations are effective and efficient and meet the needs and contribute to customer satisfaction of the service quality and performance of security services.
Level	4
Credit	2

Competency	Performance Requirements
	1. Knowledge about handling customer enquires and complaints:
	
	• Understand the organisation's guidelines and procedures for handling customer enquiries and complaints, such as:
	   o Quality customer services
	   o Standard procedures for handling customer enquiries and complaints
	   o Guidelines for handling highly demanding customers
	   o Guidelines for escalating complaints up the management ladder
	• Understand the mission, objectives and operations of the organisation
	• Understand the security strategy
	• Understand the goals and performance standards of security services
	• Understand the security management plan
	• Understand requirements of the Security and Guarding Services Ordinance, Cap 460 relevant to the provision of security services in Hong Kong
	• Be proficient in the security measures
	• Be proficient in the security policies, procedures and guidelines
	• Possess the analytical skills and critical thinking skills to identify issues and resolve problems and conflicts
	• Possess the people skills and communication skills to deal with others
	• Possess the literacy skills to clearly and accurately record information and activities
	2. Manage customer enquiries and complaints
	
	   Be able to:
	• Establish the policies, procedures and guidelines for managing customer enquiries and complaints
	• Setup the channels and systems for receiving customer enquiries and complaints
	• Define the expected performance standards and associated measurements in handling customer enquiries and complaints
	• Develop administrative controls to keep track of customer enquiries and complaints until they are properly resolved
	• Deploy sufficient manpower resources to perform the expected scope of work
	• Ensure that personnel are properly trained for their roles and tasks
	• Ensure that the systems and channels for receiving customer enquires and complaints are kept operational at all time
	• Carry out regular reviews to ensure that customer enquiries and complaints are handled according to laid-down policies, procedures and guidelines
	• Conduct periodic reviews to evaluate the effectiveness and efficiency of the systems for managing customer enquiries and complaints

Specification of Competency Standards
for the Security Services Industry
Unit of Competency

Functional Area - Security Management

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to : - Establish adequate policies, procedures and guidelines as well as systems and controls to manage customer enquiries and complaints; - Ensure that the operations are effective and efficient and comply with the laid-down policies, procedures and guidelines; and - Conduct periodic reviews for continuous improvement
Remark	