

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

Functional Area - Security Control Room

Title	Handle customer enquiries and complaints
Code	107781L3
Description	This unit of competency applies to security personnel responsible for performing security control operations. It covers the abilities to properly handle customer enquiries and complaints so as to identify and resolve issues on the first call and contribute to customer satisfaction of the service performance and quality.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about enquires and complaints handling:</p> <ul style="list-style-type: none"> • Understand the organisation's guidelines and procedures for handling customer complaints / enquiries, such as: <ul style="list-style-type: none"> ○ Quality customer services ○ The standard procedures and steps to deal with enquiries / complaints ○ Guidelines for handling highly demanding customers ○ The steps for escalating complaints to higher level supervisors • Understand the responsibilities of different postings at various locations • 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 • Understand the responsibilities of different postings at various locations <p>2. Handle enquires and complaints received by the security control</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain the channels for receiving customer enquires / complaints open at all time • Take appropriate actions to handle enquiries / complaints according to laid-down guidelines and procedures, which should include: <ul style="list-style-type: none"> ○ Maintain courtesy throughout the conversation ○ Obtain the identity and contact details of the enquirer / complainant ○ Obtain basic facts about the issue, e.g. When? Where? Who? About what? ○ Identify and resolve the immediate needs ○ Inform the enquirer / complainant what will be done about the outstanding issues, and when he/she may get a feedback ○ Provide the enquirer / complainant a point of contact for further questions ○ Refer outstanding issues to appropriate parties for follow-up actions, including escalation to senior management where necessary ○ inform the enquirer / complainant of the outcome ○ Record details about the enquiry / complainant, actions taken and the outcome
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to :</p> <ul style="list-style-type: none"> • Take actions to resolve customer enquiries and complaints according to laid-down guidelines and procedures; and • Keep records about all enquiries and complaints, actions taken and the outcome.
Remark	