

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Operations Management

Title	Interact and exchange information with customers
Code	105985L3
Range	This unit of competency (UoC) covers the ability to interact and exchange information with customers according to the guidelines of the TIC organisation.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of interacting and exchanging information with customers</p> <ul style="list-style-type: none"> • Describe customer relationships and the importance of customer service. • Determine customers' needs and requests. • Describe the procedures of customer service of the organisation. • Master the interpersonal skills. • Describe the functions and characteristics of the services. <p>2. Interact and exchange information with customers</p> <ul style="list-style-type: none"> • Identify the importance of interacting and exchanging information with customers. • Select suitable and effective communication channels, e.g.: <ul style="list-style-type: none"> ○ meeting, ○ visit, ○ interview, ○ customer hotline, ○ e-mail, ○ customer feedback form, ○ fax. • Provide and exchange information about the services effectively. • Interact with customers and give advice and guidance in technical matters. • Maintain communication with the customers throughout the work, especially in large assignments. • Collect and classify information from the customers in appropriate circumstances according to the guidelines of the organisation. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure accurate information is provided to the customers.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • interact and exchange information with customers by using appropriate communication and interpersonal skills to gain customers' trust and build up good relationship.
Remark	