

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Aftersales Repair

Title	Offer Aftersales Repair and Consulting Services
Code	104935L3
Range	This unit of competency (UoC) is applicable in general repair shops and aftersales repair stations for timepieces. It covers the abilities to offer service and repair advice to customers and follow it up to their satisfaction according to corporate guidelines.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand basic knowledge of repair advice and consulting service <ul style="list-style-type: none"> • Understand basic knowledge and the importance of customer service • Understand the requirements of timepiece product brands/service • Understand the major characteristics, coverage and charges of products/services of the organization • Understand the work flow and progress for products/services of the organization • Understand customer satisfaction indicators 2. Offer repair advice and consulting service <ul style="list-style-type: none"> • Receive customers politely, understand their needs and offer aftersales repair and consulting services according to timepiece product brand service and corporate guidelines <ul style="list-style-type: none"> • Mark down customer requirements and needs, and offer appropriate advice on products/services • Point out the characteristics, coverage and charges of related products/services • Master the status of supply of related products, accessories and service, obtain accurate information and keep contact with and give quotations to the customers • Follow up with the supply of products and accessories and coordinate work arrangements of all sides • Ensure the service offered meets the needs and requirements of customers, and maintain communication and good relations with them • Answer further enquiries from customers • Customer reception skills <ul style="list-style-type: none"> • Provide service to customer in a friendly manner • Master communication skills • Understand customers' actual needs • Master customer psychology 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure the aftersales repair and consulting services for timepiece products are offered to customers' satisfaction
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Receive customers and offer appropriate products/services and advice to meet their needs according to corporate guidelines; and • Follow up with the progress and quality of service to ensure it complies with customer requirements.
Remark	