

Specification of Competency Standards for Hairdressing Industry
Unit of Competency

1. Title	Handle Complaints and Opinions
2. Code	105400L3
3. Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves analysis, evaluation and judgement. Practitioners should be able to handle and follow up customer complaints effectively according to the organization's guidelines and service code.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Possess knowledge of customer service</p> <ul style="list-style-type: none"> ◆ Understand the organization's customer service guidelines, including: quality customer service, handling demanding customers ◆ Master corporate guidelines and procedures for handling customer complaints and opinions, e.g.: <ul style="list-style-type: none"> • Ways and procedures for handling different forms of complaints, e.g.: complain in person, by telephone, by writing or through media • Authority to handle complaints • Mediation procedures • Procedures for complaint referral ◆ Understand the organization's hairdressing products and services ◆ Understand retail-related ordinances, e.g. customer rights, consumer rights, etc. ◆ Understand the attitude when handling complaints and the possible consequences due to improper response ◆ Master good interpersonal relationship and communication skills <p>6.2 Handle complaints and opinions</p> <ul style="list-style-type: none"> ◆ Handle customer complaints and opinions properly according to relevant corporate guidelines and code of practice for customer service, e.g.: <ul style="list-style-type: none"> • Listen patiently to customer complaints and opinions • Respond politely and appropriately • Agree on solutions and time frame, e.g.: compensation, rewards, apology • Seek help from superiors when necessary • Follow up the case ◆ Record complaint details and suggestions properly and review immediately; make improvements or amendments accordingly to protect corporate image and avoid similar complaints to occur again

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Handle complaints professionally, politely and with restraint ◆ Apply good interpersonal communication skills to establish and maintain quality customer service relationship
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> (i) Master the details and nature of complaint, determine the severity of the complaint and take appropriate action to handle it properly; and (ii) Review and improve accordingly to avoid similar complaints to occur again.
8. Remark	