

**Property Management – Specification of Competency Standards**

**Unit of Competency**

**Functional Area : Human Resources Management  
(Customer Service and Public Relations)**

1. Name	Customer service management	
2. Code	PMZZHR404A	
3. Range	Management of customer service in property management	
4. Level	4	
5. Credit	6	
6. Competency	<u>Performance Requirement</u>	
	6.1 Customer service management	<ul style="list-style-type: none"><li>● Know about the concept of quality standards</li><li>● Able to empathize with customers and gain their trusts</li><li>● Able to satisfy customers' needs that are reasonable in accordance with the performance pledge of the company</li><li>● Able to train staff on the skills in providing quality customer services</li></ul>
7. Assessment Guidelines	The integral outcome requirements are: Able to master clients' demands and teach staff on the provision of quality customer services in order to effectively fulfill clients' needs that are reasonable	
8. Remarks		