

**Property Management – Specification of Competency Standards****Unit of Competency**

**Functional Area : Property Management Services for Owners,  
Tenants and the Community  
(Shopping Centre, Cultural, Recreational and Community Activities)**

1. Name	Lead subordinates to prepare, promote and carry out activities in shopping centres and other cultural, recreational and community activities	
2. Code	PMZZOS305A	
3. Range	Lead subordinates to prepare, promote and carry out various types of activities in shopping centres, and cultural, recreational and community activities	
4. Level	3	
5. Credit	1.5	
6. Competency	<u>Performance Requirement</u>	
	6.1 Understand the overall arrangements and needs of various types of events	<ul style="list-style-type: none"> <li>● Can understand the specific contents of events held in shopping centres, and various types of cultural, recreational and community activities</li> <li>● Can understand owners / tenants' needs and favourite events and provide suggestions accordingly</li> </ul>
	6.2 Arrange subordinates to man different posts	<ul style="list-style-type: none"> <li>● Can arrange manpower according to needs, and supervise subordinates to carry out the tasks of a particular post</li> <li>● Supervise subordinates to prepare festival lighting and decorations, and carry out related works</li> <li>● Can supervise subordinates to implement customer services in various aspects such as value-added services, personalized services, food and beverage services, etc.</li> <li>● Lead subordinates to assist in hosting events and provide services</li> </ul>
7. Assessment Guidelines	<p>The integral outcome requirements are:</p> <p>(i) Able to clearly knowing the arrangements of the activities, understand the needs of owners, tenants and clients, and effectively promote the activities</p> <p>(ii) Able to systematically arrange manpower to carry out tasks in various posts, and lead subordinates to carry out duties during the activities including non-routine matters</p>	
8. Remarks		