

Property Management – Specification of Competency Standards**Unit of Competency****Functional Area : Property Management Services for Owners,
Tenants and the Community (Pre-Management)**

1. Name	Be able to comprehend pre-management procedures and lead subordinates to carry out respective measures	
2. Code	PMZZOS306A	
3. Range	Responsible for the assignment of staff in executing handover steps during pre-management period, and provide guidance and training to subordinates	
4. Level	3	
5. Credit	1.5	
6. Competency	<u>Performance Requirement</u>	
	6.1 Understand handover procedures and details of handover items	<ul style="list-style-type: none"> ● Comprehend the details of handover procedures, the steps taken by staff in each post, and the arrangement of briefings before actual handover works ● Can understand details of handover items of a flat or a building in order to implement handover procedures properly
	6.2 Lead subordinates to implement handover procedures systematically	<ul style="list-style-type: none"> ● Brief subordinates on handover procedures and provide training in a systematic manner ● Lead subordinates to provide handover service, carry out handover steps properly, and to record and report all occurrences ● Can lead subordinates in the provision of after-sale enquiries service and to follow up outstanding cases
7. Assessment Guidelines	<p>The integral outcome requirements are:</p> <p>(i) Able to master the handover procedures, organize systematically manpower support and assign work steps of each post, develop work process in order to complete the handover duties within the allocated timeframe</p> <p>(ii) Able to provide training to subordinates for them to familiarize with the duties of each post, and to lead subordinates to carry out handover duties, and monitor them to follow up with owners / tenants and clients on their enquiries, which may include some non-routine matters, in order to ensure the provision of good after-sale service</p>	
8. Remarks		