

Property Management – Specification of Competency Standards**Unit of Competency****Functional Area : Human Resources Management
(Customer Service and Public Relations)**

1. Name	Lead subordinates to carry out customer service duties	
2. Code	PMZZHR304A	
3. Range	Supervision of customer service in property management	
4. Level	3	
5. Credit	3	
6. Competency	<u>Performance Requirement</u>	
	6.1 Supervision on customer services	● Able to supervise subordinates in the use of public relations skills to make a good impression on customers ● Able to understand the demands of customers using different questioning and listening skills ● Able to follow the performance pledge of the company and effectively answer customers' enquiries and demands, or to refer them to the appropriate parties
7. Assessment Guidelines	The integral outcome requirements are: Able to lead subordinates to bring into play effective interpersonal techniques, understand clients' demands and provide customer services including referring clients' demands and enquiries to other parties	
8. Remarks		