

Specification of Competency Standards
for the Printing and Publishing Industry
Unit of Competency

1. Title	Know basic customer services
2. Code	PPPRCR202A
3. Level	2
4. Credit	6
5. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>5.1 Know basic principles for customer service</p> <ul style="list-style-type: none"> ◆ Know 'customer oriented' business principle ◆ Understand importance of customer service <p>5.2 Provide basic customer services</p> <ul style="list-style-type: none"> ◆ Provide basic customer services according to guidelines for customer services set by the company
6. Range	Provide basic customer services according to guidelines for customer services set by the company and perform related tasks in various departments of a printing enterprise.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Able to provide basic customer services according to guidelines for customer services set by the company.
8. Remarks	This unit of competency is applicable to printing industry practitioners in general.