

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

1. Title	Master customer service skills
2. Code	PPPRCR402A
3. Level	4
4. Credit	6
5. Competency	<u>Performance Requirements</u> 5.1 Adopt right attitude and skills when dealing with buyer ◆ Master 'customer-oriented' principle and skills to serve customer ◆ Able to use after-sales services and complaint handling skills flexibly when responding to customer request ◆ Assist superior in formulating departmental code, guidelines and standards for customer services
6. Range	Provide after-sales services to customer and assist superior in formulating departmental code, guidelines and standards for customer services and perform related tasks in sales department and customer services department.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Able to assist in formulating and applying code, guidelines and standards for customer services flexibly.
8. Remarks	The credit value of this unit of competency is based on the assumption that the learner has knowledge of customer service.