

Specification of Competency Standards for the Automotive Industry
Unit of Competency

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| 1. Title | Receive customers |
| 2. Code | AUSDCN203A |
| 3. Range | This unit of competency is applicable in vehicle showrooms/exhibition venues or servicing centres. Practitioners should be capable to employ simple communication skills to receive customers according to the organisation's established procedure and standard and can understand customers' requirements to give appropriate feedback. |
| 4. Level | 2 |
| 5. Credits | 3(for reference only) |
| 6. Competency | <p style="text-align: right;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of receiving customers</p> <ul style="list-style-type: none"> ◆ Understand the basic knowledge of receiving customers, including: <ul style="list-style-type: none"> • The organisation's procedure and standard on one's individual appearance • The organisation's procedure and standard on serving customers • Oral communication and interpersonal skills ◆ Understand customers' preference and demand for vehicle products, including: <ul style="list-style-type: none"> • Understand the characteristics of different types of customers • Understand customers' needs on products regarding environmental protection |

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| | <p>6.2 Receive customers</p> <ul style="list-style-type: none"> ◆ Capable to manager one's individual appearance meeting the organisation's established procedure ◆ Serve customers according to the organisation's established procedure <ul style="list-style-type: none"> • Respond to customers' enquires on vehicle products with courtesy and professionally • Maintain relationship with customers and capable to collect their contact information according to the organisation's established procedure; and report to supervisor • Take follow-up action with respective information department to obtain latest and accurate information, including product knowledge ◆ Employ good communication skills with customers ◆ Receive customers with proper customer service attitude, such as provide services in a friendly manner to give customers good impression, and adequate product knowledge ◆ Bear the corporate image when receiving customers |
| 7. Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to understand customers' preference and demand for vehicle products to give appropriate responses; and (ii) Capable to employ simple communication skills to receive customers according to the organisation's procedure and requirements and with the bearing of corporate image. |
| 8. Remarks | |