

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Vehicle Servicing

Title	Offer servicing advice and consulting services
Code	108747L3
Range	This unit of competency is applicable in vehicle service/servicing centres. Practitioners should be able to offer services and servicing advice to customers, follow up the services and ensure customers satisfaction.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Offer servicing advice and consulting services)</p> <ul style="list-style-type: none"> <li>• Master basic customer service knowledge and understand its importance.</li> <li>• Master the vehicle manufacturer's requirements of brand/product services.</li> <li>• Master the main characteristics, range and charges of the organisation's products/services.</li> <li>• Master the flow and progress of the organisation's products/services and maintain contact with customers.</li> <li>• Good understanding of customer satisfaction concept and index.</li> </ul> <p>2. Performance (Implement offer servicing advice and consulting services)</p> <ul style="list-style-type: none"> <li>• Base on the vehicle manufacturer guidelines on brands/product services and that of the organisation, receive customers and understand their needs as well as offer advice, price estimation and services under different circumstances/ situations including: <ul style="list-style-type: none"> <li>○ Record customers' requirements and demands in a professional manner; and offer appropriate advice on products/services</li> <li>○ Explain the characteristics, range and charges of relevant products/services</li> <li>○ Maintain contact with customers to make appropriate price estimation and quotation with acquisition of information on the supply and progress of the products, parts and services of relevant departments</li> <li>○ Monitor the supply and progress of relevant departments; and coordinate the work arrangement of different parties</li> <li>○ Follow up the quality of services to ensure they can meet customers' demands and requirements; and maintain communication and good relationship with customers</li> <li>○ Capable of answering customers' further enquiries</li> </ul> </li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of receiving customers responding to their needs according to the organisational regulations and guidelines under different situations/circumstances; and offering appropriate products/services or advice to satisfy customers' needs; and</li> <li>• Capable of monitoring the progress and quality of services to ensure that customers' requirements are met.</li> </ul>
Remark	The credits value of this unit of competency is set on the presumption that the practitioner concerned has already possessed basic knowledge of vehicle service/servicing.