

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"> • Master basic customer service knowledge and understand its importance. • Master the vehicle manufacturer's requirements of brand/product services. • Master the main characteristics, range and charges of the organisation's products/services. • Master the flow and progress of the organisation's products/services and maintain contact with customers. • Good understanding of customer satisfaction concept and index. <p>2. Performance (Implement offer servicing advice and consulting services)</p> <ul style="list-style-type: none"> • 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"> ○ Record customers' requirements and demands in a professional manner; and offer appropriate advice on products/services ○ Explain the characteristics, range and charges of relevant products/services ○ 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 ○ Monitor the supply and progress of relevant departments; and coordinate the work arrangement of different parties ○ Follow up the quality of services to ensure they can meet customers' demands and requirements; and maintain communication and good relationship with customers ○ Capable of answering customers' further enquiries
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"> • 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 • Capable of monitoring the progress and quality of services to ensure that customers' requirements are met.
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.