

Property Management – Specification of Competency Standards

Unit of Competency

Functional Area : Property Management Services for Owners, Tenants and the Community (Management Service and Communication)

1. Name	Carry out daily frontline property management services for owners, tenants and customers	
2. Code	PMZZOS101A	
3. Range	Execution of property management frontline operational duties as prescribed	
4. Level	1	
5. Credit	1.5	
6. Competency	<u>Performance Requirement</u>	
	6.1 Range and procedures of services	<ul style="list-style-type: none">● Understand the range of management services, the codes and procedures for owners and tenants
	6.2 Execution of frontline operational management services duties	<ul style="list-style-type: none">● Know how to take down enquiries, complaints and suggestions, and report to superior for instructions on follow up actions● Can distribute notices, cordon off areas where there is an incident or work in progress according to instructions● Assist owners and tenants in the arrangement of fitting out works or moving out● Can take note of irregularities of owners / tenants, and try to remind them of the facts● Can follow rules for occupiers and staff handbook when carrying out the duties
	6.3 Records on daily occurrence	<ul style="list-style-type: none">● Know how to record occurrences in the daily Occurrences Book and fill in an Incident Report according to procedures● Know how to record basic information of new owners / tenants● Know how to keep visitors' entry and exit records, including those of visitors of owners / tenants, contractors, renovation or removal workers, etc.
7. Assessment Guidelines	The integral outcome requirements are: (i) Can understand the scope of management services for owners and tenant, service codes and procedures, and to follow prescribed instructions to carry out frontline operational duties and keep proper record in an organized manner, and to report according to stipulated rules (ii) Can be aware of breaches to the rules, be able to handle the cases and get the message across clearly to owners / tenants, and to record and report according to work procedures	
8. Remarks		