

## 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	Handle enquiries and complaints according to the particular circumstances		
2. Code	PMZZOS201A		
3. Range	Handle routine owners’/ tenants’ enquiries and complaints, and follow up on those cases		
4. Level	2		
5. Credit	1.5		
6. Competency	<u>Performance Requirement</u>		
	6.1 Basic customer services		● Understand customers’ needs and grasps customers’ services techniques
	6.2 Quality standards services		● Know about the standards of quality services, apply on customer services duties in order to settle customer service cases effectively
	6.3 Handle enquiries and complaints		● Can grasp customers’ services techniques and communicate with customers, owners and tenants, assist to follow up on their complaints, enquiries and suggestions
7. Assessment Guidelines	The integral outcome requirements are: (i) Can understand techniques on customer service, the basic standards for quality service, and to answer customers’ enquiries according to prescribed instructions and to handle customers’ cases (ii) Can effectively maintain communication with customers and to choose appropriate procedures to follow up cases, to handle and settle problems		
8. Remarks			