

Property Management – Specification of Competency Standards

Unit of Competency

Functional Area : Property Management Services for Owners, Tenants and the Community (Shopping Centre, Cultural, Recreational and Community Activities)

1. Name	Carry out preparatory works and provide services on shopping centre, cultural, recreational and community activities according to instructions	
2. Code	PMZZOS203A	
3. Range	Prepare and implement regular activities of shopping centres, and recreational, cultural and community activities, mainly on frontline common types of services	
4. Level	2	
5. Credit	1.5	
6. Competency	<u>Performance Requirement</u>	
	6.1 The substance of the event and programme run down	<ul style="list-style-type: none">● Know about the details of the events and services provided in the shopping centres and the cultural and recreational activities in the community where he / she works, and to provide relevant information to owners and tenants● Know about the regulations on the use and charges of premises, and to handle venue reservation, ticket sales, signing up for activities and provide general enquiries services
	6.2 Promotion and preparatory works	<ul style="list-style-type: none">● Can inform owners / tenants to participate in the event under instruction● Can distribute promotion leaflets, posters and newsletters of the event under instruction● Can assist in venue set-up for festivals, holidays and promotion periods under instruction● Can effectively provide customer services during the event
7. Assessment Guidelines	The integral outcome requirements are: (i) Can understand the details of various activities of shopping centres, cultural, recreational and the community, explain clearly and fully the activities to owners / tenants according to the details, in order to promote the activities (ii) Can appropriately set up the venue according to instructions, and to provide customer service during the event	
8. Remarks		