

## (1) Mapping of UoCs for Clubhouse Assistant

QF Level	Job Title	Clubhouse Assistant		
2	<b>Job Descriptions</b>	Carry our customer services, handle enquiries and complaints, handle petty cash income, inspect club house facility, carry out services on cultural and recreational activities, etc.		
		<b>Name of the Specification of Competency Standards, UoCs</b>	<b>Code</b>	<b>Credits</b>
		Handle emergency situations following prescribed steps	PMZZEM202A*	1.5
		Handle enquiries and complaints according to the particular circumstances	PMZZOS201A*	1.5
		Keep record of management matters, dispatch and collect documents and maintain proper filing	PMZZOS202A	1.5
		Carry out preparatory work and provide services on shopping centre, cultural, recreational and community activities according to instructions	PMZZOS203A*	1.5
		Inspect club house, cultural and recreational facility	PMZZFM201A	1
		Handle petty cash income according to instructions	PMZZFN201A*	1.5
		Work in accord with colleagues	PMZZHR202A	1.5
		Create a safe work environment of property management	PMZZHR203A	1.5
		Carry out customer services duties in accordance with the need of customers	PMZZHR204A	1.5
			<b>Total</b>	<b>13</b>

**Remarks:** \*The name of the specified UoCs is required to be adjusted or rephrased to describe the relevant competency standards.