Specification of Competency Standards for the Property Management Industry Unit of Competency

Functional Area - Property Management Services for Owners, Tenants & the Community

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Criteria • Be famili details o • Be able manpow complete • Be able subordin	to brief the handover procedures to the subordinates systematically and train imunication skills that the subordinates should have, and support the nates to solve the difficulties during the handover to lead subordinates to perform handover services, properly perform handover nd record all issues in handover, and make reports before the deadline to lead subordinates to provide after-sales consulting services and follow up on al cases to supervise the subordinates in contacting the owners/customers to follow up pous arrangements of defects rectification of the flat until the completion of the
to provid	icome requirements of this UoC are: liar with the handover procedures, the work steps of each position, and the of handover items of the building/flat; to get familiar with the entire handover process, systematically organize ver and assign work steps for each position, supervise the work process to the handover within the established time limit; and to train subordinates to be familiar with the works of handover and lead the mates to carry out the handover, and supervise the subordinates to follow up the as of the owners and customers, and follow up defects rectification of flat, so as de a complete after-sales service.
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