

COMPETENCY PROFILE

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| Sub Sector | MACHINERY & LAND TRANSPORTATION |
| Job Area | AUTOMOTIVE WORKSHOP CUSTOMER SERVICE |
| Level | LEVEL 3 |

| CU Title | CU Code | CU Descriptor | CU Work Activities | Performance Criteria |
|---------------------------------|----------------|---|---|--|
| 1. Service appointment handling | | Service appointment activities are to identify the vehicles which are due for service, maintenance or repair. To contact the owners for an appointment according to the Company's Standard Operating Procedure (CSOP). The person whom is competent in service appointment activities must be able to gather, identify customer's information, confirm service appointment and service appointment record is generated. | <ol style="list-style-type: none"> 1. Gather customer's information from data bank 2. Identify customers for service appointment 3. Confirm customer's vehicle service appointment made 4. Prepare vehicle's service appointment record | <ol style="list-style-type: none"> 1.1 Information on customers' vehicle data obtained (vehicle history, current vehicle's mileage, date of last service recorded) 2.1 List of customers' vehicles due for service acquired 3.1 Appointment on customers' vehicles confirmed 4.1 Vehicle's service appointment record prepared |

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| 2. Vehicle Reception Handling | | Vehicle reception handling is to receive customer's vehicle for service, maintenance or repair according to the pre-booking time slot, appointment or walk-in. The person whom is competent in vehicle reception handling must be able to greet customer according to custom and protocol, enter customer service request into pre-order/service order, perform walk around inspection on the vehicle, provide estimate cost of repair and time for delivery of vehicle and generate repair order. | <ol style="list-style-type: none"> 1. Greet customer according to custom and protocol 2. Record customer service request in pre-order/service order 3. Conduct walk around inspection for customer's vehicle 4. Provide necessary service / technical advice to customers 5. Provide customer estimation cost of repair/service and time for vehicle delivery 6. Produce repair order | <ol style="list-style-type: none"> 1.1 Customer greeted and welcomed according to custom and protocol 2.1 Customer's services request recorded 3.1 Condition of customer's vehicle determined (scratches, dent on vehicle's body, crack or damaged lamp, etc) 4.1 Necessary service / technical advice (campaign, recall) provided 5.1 Estimation cost of repair/service and time for vehicle delivery provided 6.1 Repair order produced |

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| 3. Vehicle Job Process Monitoring | | Vehicle Job Process Activities is to continuously monitor progress of the servicing job done on vehicle according to the job order, customer's request and Company's Standard Operating Procedure (CSOP). The person whom is competent in vehicle job process activities must be able to identify vehicle service/repair status, communicate with technical staff regarding delivery of vehicle to customer, constantly update customer on the status of their vehicle. | <ol style="list-style-type: none"> 1. Check vehicle service/repair status 2. Constantly communicate with technical staff on status of customer vehicle 3. Inform customer on status of their vehicle | <ol style="list-style-type: none"> 1.1 Vehicle job/repair status checked 2.1 Technical staff communicated on status of customer's vehicle 3.1 Customer informed on status of their vehicle |
| 4. Final Control Inspection | | Final control Inspection is to ensure that jobs done is thoroughly checked and inspected according to repair order and customer's request. The person whom is competent in final control inspection must be able to check service / repair done, inspect the condition of customer's vehicle, ensure vehicle parked at allocated delivery bays/parking space, generate necessary documentation and communicate with customer on vehicle readiness for collection. | <ol style="list-style-type: none"> 1. Check job done on customer's vehicle 2. Inspect conditions of customer's vehicle 3. Ensure customer's vehicle is parked at allocated delivery bay/parking space | <ol style="list-style-type: none"> 1.1 Completed job checked according to service/repair order 2.1 Customer's vehicle condition inspected (washed, vacuumed and cleaned) 3.1 Customer's vehicle parked at allocated delivery bay/parking space |

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| | | | 4. Prepare necessary documentation for handover to customer 5. Contact customer that vehicle is ready for collection. | 4.1 Necessary documentation for handover prepared 5.1 Customer informed that vehicle is ready for collection |
| 5. Customer Vehicle Handover | | The customer vehicle handover is a process to deliver vehicle to customer according to Company Standard Operating Procedure (CSOP). The person whom is competent in customer vehicle handover must be able to greet customer according to custom and protocol, explain to customer job done, present necessary documents and bid customer farewell. | 1. Greet customer according to custom and protocol 2. Explain to customer job done on vehicle 3. Explain to customer details of invoice 4. Bid customer farewell | 1.1 Customer greeted according to custom and protocol 2.1 Details of job done explained to customer 3.1 Details of invoice explained to customer 4.1 Customer is bid farewell |

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| 6. Post Service Activities Handling | | Post service activities handling is a process to collect feedback from customer regarding service provided and inform customer for next service appointment. The person whom is competent in post service activities must be able to gather comments / feedback from customer and remind customer to make service appointment for next service visit. | <ol style="list-style-type: none"> 1. Extract customers list for follow up call 2. Communicate with customer to obtain feedback on service provided 3. Remind customer for next service visit | <ol style="list-style-type: none"> 1.1 Customer list for follow up call extracted 1.2 Customer management system (service) utilised 1.3 Period to call back customer determined 2.1 Customer communicated for feedback on service provided 2.2 Customer feedback recorded 2.3 Customer feedback analysed 2.4 Action plan produced and carried out 3.1 Customer's next service appointment recommended 3.2 Customer's recent repair order compiled 3.3 Customer's service history determined 3.4 Customer's payment invoice obtained |

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| 7. Workshop Administration and Supervision | | Workshop administration and supervision consists of competencies to supervise and coordinate work implementation adhering to company policies, procedure, rules and regulations. They must be able to monitor work progress, conduct section briefing, carry out staff training, provide appraisal accommodation, implement safety measures, carry out customer and inter departmental liaison, prepare section budget and prepare technical report | 1. Monitor work progress 2. Conduct section briefing 3. Conduct staff training 4. Provide appraisal recommendation 5. Monitor safety measures implementation | 1.1 Work schedule prepared 1.2 Staff job function interpreted 2.1 Briefing information prepared 2.2 Briefing conducted 3.1 Types of training determined according to staff training needs 3.2 Training material determined 3.3 Staff is trained according to staff development needs 4.1 Staff appraisal method determined 4.2 Staff record assessed 4.3 Personnel appraisal form filled in according to procedure 4.4 Staff performance appraised according to company policy 5.1 Types of hazard determined 5.2 Safety sign displayed 5.3 Safety equipment placed at appropriate location (fire extinguisher, first aid kit, etc.) 5.4 Workshop safety procedures compliance monitored (PPE etc) |

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| | | | <p>6. Carry out customer and inter departmental liaison</p> <p>7. Prepare section budget</p> <p>8. Prepare report</p> | <p>6.1 Liaison performed according to company procedure</p> <p>6.2 Customer profile interpreted</p> <p>6.3 Types of correspondence activities determined</p> <p>6.4 Customer complaints handled according to company procedure</p> <p>7.1 Company budgetary procedures determined</p> <p>7.2 Section's expenditure report interpreted</p> <p>7.3 Section expenditure estimated</p> <p>8.1 Report format determined</p> <p>8.2 Report requirement determined</p> <p>8.3 Report prepared according to format</p> <p>8.4 Report content confirmed</p> |