

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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Introduction

Qualifications Pack- Showroom Hostess/ Customer Relationship Executive

SECTOR: AUTOMOTIVE

SUB-SECTOR: Automotive Vehicle Sales (Dealer)

OCCUPATION: Sales Support

REFERENCE ID: ASC/Q1111

ALIGNED TO: NCO-2015/ 4226.0201

Brief Job Description: A Showroom Hostess/ Host and customer relationship executive is responsible for handling the front office work, attending to customers and coordinating response to their queries. The individual also generates sales enquires through telemarketing and supports service function through follow-up calls for after sales service.

Personal Attributes: An individual on this job must have good communication and interpersonal skills along with a pleasing personality to handle the front office desk and enquiries from the customers. The individual must be patient and have good listening ability with customer centric attitude to tackle the irate customers.

Qualifications Pack for Showroom Hostess/ Customer
Relationship Executive

Job Details	Qualifications Pack Code	ASC/Q1111		
	Job Role	Showroom Hostess/ Customer Relationship Executive (Applicable for national scenarios)		
	Credits	TBD	Version number	1.0
	Sector	Automotive	Drafted on	18/10/16
	Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
	Occupation	Sales Support	Next review date	20/10/18
	NSQC Clearance on			

Job Role	Showroom Hostess/ Customer Relationship Executive
Role Description	Responsible for handling the front office work and attending to customer queries. The individual also generates sales enquires and supports service functions then follow up calls for after sales service.
NSQF level	4
Minimum Educational Qualifications	12 th Standard pass, preferably
Maximum Educational Qualifications	Graduate degree or diploma in any discipline
Training (Suggested but not mandatory)	On the job training: <ul style="list-style-type: none"> Desirable for ASDC Showroom Hostess certificate or graduate degree/ diploma in any discipline Compulsory for all other qualifications
Minimum Job Entry Age	<ol style="list-style-type: none"> ASDC recommends that candidates should seek full not before attaining an age of 18 years. However, as per Factories Act 1948 and Shops & Establishment Act 1953:- - No one can be employed before attaining age of 14 Please note that under the Factories Act 1948, and Shops & Establishment Act 1953 different States may have slightly varying provision, which need to be adhered to.
Experience	NA
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> ASC/N1103 Carry out activities for hosting customers in an automobile showroom ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure ASC/N1106 Handle post-delivery services for better

*Qualifications Pack for Showroom Hostess/ Customer
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	<p>customer satisfaction</p> <ol style="list-style-type: none">4. ASC/N0001 Plan and organize work to meet expected outcomes5. ASC/N0002 Work effectively in a team6. ASC/N0003 Maintain a healthy, safe and secure working environment <p>Optional: NA</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Dealership	A business established or operated under an authorization to sell or distribute an automotive company's goods and services.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack (QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications pack code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted

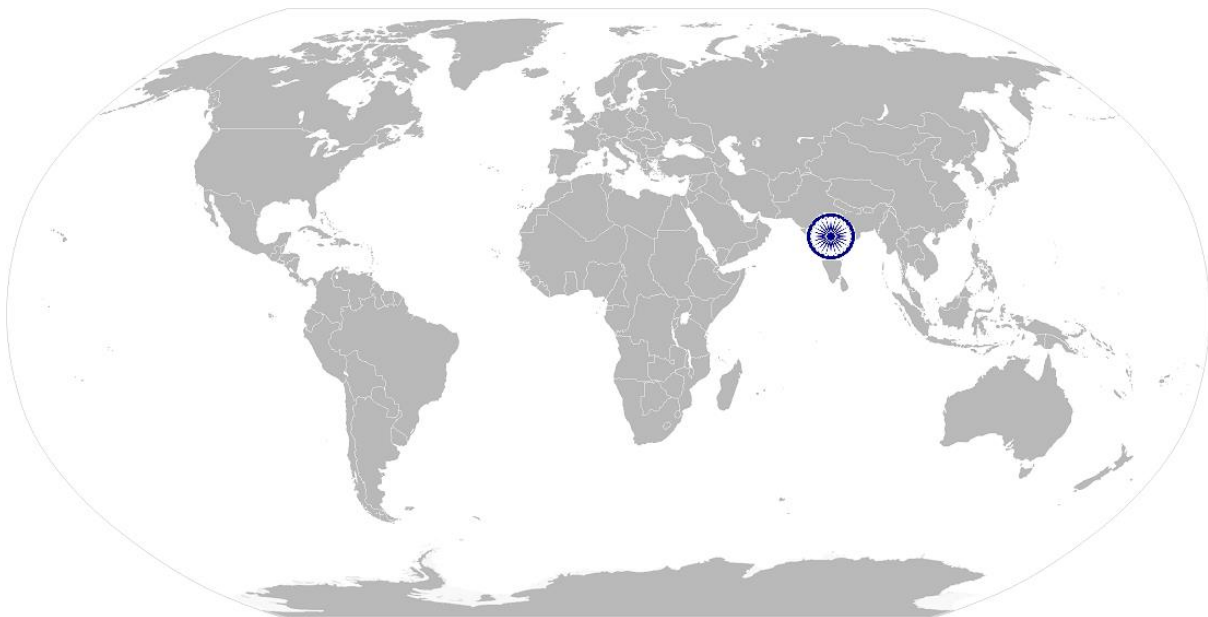
*Qualifications Pack for Showroom Hostess/ Customer
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Acronyms

	with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4-wheelers (including passenger vehicles and commercial vehicles). This includes gasoline, petrol, CNG, electrical and hybrid vehicles
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords/ Terms	Description
NOS	National Occupational Standard (s)
NSQF	National Standards Qualifications Framework
OEM	Original Equipment Manufacturer
OS	Occupational Standard (s)
QP	Qualifications Pack

ASC/N1103 Carry out activities for hosting customers in an automobile showroom

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to establish effective rapport with customers and coordinate response to their queries.

ASC/N1103 Carry out activities for hosting customers in an automobile showroom

National Occupational Standard	Unit Code	ASC/N1103
	Unit Title (Task)	Carry out activities for hosting customers in an automobile showroom
	Description	This NOS unit is about an individual who establishes effective rapport with customers and organises response to their queries.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> establish effective rapport with customers host the customer in a dealership understand the customer query and respond appropriately to provide any additional information on the product or on any other sales/ service requirements
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
Host the customer and provide appropriate sales/ service information		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. greet, escort, seat the customers and offer refreshments (tea/ coffee)</p> <p>PC2. enquire and understand customer queries related to vehicle type, model, specifications</p> <p>PC3. hand out vehicle brochure and specification cards to customers</p> <p>PC4. coordinate with other colleagues to ensure satisfactory response to customer's queries</p> <p>PC5. assist the customer in filling the form related to the basic information, contact details to obtain basic demographic information about each customer, using a computer system, a log sheet, or other method established by the dealership</p> <p>PC6. notify the appropriate sales executive that a customer is waiting, or introduce the customer to sales executive thereby transferring the showroom sales lead to sales executive</p> <p>PC7. provide basic information related to accessories/ value added or special services and transfer the lead to accessory/ VAS sales executive for detailed discussions</p> <p>PC8. provide information when requested and promote organisation's services, facilities</p> <p>PC9. escort or remain in continuous contact while the customer stays in the frontal area of the showroom</p> <p>PC10. wish the customer before he leaves the showroom and enquire if his visit was satisfactory</p> <p>PC11. take a feedback from the customer at the time of his leaving on whether his visit was satisfactory and all his queries were adequately addressed or not</p>

ASC/N1103 Carry out activities for hosting customers in an automobile showroom

	<p>PC12. coordinate with sales colleagues to ensure that all pending responses promised to the customer are responded to in a timely and satisfactory manner</p> <p>PC13. coordinate with support staff in maintaining show room in presentable condition (including the models on display are cleaned, brochures are available etc.)</p> <p>PC14. promote maintaining of harmonious relations in the show room</p> <p>PC15. attend and participate in daily briefings, meetings regarding the overall process of customer handling as prescribed by the OEM</p> <p>PC16. participate in training sessions</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures within one's own organisation</p> <p>KA2. standard operating procedures for customer query reporting along with their resolution mechanism through the sales team in the organisation</p> <p>KA3. customer relationship management (CRM) related framework provided by the organisation</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines</p> <p>KA5. organisational and professional code of ethics and standards of practice</p> <p>KA6. safety and health policies and regulations for the workplace including automotive showroom in general</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the basic customer and personal service principles and processes for providing customer and personal services</p> <p>KB2. the technical specifications of various OEM vehicles and the different variant/ model used along with those of the competitor auto component manufacturer</p> <p>KB3. the vehicle features/ specifications and colors of the newly launched vehicles/ variants along with basic details of parts and accessories available</p> <p>KB4. how to handle and resolve basic customer queries</p> <p>KB5. software or format such as MS word, excel, PowerPoint and Management Information System (MIS)</p> <p>KB6. how to capture customer voice/ feedback on the services provided by the dealership</p> <p>KB7. when to contact the sales executive/ sales team lead depending on customer requirement</p>
Skills (S)	
A. Core Skills/	Reading Skills

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Generic Skills	<p>The user/ individual on the job should be able to:</p> <p>SA1. read work orders, specifications etc. related to the job</p> <p>SA2. read brochures and technical specifications of the vehicle provided by the OEM and channel partner (dealership)</p> <p>SA3. read the specific requirements, queries that the customer may have on various vehicle before the actual purchase including any specific technical query</p> <p>SA4. read feedback from customers on the level of services provided by the dealership</p> <p>SA5. read policies and regulations pertinent to the job</p>
	Writing Skills
	<p>The user/ individual on the job should be able to:</p> <p>SA6. record and document the basic details of customer visiting the showroom</p> <p>SA7. capture the profile of the customer visiting the showroom (including demographics, preferences which would help in proper follow-up on the showroom leads by the sales team)</p> <p>SA8. write-in at least one language</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job should be able to:</p> <p>SA9. interact with the customers for getting their requirements, queries and feedbacks (both verbal & non-verbal)</p> <p>SA10. interact with superiors and other support staff function including sales function</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job should be able to:</p> <p>SB1. analyses information and evaluate results to choose the best solution</p> <p>SB2. decide whom to contact in case of specific query raised by customer</p> <p>SB3. decide handling of rate customers in a mature way</p>
	Plan and Organize
	<p>The user/ individual on the job should be able to:</p> <p>SB4. plan work assigned on a daily basis</p> <p>SB5. plan and organize vehicle deliveries taking account of local conditions (including a few days when there are maximum deliveries during the festive seasons)</p> <p>SB6. follow up regularly on potential complaints, issues raised by the customer</p>
	Customer Centricity
	<p>The user/ individual on the job should be able to:</p> <p>SB7. ensure that customer's requirements are assessed and satisfactory service is</p>

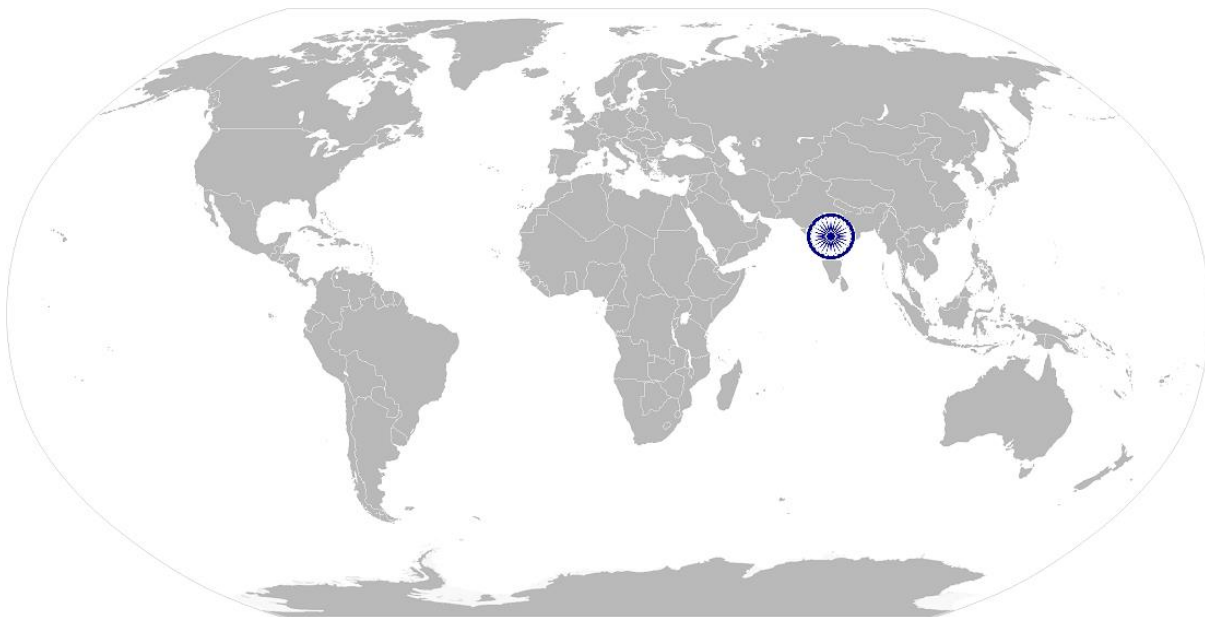
ASC/N1103 Carry out activities for hosting customers in an automobile showroom

	<p>provided</p> <p>SB8. ensure that customer is greeted and is attended properly and as per organization's protocols</p> <p>SB9. ensure that queries outside the scope of work are addresses and passed on to the relevant person and prompt reply is obtained and passed on to the customer</p>
	Problem Solving
	<p>The user/ individual on the job should be able to:</p> <p>SB10. deliver and act as per the organization provided/guided resolutions</p> <p>SB11. liaise with the sales team to ensure hassle-free resolution of the queries raised by the concerned customer in a timely fashion</p>
	Analytical Thinking
	<p>The user/ individual on the job should be able to:</p> <p>SB12. evaluate and identify areas of query from the customer and ensure proper resolution to ensure maximum satisfaction</p> <p>SB13. assess time required for sales related processes (e.g. if a customer want a test drive for a particular vehicle which is already taken by another customer for a test drive, assess the time taken and communicate the waiting time to the customer)</p> <p>SB14. analyses available information and evaluate results to choose the best solution keeping the customer satisfaction in mind</p>
	Critical Thinking
	<p>The user/ individual on the job should be able to:</p> <p>SB15. use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to act efficiently</p>

ASC/N1103 Carry out activities for hosting customers in an automobile showroom

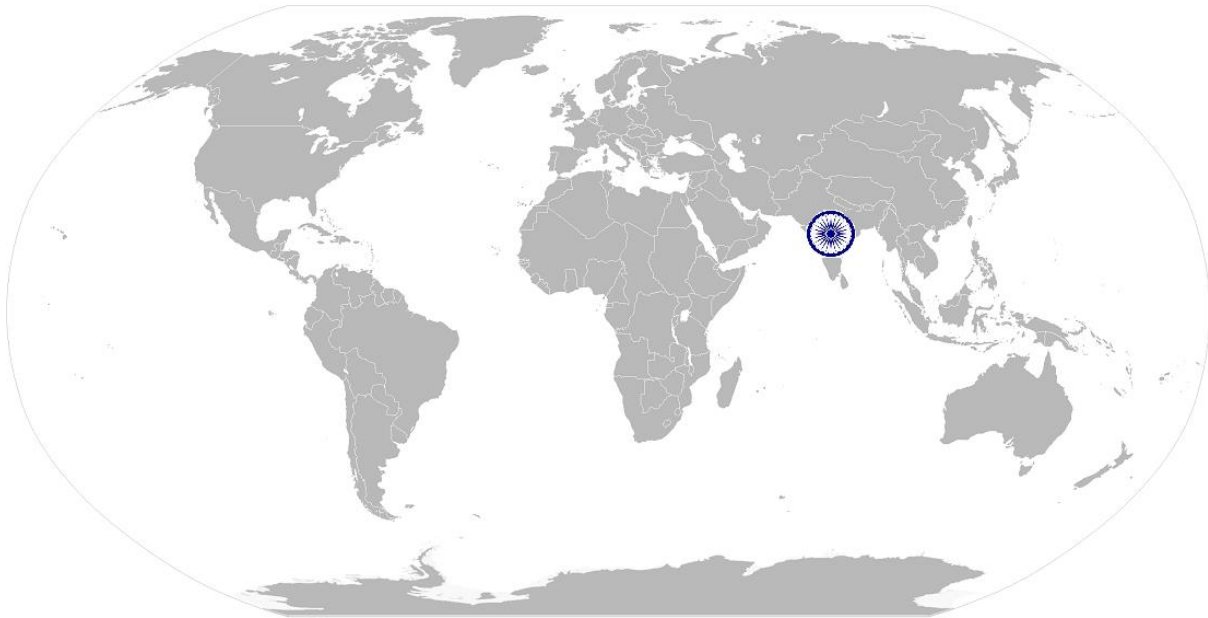
NOS Version Control

NOS Code	ASC/N1103		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
Occupation	Sales Support	Next review date	20/10/18



ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Customer Relationship Executive to generate sales leads and pass on the leads to the sales team to achieve sales closure.

ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure

National Occupational Standard	Unit Code	ASC/N1105
	Unit Title (Task)	Generate sales leads and pass on the leads to the sales team to achieve sales closure
	Description	This NOS unit is about a Customer Relationship Executive to generate sales leads and coordinating with sales team for passing on the prospective leads.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> make calls to the customers from the database procured through various sources including cold calls to the prospective customers and follow-ups on those leads resolve all customer queries and problems promptly
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
Generate sales leads, follow-up and pass the leads to sales team		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. handle all leads from various sources like showroom walk-ins, telephonic enquiries, other marketing campaigns and ATL/ BTL activities</p> <p>PC2. identify and develop sources of potential clients and customer contacts interested in buying OEM products</p> <p>PC3. call and enquire about buying plans or interests, as per the calling script, from the prospective calling list assigned</p> <p>PC4. greet the customers and get vehicle buying interests and time schedule from the prospective calling list to get sales leads</p> <p>PC5. effectively communicate with clients/ customers to gain commitment to purchase and products via telephone, face-to-face and written communication</p> <p>PC6. mention FAB (features/ advantages/ benefits) and USPs of the OEM vehicles and brands available at the dealership over the competitor models respond promptly to customer need and requests from time to time</p> <p>PC7. follow up for free test drives with customer on phone/email</p> <p>PC8. maintain contract renewal reports and profiling of existing accounts</p> <p>PC9. fix and record customer prospective visit for test drive, either at showroom or at any mutually agreed location</p> <p>PC10. ask potential customers for information on reasons for considering purchase and comprehend all customer requirements and needs</p> <p>PC11. assist in management of key customer relationship and coordinate with sales to ensure that all pending responses are attended to in a timely and satisfactory manner</p> <p>PC12. respond positively to customer objections/queries against the OEM</p>

ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure

	<p>products</p> <p>PC13. take accurate enquiry details from client and Advise Sales and Marketing department about client feedback/ comments relating to product content and pricing</p> <p>PC14. maintain an effective tracking system to record all feedbacks and complaints from customers in the system in a prescribed OEM format</p> <p>PC15. effectively communicate functional details and client requirements to concerned persons.</p> <p>PC16. arrange for vehicle pick up and drops to and from work shops</p> <p>PC17. understand the key customer requirements for the vehicle (during sales pitch) and any pending service related issue (during service calls follow-ups to generate repeat/ referral sales) and highlight the requirements/ issues for early redressal</p> <p>PC18. ensure realization of revenues from sales as per planned payment cycle through effective follow up & relationship building with customers</p> <p>PC19. assist in organizing client entertaining & promotional events to ensure maximum customer engagement for selling OEM products in future</p> <p>PC20. liaise with other members of Sales Team to actively promote sales opportunities, exchange information and increase professionalism</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the OEM related to telemarketing and sales process</p> <p>KA2. standard operating procedures for query and problem reporting and their redressal in the organisation</p> <p>KA3. customer relationship management (CRM) related framework provided by the organisation</p> <p>KA4. documentation requirements for each procedure carried out in the organization</p> <p>KA5. organisational and professional code of ethics and the related standard</p> <p>KA6. safety, health policies and regulations for the workplace</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to handle and resolve basic customer queries</p> <p>KB2. training modules and scripts provided by the OEM for the telemarketing</p> <p>KB3. technical aspects related with all varieties of vehicles at the dealership</p> <p>KB4. technical details and problems related with service of all kinds of vehicles</p> <p>KB5. technical specifications of OEM vehicles at the dealership</p> <p>KB6. training modules and scripts provided by the OEM for telemarketing</p> <p>KB7. technical details and problems related with service of all kinds of vehicles</p>

ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure

	<p>KB8. complete process flow for a business cycle of sales</p> <p>KB9. process for passing on sales leads to sales consultants</p> <p>KB10. process for booking test drives based on customer preferences</p> <p>KB11. software or format used for reporting like MS Excel and MS Word</p> <p>KB12. software or format used for billing, financing of the vehicles, services records and warehousing like Tally, SAP and prim aware</p> <p>KB13. software or format used for sales and marketing presentations, reporting and surveys like MS PowerPoint, MIS and CRM</p> <p>KB14. software or format used for customer relationship management (CRM) in the organisation</p> <p>KB15. local market procedures and customer preferences of that area</p> <p>KB16. sales peculiarities based on geographical nuances etc.</p> <p>KB17. customer problems and queries and documenting it in the organisation's prescribed format</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job should be able to:</p> <p>SA1. read general instructions or guidelines from OEM, mandatory for telemarketing</p> <p>SA2. read telemarketing scripts provided by the OEM and dealership mandatory for making a sales pitch</p> <p>SA3. read policies and regulations pertinent to the job</p> <p>SA4. read instructions from customers in terms of their requirements, queries and feedbacks</p>
	Writing Skills
	<p>The user/ individual on the job should be able to:</p> <p>SA5. create documentation required on the job (including reports, work sheets, etc.)</p> <p>SA6. create feedback reports</p> <p>SA7. write in at least one language</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job should be able to:</p> <p>SA8. interact with customers and generate perspective leads</p> <p>SA9. interact with sales, service and administrative function of the dealership</p> <p>SA10. interact with superiors and other support staff function in one's own organisation</p>

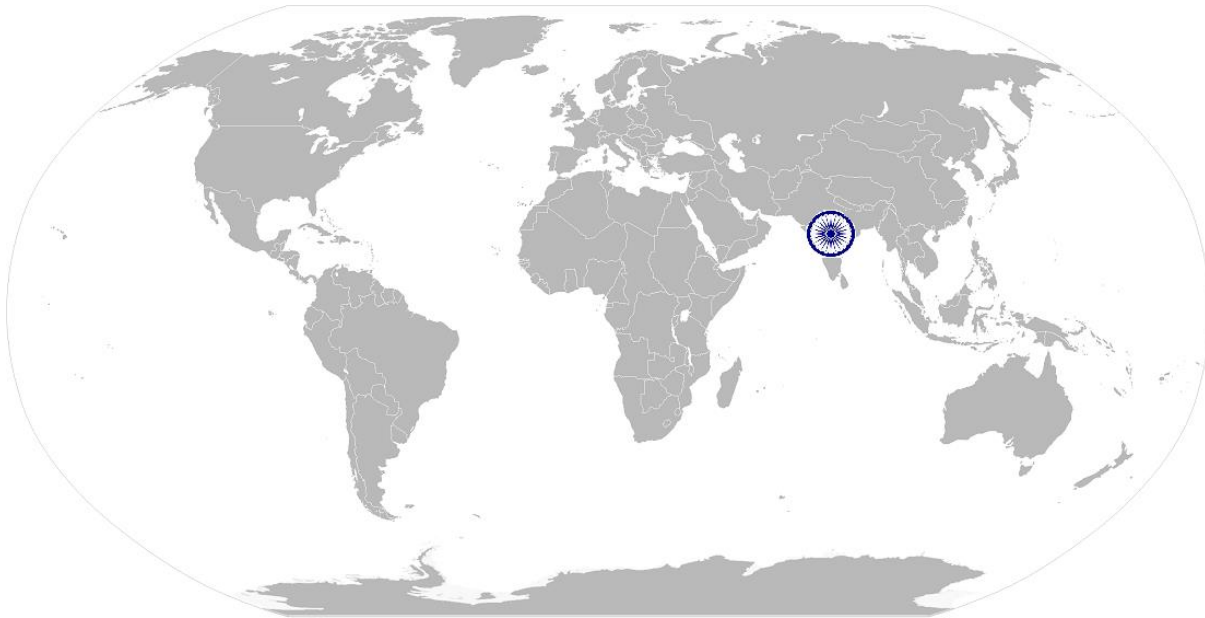
ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure

B. Professional Skills	Decision Making
	The user/ individual on the job should be able to:
	SB1. analyses information and evaluate results to choose the best solution solve problems
	SB2. analyses all the feedbacks provided by the customers and act accordingly
	Plan and Organize
	The user/ individual on the job should be able to:
	SB3. plan and organize activities achieving business targets on a periodical basis
	Customer Centricity
	The user/ individual on the job should be able to:
	SB4. ensure that customer's requirements are assessed and satisfactory service is provided
	Problem Solving
	The user/ individual on the job should be able to:
	SB5. clarify and solve all sales and service function queries generated due to any kind of anomalies and take appropriate actions, as required
	Analytical Thinking
	The user/ individual on the job should be able to:
	SB6. evaluate customer feedbacks and reviews for its effectiveness by ensuring proper checks and report them
	Critical Thinking
	The user/ individual on the job should be able to:
	SB7. analysis & evaluate the information collected from observation & reasoning to improve telemarketing process

ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure

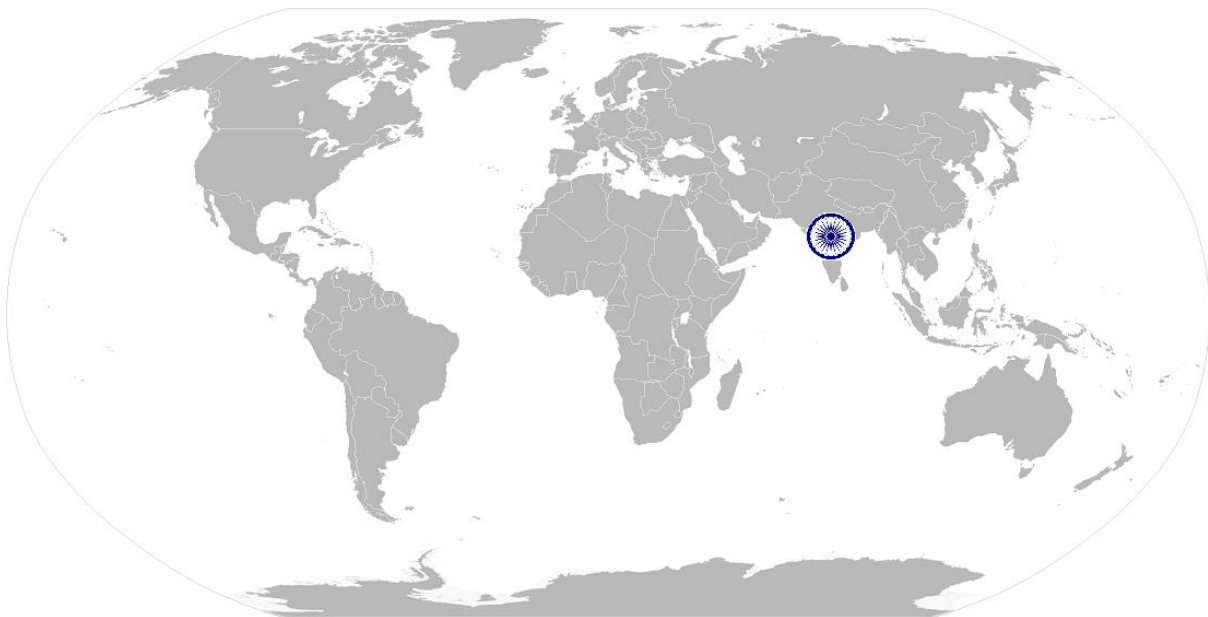
NOS Version Control

NOS Code	ASC/N1105		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
Occupation	Sales Support	Next review date	20/10/18



ASC/N1106 Handle post-delivery services for better customer satisfaction

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to handle post-delivery calls of customers to ensure better customer satisfaction.

ASC/N1106 Handle post-delivery services for better customer satisfaction

National Occupational Standard	Unit Code	ASC/N1106
	Unit Title (Task)	Handle post-delivery services for better customer satisfaction
	Description	This NOS unit is about an individual to handle post-delivery calls of customers to ensure complete customer satisfaction.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> make calls to customers after delivery, to enquire about the overall performance and satisfaction levels with the vehicle resolve customer problems promptly and escalate the one which are highly technical or requires urgent intervention ensure delivery of quality services through post-service feedback calls from the customer
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Manage post-delivery services to ensure better customer satisfaction	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive, process and verify the accuracy of delivered orders from customers utilizing the organisation's internal CRM/ mainframe systems and customer purchase orders</p> <p>PC2. initiate required action for response to customer service requests for order changes, including the maintenance of customer information files and communicates changes to the service function</p> <p>PC3. make follow up calls to existing customers for service reminders and to promote other value-added services</p> <p>PC4. make calls to new vehicle buyers for following up on service requirements as per the "free service" schedule of the OEM</p> <p>PC5. follow up with customers after service or repairs on their vehicle and take feedback on the experience</p> <p>PC6. make calls to existing customers to enquire the overall level of satisfaction with the work done at the workshop and the overall resolution of the complaints which was reported by the customer at the workshop</p> <p>PC7. report any complaints or queries from customers to the concerned persons in the organisation</p> <p>PC8. maintain Management Information Systems for service revenue recovery and post-service collections and provide time-phased, qualified reports on the overall performance of the workshop and service target achievement through various sale of value added services (like Annual Maintenance contracts, Reconditioned aggregates sale)</p>

ASC/N1106 Handle post-delivery services for better customer satisfaction

	<p>PC9. ensure realization of revenues from service s as per planned payment cycle (esp. for the key account / corporate customers who tend to pay in a cycle) through effective follow up & relationship building with customers</p> <p>PC10. manage and ensure execution of all Back-Office operations like prompt issuance of allotment letters, demand notes, agreements and timely dispatch of all post-sale revenue realization devices like reminders and notices for recovery if required</p> <p>PC11. access the company's internal systems to obtain and extract information and provide customer service management with data for inclusion in various scheduled and special reports</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standard operating procedures of the OEM related with after-sales service maintenance</p> <p>KA2. standard operating procedures of the dealership related with customer experience and satisfaction</p> <p>KA3. customer relationship management (CRM) related framework provided by the organization</p> <p>KA4. documentation requirements for each procedure carried out as part of roles and responsibilities</p> <p>KA5. organizational and professional code of ethics and the related standards</p> <p>KA6. safety and health policies and regulations for the workplace</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. technical specifications of OEM vehicles at the dealership along with the service schedules for each of the model/ variant of vehicle (including both free service & paid service)</p> <p>KB2. technical details and problems related with service of all kinds of vehicles</p> <p>KB3. the various changes in schedules of the service as specified by the OEM from time-to-time in the various service circulars released</p> <p>KB4. training modules and scripts provided by the OEM for the telemarketing activities</p> <p>KB5. how to use internal CRM related systems to ensure accurate delivery of services</p> <p>KB6. how to coordinate between sales function and customers to resolve queries effectively</p> <p>KB7. back-Office operations like prompt issuance of Allotment letters, demand notes, agreements and timely dispatch of all post-sale revenue realization devices like reminders and notices for recovery if required</p> <p>KB8. software or format used for reporting like MS excel and MS word</p> <p>KB9. software or format used for customer relationship management (CRM) in</p>

ASC/N1106 Handle post-delivery services for better customer satisfaction

	the organization
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job should be able to:</p> <p>SA1. read feedback from customers on the level of services provided by the dealership</p> <p>SA2. read policies and regulations pertinent to the job</p> <p>SA3. read the job card details to call the customers on the pending payments (esp. the corporate)</p>
	Writing Skills
	<p>The user/ individual on the job should be able to:</p> <p>SA4. Create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)</p> <p>SA5. read various service circulars released by OEM which communicates change in schedule of the service</p> <p>SA6. write-in at least one language</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job should be able to:</p> <p>SA7. interact with the customers for understanding their requirements, queries and feedbacks regarding both on the technical performance of the vehicle and post service feedback after the customer has visited the workshop for any issues in the vehicle</p> <p>SA8. interact with organization's internal stakeholders for efficient customer relationship management</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job should be able to:</p> <p>SB1. analyses information and evaluate results to choose the best solution and solve problems</p>
	Plan and Organize
	<p>The user/ individual on the job should be able to:</p> <p>SB2. plan work assigned on a daily basis and provide estimates of time required for each piece of work</p> <p>SB3. plan the overall call schedule to focus on the high priority calls that need urgent interventions</p>
	Customer Centricity
	<p>The user/ individual on the job should be able to:</p> <p>SB4. ensure that customer needs are assessed and customer is fully satisfied especially on the service aspects of the vehicle due to which customer visited</p>

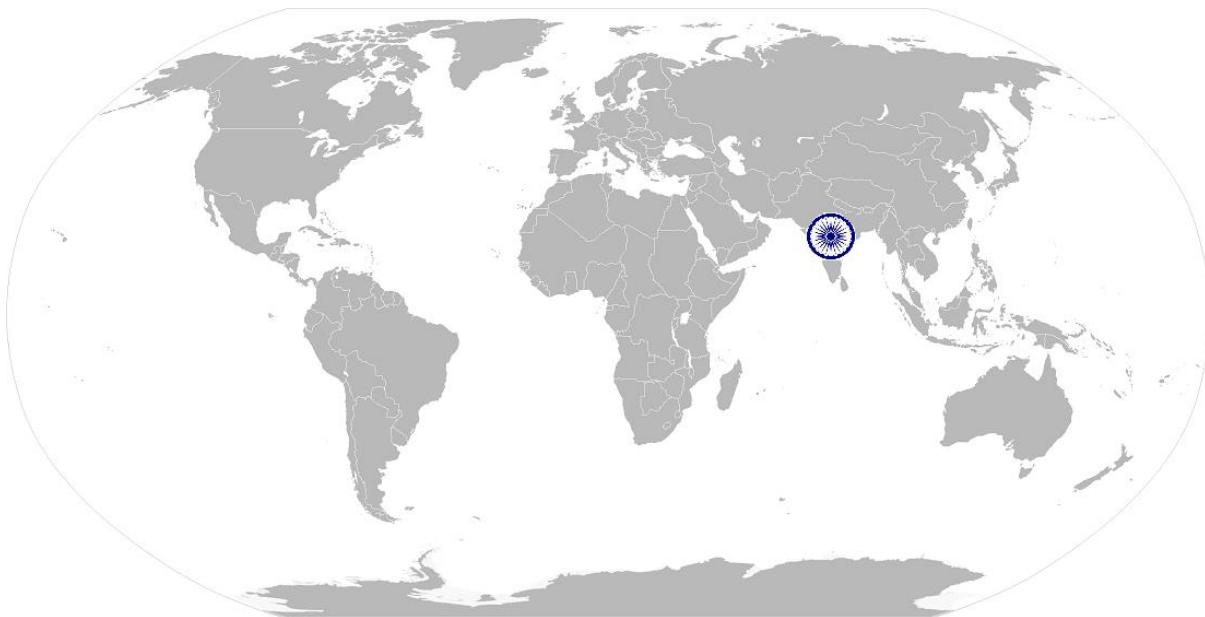
ASC/N1106 Handle post-delivery services for better customer satisfaction

	<p>the workshop</p> <p>SB5. ensure during the feedback call, that all the work the customer has asked to do while visiting the dealers workshop was performed satisfactorily</p> <p>SB6. ensure that the customer provides constructive feedback and reviews</p> <p>SB7. ensure that any adverse comments provided by the customer is escalated to the concerned superiors so that perceived poor service is not repeated again</p>
	Problem Solving
	<p>The user/ individual on the job should be able to:</p> <p>SB8. analyses all the queries or problems posted by the customers</p> <p>SB9. deliver and act as per the organization provided/ guided resolutions</p>
	Analytical Thinking
	<p>The user/ individual on the job should be able to:</p> <p>SB10. evaluate and identify key customer satisfaction areas and enhance the overall customer experience at the dealership</p> <p>SB11. assess time and cost required based on problems or queries identified</p>
	Critical Thinking
	<p>The user/ individual on the job should be able to:</p> <p>SB12. evaluate the information gathered from the customer complaint report and utilize it to identify timely resolutions</p>

ASC/N1106 Handle post-delivery services for better customer satisfaction

NOS Version Control

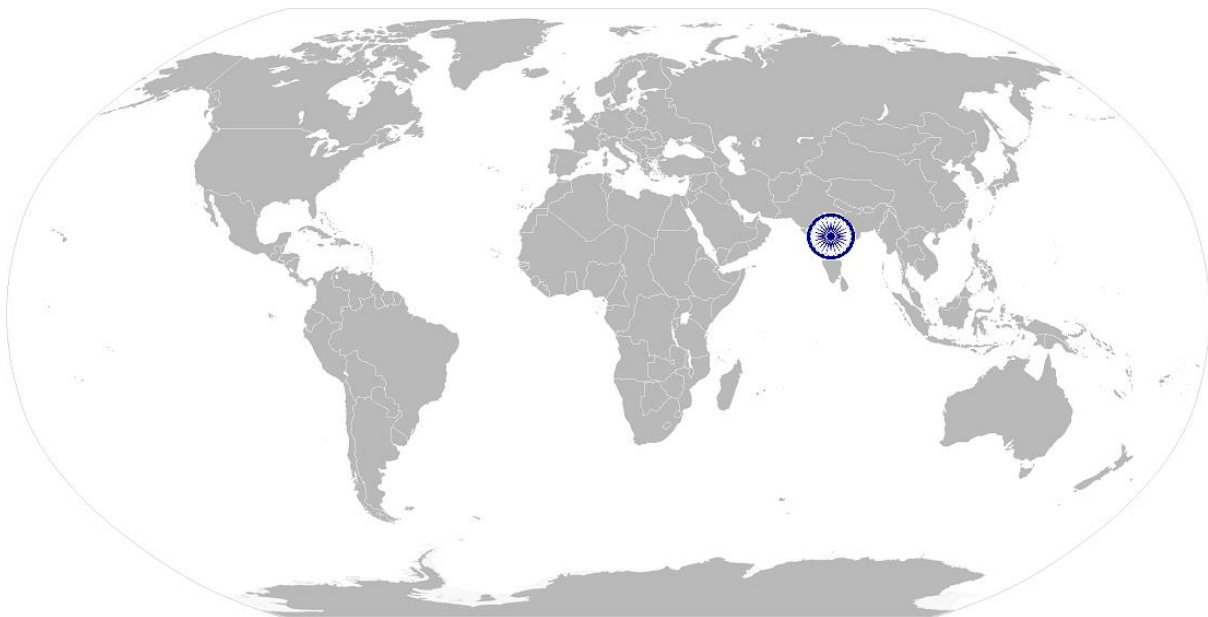
NOS Code	ASC/N1106		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
Occupation	Sales Support	Next review date	20/10/18



ASC/N0001

Plan and organise work to meet expected outcomes

National Occupational Standard



Overview

This unit is about planning and organizing an individual's work in order to complete it to the required standards, on time and within budget in terms of cost and material.

ASC/N0001

Plan and organise work to meet expected outcomes

National Occupational Standard

Unit Code	ASC/N0001
Unit Title (Task)	Plan and organise work to meet expected outcomes
Description	This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> work requirements including various activities, deliverables or work output required in the given time, maintain set quality standards appropriate use of resources (both material/ equipment's and manpower)
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Work requirements including various activities within the given time and set quality standards	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep immediate work area clean and tidy</p> <p>PC2. treat confidential information as per the organisation's guidelines</p> <p>PC3. work in line with organisation's policies and procedures</p> <p>PC4. work within the limits of job role</p> <p>PC5. obtain guidance from appropriate people, where necessary</p> <p>PC6. ensure work meets the agreed requirements</p>
Appropriate use of resources	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. establish and agree on work requirements with appropriate people</p> <p>PC8. manage time, materials and cost effectively</p> <p>PC9. use resources efficiently with minimal wastage</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organization's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work</p> <p>KA2. the limits of responsibilities and when to involve others</p> <p>KA3. specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize workload according to urgency and importance and the benefits of this</p> <p>KA6. the organization's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect</p>

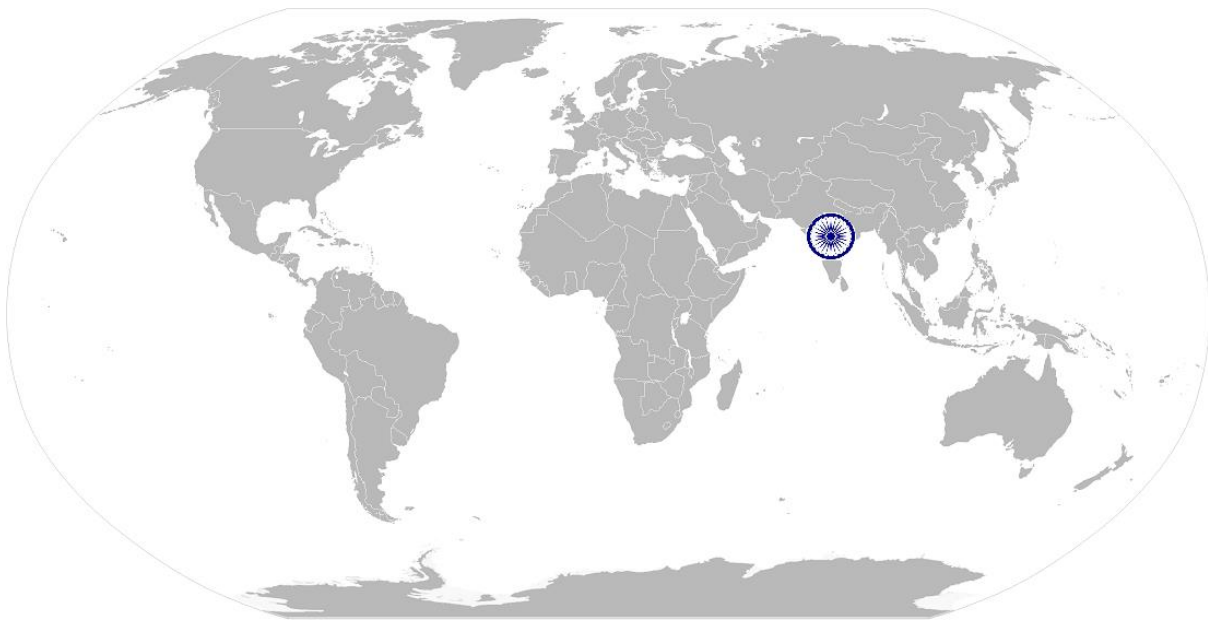
ASC/N0001 Plan and organise work to meet expected outcomes

	change
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to complete tasks accurately by following standard procedures KB2. technical resources needed for work and how to obtain and use these
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures
	Writing Skills
	The user/ individual on the job should have ability to : SA2. write simple sentences in local language and also preferably in Hindi/ English
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to : SA3. ask for clarification and advice from appropriate persons SA4. communicate orally with colleagues
B. Professional Skills	Decision Making
	The user/individual on the job should be able to : SB1. analyses a given situation and decide on an appropriate action for completing the task within resources
	Plan and Organize
	The user/individual on the job should be able to : SB2. agree upon required output SB3. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job should be able to : SB4. meet or exceed internal/external customer/team expectations
	Problem Solving
	The user/individual on the job should be able to : SB5. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyses a given situation from all aspects
	Critical Thinking
	The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations

ASC/N0001 Plan and organise work to meet expected outcomes

NOS Version Control

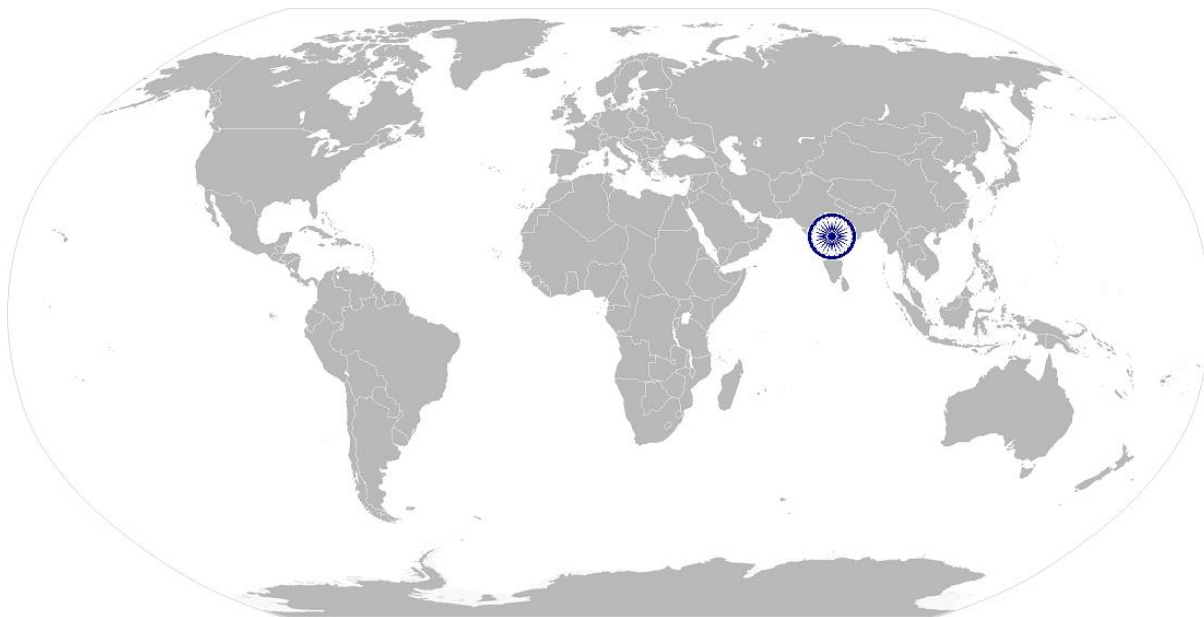
NOS Code	ASC/N0001		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
Occupation	Sales Support	Next review date	20/10/18



ASC/N0002

Work effectively in a team

National Occupational Standard



Overview

This unit is about working effectively with colleagues, either in own work group or in other work groups within organization.

ASC/N0002

Work effectively in a team

National Occupational Standard

Unit Code	ASC/N0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organization.
Scope	<p>This unit/ task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interact & communicate effectively with colleagues including member in the own group as well as other groups	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> <p>PC2. work with colleagues to integrate work</p> <p>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organization's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the</p>

ASC/N0002

Work effectively in a team

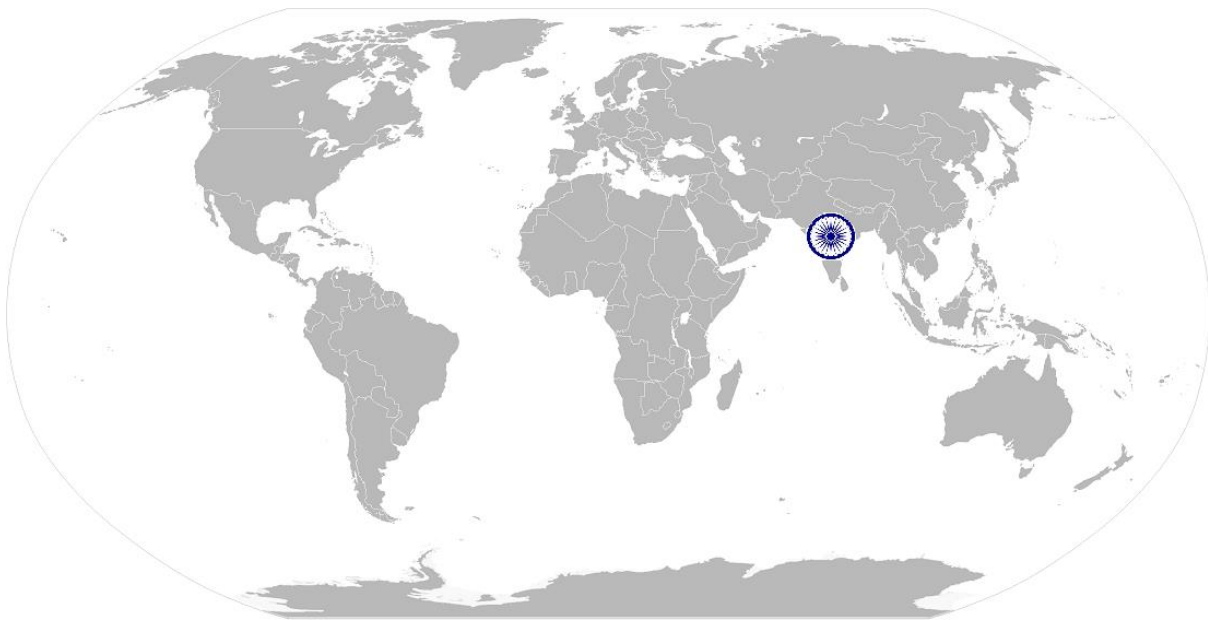
	<p>importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures
	Writing Skills
	The user/ individual on the job should have ability to : SA2. write simple sentences in local language and also preferably in Hindi/ English
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to : SA3. listen effectively and orally communicate information SA4. ask for clarification and advice from the concerned person
B. Professional Skills	Decision Making
	The user/individual on the job should be able to : SB1. analyses a given situation and decide on an appropriate action for completing the task within resources
	Plan and Organize
	The user/individual on the job should be able to : SB2. agree upon required output SB3. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job should be able to : SB4. meet or exceed customer/team expectations
	Problem Solving
	The user/individual on the job should be able to : SB5. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyses a given situation from all aspects
	Critical Thinking
	The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations

ASC/N0002

Work effectively in a team

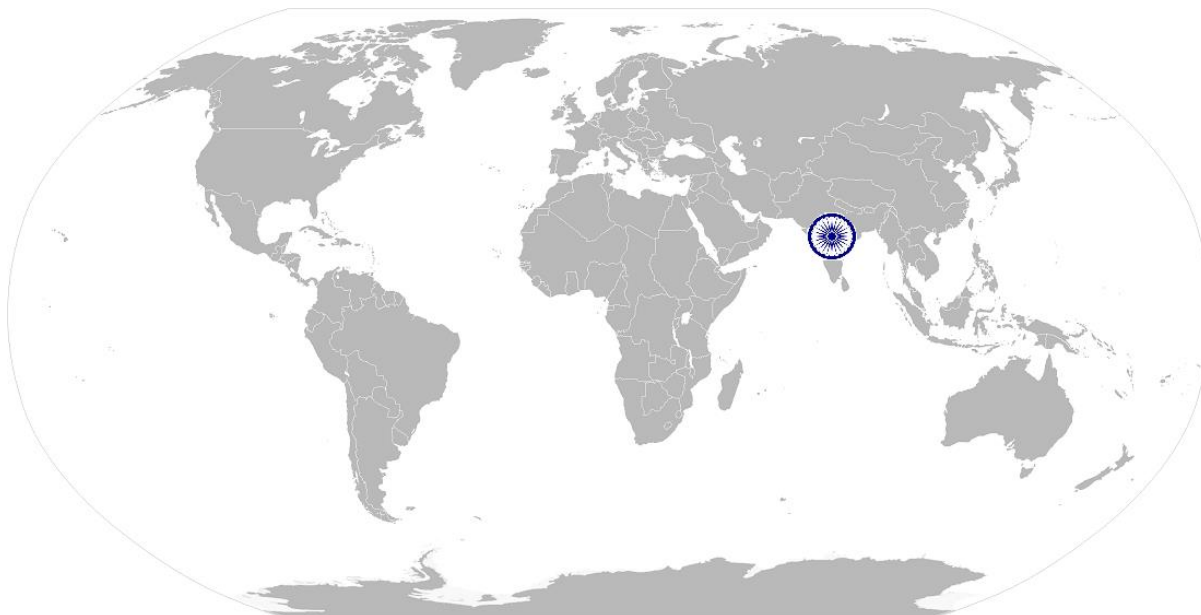
NOS Version Control

NOS Code	ASC/N0002		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
Occupation	Sales Support	Next review date	20/10/18



ASC/N0003 Maintain a healthy, safe and secure working environment

National Occupational Standard



Overview

This unit is about monitoring work place practices and making sure they meet requirements for health, safety, security and environmental concerns.

ASC/N0003 Maintain a healthy, safe and secure working environment

National Occupational Standard

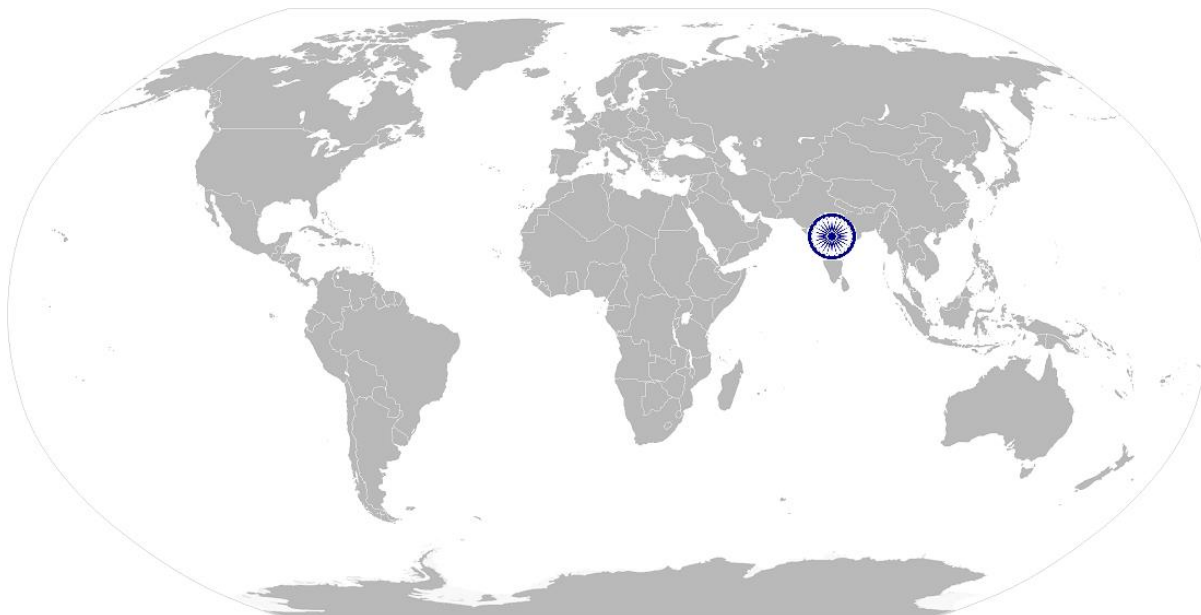
Unit Code	ASC/N0003
Unit Title (Task)	Maintain a healthy, safe and secure working environment
Description	This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises.
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Resources needed to maintain a safe, secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. comply with organisation's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. coordinate with other resources at the workplace to achieve healthy, safe and secure environment for all incorporating government norms esp. for emergency situations like fires, earthquakes etc.</p> <p>PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity within the limits of individual's authority</p> <p>PC5. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected</p> <p>PC6. follow organisation's emergency procedures for accidents, fires or any other natural calamity</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete health and safety records , ensure procedures are well defined</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p>

ASC/N0003 Maintain a healthy, safe and secure working environment

processes)	<p>KA3. how and when to report hazards</p> <p>KA4. the limits of responsibility for dealing with hazards</p> <p>KA5. the organisation's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to :
	SA1. read instructions, guidelines/ procedures/ rules
	Writing Skills
	The user/ individual on the job should have ability to :
	SA2. write simple sentences in local language and also preferably in Hindi/ English
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to :
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	The user/individual on the job should be able to :
	SB1. make decisions on a suitable course of action or response
B. Professional Skills	Plan and Organize
	The user/individual on the job should be able to :
	SB2. agree upon required output
	SB3. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job should be able to :
B. Professional Skills	SB4. meet or exceed customer/team expectations
	Problem Solving

ASC/N0003 Maintain a healthy, safe and secure working environment

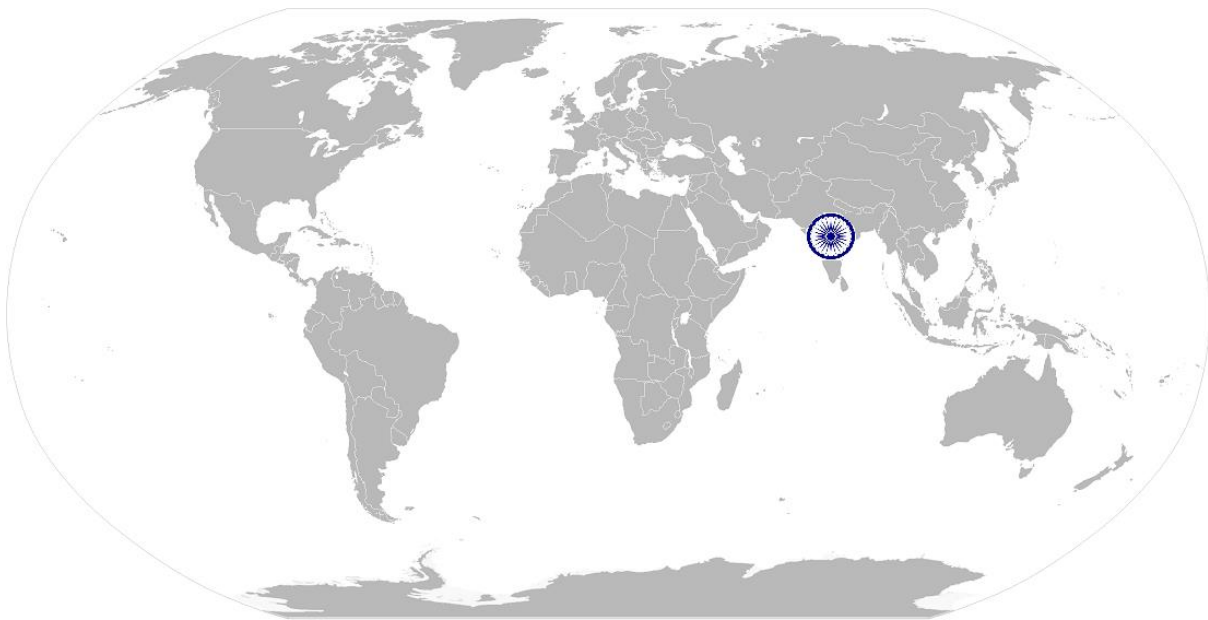
	The user/individual on the job should be able to : SB5. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to : SB6. anticipate and analyses a given situation from all aspects
	Critical Thinking
	The user/individual on the job should be able to : SB7. apply own judgement to identify solutions in different situations



ASC/N0003 Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	ASC/N0003		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Automotive Vehicle Sales (Dealer)	Last reviewed on	18/10/16
Occupation	Sales Support	Next review date	20/10/18



Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter codes for SSC]

Q denoting Qualifications Pack



QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter codes for SSC]

N denoting National Occupational Standard



OS number (2 numbers)

Occupation (2 numbers)

The following acronyms/ codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	31 - 45 & 61 - 68
Research & Development	81 - 84
Sales & Service	01 - 21
Road Transportation	96 - 97

Sequence	Description	Example
Three letters	Automotive	ASC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Showroom Hostess/ Customer Relationship Executive

Qualification Pack: ASC/Q1111

Sector Skill Council: Automotive Skills Development Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/ training centre (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
ASC/N1103 Carry out activities for hosting customers in an automobile showroom	PC1.greet, escort, seat the customers and offer refreshments(tea/ coffee)	100			5
	PC2.enquire and understand customer queries related to vehicle type, model, specifications				5
	PC3.hand out vehicle brochure and specification cards to customers				5
	PC4.coordinate with other colleagues to ensure satisfactory response to customer's queries				5
	PC5.assist the customer in filling the form related to the basic information, contact details to obtain basic demographic information about each customer, using a computer system, a log sheet, or other method established by the dealership				4
	PC6.notify the appropriate sales executive that a customer is waiting, or introduce the customer to sales executive thereby transferring the showroom sales lead to sales executive				5
	PC7. provide basic information related to accessories/ value added or special services and transfer the lead to accessory/ VAS sales executive for detailed discussions				4

*Qualifications Pack for Showroom Hostess/ Customer
Relationship Executive*

	PC8.provide information when requested and promote organisation's services, facilities				4
	PC9.escort or remain in continuous contact while the customer stays in the frontal area of the showroom				4
	PC10.wish the customer before he leaves the showroom and enquire if his visit was satisfactory				5
	PC11.take a feedback from the customer at the time of his leaving on whether his visit was satisfactory and all his queries were adequately addressed or not				4
	PC12.coordinate with sales colleagues to ensure that all pending responses promised to the customer are responded to in a timely and satisfactory manner				5
	PC13. coordinate with support staff in maintaining show room in presentable condition (including the models on display are cleaned, brochures are available etc.)				5
	PC14.promote maintaining of harmonious relations in the show room				4
	PC15.attend and participate in daily briefings, meetings regarding the overall process of customer handling as prescribed by the OEM				3
	PC16.participate in training sessions				3
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N1105 Generate sales leads and pass on the leads to the sales team to achieve sales closure	PC1.handle all leads from various sources like showroom walk-ins, telephonic enquiries, other marketing campaigns and ATL / BTL activities	100			4
	PC2.identify and develop sources of potential clients and customer contacts interested in buying OEM products				4
	PC3.call and enquire about buying plans or interests, as per the calling script, from the prospective calling list assigned				3
	PC4.greet the customers and get vehicle buying interests and time schedule from the prospective calling list to get sales leads				4
	PC5.effectively communicate with clients/ customers to gain commitment to purchase and products via telephone, face-to-face and written communication				3
	PC6. mention FAB (features/ advantages/ benefits) and USPs of the OEM vehicles and brands available at the dealership over the competitor models respond promptly to customer need and requests from time to time				10

*Qualifications Pack for Showroom Hostess/ Customer
Relationship Executive*

	PC7. follow up for free free test drives with customer on phone/email				2
	PC8.maintain contract renewal reports and profiling of existing accounts				4
	PC9.invite, fix and record customer prospective visit for test drive, either at showroom or at any mutually agreed location				2
	PC10.ask potential customers for information on reasons for considering purchase and comprehend all customer requirements and needs				3
	PC11. assist in management of key customer relationship and coordinate with sales to ensure that all pending responses are attended to in a timely and satisfactory manner				2
	PC12. respond positively to customer objections/queries against the OEM products				3
	PC13.take accurate enquiry details from client and Advise Sales and Marketing department about client feedback/ comments relating to product content and pricing				3
	PC14.maintain an effective tracking system to record all feedbacks and complaints from customers in the system in a prescribed OEM format				2
	PC15. effectively communicate functional details and client requirements to concerned persons				2
	PC16.arrange for vehicle pick up and drops to and from work shops				2
	PC17. understand the key customer requirements for the vehicle (during sales pitch) and any pending service related issue (during service calls follow-ups to generate repeat/ referral sales) and highlight the requirements/ issues for early redressal				5
	PC18.ensure realization of revenues from sales as per planned payment cycle through effective follow up & relationship building with customers				4
	PC19.assist in organizing client entertaining & promotional events to ensure maximum customer engagement for selling OEM products in future				4
	PC20.liaise with other members of Sales Team to actively promote sales opportunities, exchange information and increase professionalism				4
	All KA, KB for the NOS			30	
	Total	100	30	70	

*Qualifications Pack for Showroom Hostess/ Customer
Relationship Executive*

ASC/N1106 Handle post-delivery services for better customer satisfaction	PC1.receive, process and verify the accuracy of delivered orders from customers utilizing the organisations' internal CRM/mainframe systems and customer purchase orders	100			7
	PC2.initiate required action for response to customer service requests for order changes, including the maintenance of customer information files and communicates changes to the service function				8
	PC3.make follow up calls to existing customers for service reminders and to promote other value-added services				6
	PC4.make calls to new vehicle buyers for following up on service requirements as per the "free service" schedule of the OEM				6
	PC5.follow up with customers after service or repairs on their vehicle and take feedback on the experience				6
	PC6.make calls to existing customers to enquire the overall level of satisfaction with the work done at the workshop and the overall resolution of the complaints which was reported by the customer at the workshop				7
	PC7.report any complaints or queries from customers to the concerned persons in the organisation				6
	PC8.maintain Management Information Systems for service revenue recovery and post-service collections and provide time-phased, qualified reports on the overall performance of the workshop and service target achievement through various sale of value added services (like Annual Maintenance Contracts, Reconditioned aggregates sale)				8
	PC9.ensure realization of revenues from services as per planned payment cycle (esp. for the key account / corporate customers who tend to pay in a cycle) through effective follow up & relationship building with customers				7
	PC10.manage and ensure execution of all Back-Office operations like prompt issuance of allotment letters, demand notes, agreements and timely dispatch of all post-sale revenue realization devices like reminders and notices for recovery if required				7
	PC11.access the company's internal systems to obtain and extract information and provide customer service management with data for inclusion in various scheduled and special reports				7

*Qualifications Pack for Showroom Hostess/ Customer
Relationship Executive*

	All KA, KB for the NOS			25	
		Total	100	25	75
ASC/N0001 Plan and organise work to meet expected outcomes	PC1. keep immediate work area clean and tidy	100			8
	PC2. treat confidential information as per the organisation's guidelines				9
	PC3. work in line with organisation's policies and procedures				8
	PC4. work within the limits of job role				8
	PC5. obtain guidance from appropriate people, where necessary				8
	PC6. ensure work meets the agreed requirements				9
	PC7. establish and agree on work requirements with appropriate people				9
	PC8. manage time, materials and cost effectively				8
	PC9. use resources efficiently with minimal wastage				8
	All KA, KB for the NOS			25	
		Total	100	25	75
ASC/N0002 Work effectively in a team	PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100			9
	PC2. work with colleagues to integrate work				9
	PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means				10
	PC4. work in ways that show respect for colleagues				9
	PC5. carry out commitments made to colleagues				9
	PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons				10
	PC7. identify problems in working with colleagues and take the initiative to solve these problems				10
	PC8. follow the organisation's policies and procedures for working with colleagues				9
	All KA, KB for the NOS			25	
		Total	100	25	75
ASC/N0003 Maintain a healthy, safe and secure working environment	PC1. comply with organisation's current health, safety and security policies and procedures	100			10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person				9
	PC3. coordinate with other resources at the workplace to achieve healthy, safe and secure environment for all incorporating government norms esp. for emergency situations like fires, earthquakes etc.				9

*Qualifications Pack for Showroom Hostess/ Customer
Relationship Executive*

	PC4. identify and correct any hazards like illness, accidents, fires or any other natural calamity within the limits of individual's authority				10
	PC5.report any hazards outside the individual's authority to the relevant person in line with organisational procedures and warn other people who may be affected				10
	PC6.follow organisation's emergency procedures for accidents, fires or any other natural calamity				8
	PC7.identify and recommend opportunities for improving health, safety, and security to the designated person				9
	PC8. complete health and safety records, ensure procedures are well defined				10
	All KA, KB for the NOS			25	
		Total	100	25	75