

**PC2 02 Promote and maintain service delivery in a facilities services environment**

**(SQA Unit Code FG7T 04)**

**Unit overview:**

This unit is about being a good employee and presenting a positive image of your organisation to customers and others. When carrying out your role you will need to handle information correctly and communicate effectively with others.

This unit is about understanding the industry you work in and being aware of the importance of your role within the organisation.

**Performance criteria:**

You must be able to do the following:

1. Make sure your appearance, behaviour and personal hygiene meet your employer's standards
2. Wear appropriate personal protective clothing when necessary
3. Choose equipment, materials and work methods that are right for the job you have to do
4. Prepare, carry out and complete the job you have to do according to work schedules, dealing correctly with any problems you may have
5. Respond promptly and positively to information that other people give you
6. Make sure confidential information is only available to the people who are authorised to have it
7. Provide up-to-date, relevant and accurate information to other people in a way that is suitable for their needs
8. Report to the appropriate person any problems that you cannot deal with yourself
9. Make sure the quality of your work meets organisational standards
10. Return the equipment and materials you have used to the correct area and make sure they are safe and secure
11. Identify opportunities for improvements to services and promptly pass these on to your line manager
12. Record information accurately and in a way that someone else will be able to understand
13. Maintain and store information in a good condition and in the right place

## **Knowledge criteria:**

You must know and understand the following:

- a. The role of property, caretaking and facilities services and the contribution they make to the core business
- b. The range of property, caretaking and facilities services offered by the organisation
- c. The difference between 'hard' and 'soft' services
- d. The organisation's mission or value statement
- e. The environmental impact of property, caretaking and facilities services
- f. Your role in the organisation and the contribution you can make to achieving the organisation's objectives
- g. The standard of appearance, behaviour and personal hygiene that your employer expects
- h. Why it is important to wear personal protective clothing when necessary and for customers, members of the public and colleagues to see you wearing it
- i. Other services that your organisation can provide to customers and how to identify when there is a need for these
- j. Your work schedules and why you have to keep to them
- k. Why it is important to prepare, carry out and complete the job according to the specification and what might happen if you do not
- l. Why you should report to your line manager any problems you cannot sort out for yourself
- m. Why it is important to check the quality of your work as you go along
- n. The emergency procedures for your workplace
- o. Why equipment and materials should be kept safe and secure
- p. Why it is important to deal with feedback politely
- q. How to communicate in a way that gives them confidence and encourages others to be co-operative
- r. The types of information that could be of benefit to your organisation, why you should pass it on and to whom
- s. How to provide information in a way that is accurate, up to date and suitable for the people receiving it
- t. Why you should record information accurately and in a way that someone else can understand
- u. The proper procedures for storing information safely and in good condition
- v. The importance of maintaining quality standards in your work