



مجلس أبوظبي للجودة والمطابقة
ABU DHABI QUALITY & CONFORMITY COUNCIL

ABU DHABI OCCUPATIONAL TERMS

Automotive Workshop Receptionist Level 3



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FIRST EDITION



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Amendment Page

This Amendment Page is updated and issued with each set of revised and/or new pages of the document to help ensure that each copy of this Abu Dhabi Occupation Term (ADOT) contains a complete record of amendments.

This Occupational Term is a live document which can be amended when necessary. QCC operates an Occupational Standards Working Group that has prepared this document, and can review stakeholder comments in order to review and amend this document; ultimately resulting in an issuance of an updated version, if necessary.

Log of Amendments						
Amendment			Discard		Insert	
No.	Date	*Sections Changed	Page(s)	Issue No.	Page(s)	Issue No.
1	xxx	Document launched				



About the Abu Dhabi Quality & Conformity Council

The Abu Dhabi Quality and Conformity Council (QCC) was established by law No. 3 of 2009, issued by His Highness Sheikh Khalifa Bin Zayed Al Nahyan, President of the UAE. QCC is responsible for the development of Abu Dhabi Emirate's Quality Infrastructure, which enables industry and regulators to ensure that products, systems and personnel can be tested and certified to UAE and International Standards.

Products and services certified by QCC receive the Abu Dhabi Trustmark. The Trustmark is designed to communicate that a product or system conforms to various safety and performance standards that are set by Abu Dhabi regulators.

Foreword

The QCC Car Workshops Personnel Occupational Terms Working Group was initiated in January 2017 in order to establish occupational terms for workers in the car workshops sector in Abu Dhabi to elevate the quality of services provided in the sector and to promote the productivity of personnel.

The occupational terms are professional standards that specialist personnel must meet in order to perform the jobs they are assigned to produce quality outcomes. The Government of Abu Dhabi, under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi, and His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces and Chairman of the Abu Dhabi Executive Council, has invested heavily, and at high levels of professionalism and safety, in the Infrastructure of Abu Dhabi. Therefore, it is crucial and obligatory to encourage the presence of skilled workmanship to maintain the quality infrastructure value in the Emirate of Abu Dhabi in particular and the United Arab Emirates in general.



Acknowledgments

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35	Syed Naveed	Bin Hamooda Auto
36	Rodyney Ghosn	Al Tayer Group
37	Saad Khalid	Al Futtaim Auto Center



Occupational Terms

No.	Field	Details										
1.	Occupation (Standard Unit)	Automotive Workshop Receptionist Level 3										
2.	Description	This standard specifies the outcome required to handle front office work, attend to the customers and coordinate response to their queries										
3.	Unit type	<input type="checkbox"/> Knowledge and Skills OR <input checked="" type="checkbox"/> Application										
4.	Elements	<table border="1"> <thead> <tr> <th>No.</th> <th>Element</th> </tr> </thead> <tbody> <tr> <td>E1</td> <td><i>Carry out activities for hosting customers in an automotive workshop</i></td> </tr> <tr> <td>E2</td> <td><i>Plan and organize work to meet expected outcomes</i></td> </tr> <tr> <td>E3</td> <td><i>Work effectively in a team</i></td> </tr> <tr> <td>E4</td> <td><i>Maintain a healthy, safe and secure working environment</i></td> </tr> </tbody> </table>	No.	Element	E1	<i>Carry out activities for hosting customers in an automotive workshop</i>	E2	<i>Plan and organize work to meet expected outcomes</i>	E3	<i>Work effectively in a team</i>	E4	<i>Maintain a healthy, safe and secure working environment</i>
No.	Element											
E1	<i>Carry out activities for hosting customers in an automotive workshop</i>											
E2	<i>Plan and organize work to meet expected outcomes</i>											
E3	<i>Work effectively in a team</i>											
E4	<i>Maintain a healthy, safe and secure working environment</i>											
5.	QF Emirates level	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10										
6.	Function	<input type="checkbox"/> Policy and strategy QF 9-10 <input type="checkbox"/> Managing QF 7-8 <input type="checkbox"/> Specifying QF 6-7 <input type="checkbox"/> Controlling QF 6 <input type="checkbox"/> Maintaining capability QF 4-6 <input checked="" type="checkbox"/> Performing/carry out QF 1-4										
7.	Entry information and prerequisites	Graduate degree/ Diploma in any discipline										
8.	Grading	Application unit: <i>Competent/Not Yet Competent</i>										
9.	Industry sector	Automotive										



No.	Field	Details	
10.	Developed by	Government Entities	Abu Dhabi Quality & Conformity Council, Zones Corp, Abu Dhabi Department of Economic Development, Abu Dhabi Urban Planning Council, Abu Dhabi Municipality, OSHAD, Center of Waste Management, Abu Dhabi Chamber, Health Authority Abu Dhabi, ACTVET, National Qualification Authority, SAAED for Trafficking Systems and the Ministry of Human Resources & Emiratisation
		Private Sector	Al Tayer Group, Emirates Motor Company, Ali & Sons Group, Al Futtaim Automobile
11.	Endorsement date	TBA	
12.	Frequency of review	Annually	
13.	Version No.	1	
14.	ISCO	ISCO-88 : Unit Group 3341 Receptionists and Information Clerks	

Terms & Conditions

Term	Description
Dealership	A business established or operated under an authorisation to sell or distribute an automotive company's goods and services
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
OEM	Original Equipment Manufacturer
Vehicle	Mode of personal transport including 2-wheelers, 3-wheelers and 4- wheelers



Performance Criteria

Element	1. Carry out activities for hosting customers in an automotive workshop
PC 1.1	Greet, escort, seat the customers and offer refreshments (tea/ coffee)
PC 1.2	Enquire and understand customer queries related to vehicle repair and service requirements
PC 1.3	Hand out vehicle services brochure and any other information to customers
PC 1.4	Coordinate with other colleagues to ensure satisfactory response to customer's queries
PC 1.5	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 company/shop
PC 1.6	Notify the appropriate service advisor that a customer is waiting, or introduce the customer to the service advisor
PC 1.7	Provide information when requested and promote organisation's services, facilities
PC 1.8	Escort or remain in continuous contact while the customer stays in the frontal area of the shop
PC 1.9	Wish the customer before he leaves the shop and enquire if his visit was Satisfactory
PC 1.10	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
PC 1.11	Coordinate with service colleagues to ensure that all pending responses promised to the customer are responded to in a timely and satisfactory manner
PC 1.12	Coordinate with support staff in maintaining the shop in presentable condition (including the models on display are cleaned, brochures are available etc.)
PC 1.13	Promote maintaining of harmonious relations in the shop
PC 1.14	Attend and participate in daily briefings, meetings regarding the overall process of customer handling as prescribed by the OEM
PC 1.15	Participate in training sessions

Element	2. Plan and organize work to meet expected outcomes
PC 2.1	Keep immediate work area clean and tidy
PC 2.2	Treat confidential information as per the company's guidelines
PC 2.3	Work in line with company's policies and procedures
PC 2.4	Work within the limits of the job role
PC 2.5	Obtain guidance from appropriate people, where necessary
PC 2.6	Ensure work meets the agreed requirements
PC 2.7	Establish and agree on work requirements with appropriate people
PC 2.8	Manage time, materials and cost effectively
PC 2.9	Use resources in a reasonable manner



Element	3. Work effectively in a team
PC 3.1	Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)
PC 3.2	Work with colleagues to integrate work
PC 3.3	Pass on information to colleagues in line with organizational requirements both through verbal as well as non-verbal means
PC 3.4	Work in ways that show respect for colleagues
PC 3.5	Carry out commitments made to colleagues
PC 3.6	Let colleagues know in good time if cannot carry out commitments, explaining the reasons
PC 3.7	Identify problems in working with colleagues and take the initiative to solve these problems
PC 3.8	Follow the company's policies and procedures for working with colleagues

Element	4. Maintain a healthy, safe and secure working environment
PC 4.1	Comply with the Emirate's current health, safety and security policies and procedures
PC 4.2	Report any identified breaches in health, safety, and security policies and procedures to the designated person/authority
PC 4.3	Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires, earthquakes etc.
PC 4.4	Identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority
PC 4.5	Report any hazards outside the individual's authority to the relevant person, and warn other people who may be affected
PC 4.6	Safe handling of basic and simple vehicle systems, functions and standard equipment and instruments
PC 4.7	Identify and recommend opportunities for improving health, safety, and security to the designated person
PC 4.8	Complete all health and safety records
PC 4.9	Understand the safety dress & PPE types and adhere to the proper dress code & PPE requirements in the work area



Knowledge & Understanding

- *To carry out activities for hosting customers in an automotive workshop, the user/individual on the job must know and understand:*
 1. Standard operating procedures within one's own organisation
 2. Standard operating procedures for customer query reporting along with their resolution mechanism through the service team in the organisation
 3. Customer Relationship Management (CRM) related framework provided by the organisation
 4. Documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines
 5. Organisational and professional code of ethics and standards of practice
 6. Safety and health policies and regulations for the workplace including automotive workshop in general
 7. The basic customer and personal service principles and processes for providing customer and personal services
 8. The technical specifications of various OEM vehicles and the different variant/model used along with those of the competitor auto component manufacturer
 9. How to handle and resolve basic customer queries
 10. Software or format such as MS word, excel, PowerPoint and Management Information System (MIS)
 11. How to capture customer voice/ feedback on the services provided by the shop
 12. When to contact the service advisor depending on customer requirement

- *To plan and organize work to meet expected outcomes, the user/individual on the job must know and understand:*
 1. The company's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
 2. The limits of responsibilities and when to involve others
 3. Specific work requirements and who these must be agreed with
 4. The importance of having a tidy work area and how to do this
 5. How to prioritize workload according to urgency and importance and the benefits of this
 6. The company's policies and procedures for dealing with confidential information and the importance of complying with these
 7. The purpose of keeping others updated with the progress of work
 8. Who to obtain guidance from and the typical circumstances when this may be required
 9. The purpose and value of being flexible and adapting work plans
 10. How to complete tasks accurately by following standard procedures
 11. Technical resources needed for work and how to obtain and use these



- *To work effectively in a team, the user/individual on the job must know and understand:*
 1. The company's policies and procedures for working with colleagues, role and responsibilities in relation to this
 2. The importance of effective communication and establishing good working relationships with colleagues
 3. Different methods of communication and the circumstances in which it is appropriate to use these
 4. The importance of creating an environment of trust and mutual respect
 5. The implications of own work on the work and schedule of others
 6. Different types of information that colleagues might need and the importance of providing this information when it is required
 7. The importance of helping colleagues with problems, in order to meet quality and time standards as a team

- *To maintain a health, safe and secure working environment, the user/individual on the job must know and understand:*
 1. Legislative requirements and organisation's procedures for health, safety and security and individual's role and responsibilities in relation to this
 2. What is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
 3. How and when to report hazards
 4. The limits of responsibility for dealing with hazards
 5. The company's emergency procedures for different emergency situations and the importance of following these
 6. The importance of maintaining high standards of health, safety and security
 7. Implications that any non-compliance with health, safety and security may have on individuals and the organisation
 8. Different types of breaches in health, safety and security and how and when to report these
 9. Evacuation procedures for workers and visitors
 10. How to summon medical assistance and the emergency services, where necessary
 11. How to use the health, safety and accident reporting procedures and the importance of these



Other Skills

Writing Skills

- *To be competent, the user/individual on the job needs to:*
 1. Communicate information and ideas in writing so that the subordinates and peers can understand
 2. Create documents required on the job (including requirement sheets, query sheets, response or feedback sheets etc.)
 3. write at least one language

Reading Skills

- *To be competent, the user/individual on the job needs to:*
 1. Read reviews from subordinates in terms of their requirements, queries and feedbacks
 2. Read appraisal documents related with any of subordinating position
 3. Read policies and regulations pertinent to the job

Communication Skills

- *To be competent, the user/individual on the job needs to:*
 1. Interact with all subordinates to understanding their requirements, queries and feedbacks on various aspects within the organisation
 2. Interact with organisation's internal stakeholders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation

References

<http://www.ukstandards.org.uk>

www.nsdindia.org/nos