

1. Title	Implement supervisory management on retailing business
2. Code	BEZZMS401A
3. Range	Employ the professional knowledge of supervisory management on retailing business to analyze, explore and decide the needs of the organization, so as to give training and instruction to subordinate staff and to effectively implement supervisory management on retailing business in beauty-related workplaces under different situations.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Theory of supervisory management on retailing business</p> <ul style="list-style-type: none"> <li>◆ Know about the duties of supervisory staff, such as: <ul style="list-style-type: none"> <li>• Cultivate leadership capability</li> <li>• Identify outstanding staff or inferior staff</li> </ul> </li> <li>◆ Know about the importance of management by objective</li> <li>◆ Understand communication skills and inter-personal relationship skills</li> <li>◆ Understand the modes of leadership, including: <ul style="list-style-type: none"> <li>• Directive/Authoritative</li> <li>• Consultative</li> <li>• Negotiative</li> <li>• Delegative</li> </ul> </li> <li>◆ Know about the purposes of disciplinary action</li> <li>◆ Understand the purposes, modes and techniques of staff training</li> <li>◆ Understand the purposes and methods of encourage staff</li> </ul> <p>6.2 Implement supervisory management on retailing business</p> <ul style="list-style-type: none"> <li>◆ Take disciplinary action <ul style="list-style-type: none"> <li>• Verbal warning</li> <li>• Written warning</li> <li>• Termination of employment</li> </ul> </li> <li>◆ Implement staff training <ul style="list-style-type: none"> <li>• Identify learning areas</li> <li>• Identify training methods</li> <li>• Set training objectives</li> <li>• Prepare teaching materials</li> <li>• Select suitable location and time for training</li> <li>• Review training results</li> </ul> </li> <li>◆ Provide counseling service to staff: <ul style="list-style-type: none"> <li>• Effective communication with staff</li> <li>• Conduct interviews to understand the causes of problem and give suggestion</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>◆ Encourage staff effectively <ul style="list-style-type: none"> <li>• Delegate authority to staff</li> <li>• Let staff have vision of future prospect</li> <li>• Give constructive opinion to staff and encourage them</li> <li>• Give recognition to staff performance</li> <li>• Provide staff with opportunities of personal development</li> </ul> </li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>(i) Capable to employ the professional knowledge of supervisory management on retailing business to analyze, explore and decide the needs of the organization, and can give training and instruction to subordinate staff; and</li> <li>(ii) Capable to effectively implement supervisory management on retailing business under different situations.</li> </ul>
8. Remarks	