

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Store Operations**

Title	Replenish shelves
Code	105120L2
Range	This unit of competency (UoC) is applicable to store staff responsible for handling goods in the retail industry. It covers the abilities to work in routine conditions, and to replenish shelves timely and under special conditions according to established procedures and guidelines of the organization so as to ensure sufficient supply of products and smooth daily operation of the store.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of shelf replenish <ul style="list-style-type: none"> <li>• Know about the policy of shelf replenish of the organization</li> <li>• Understand the procedures and codes of shelf replenish of the organization <ul style="list-style-type: none"> <li>• Verify product identification code or product code</li> <li>• Confirm the positions of product shelves</li> <li>• Check product prices</li> <li>• Check expiry date</li> <li>• Record the types and quantities of products replenished</li> </ul> </li> <li>• Know about the factors for shelf replenish, e.g. : <ul style="list-style-type: none"> <li>• Stock volume</li> <li>• Product delivery schedule</li> <li>• Size and packing of products</li> </ul> </li> <li>• Understand the purpose and the importance of keeping sufficient products on shelves</li> <li>• Know about the common types of shelves and their characteristics, e.g. layer-type, rotary-type and drawer-type</li> <li>• Know about the code of occupational safety and health, and relevant requirements, e.g.: <ul style="list-style-type: none"> <li>• Manual operation</li> <li>• Procedures for handling dangerous goods</li> <li>• Stacking of goods</li> <li>• Procedures for maintaining food hygiene</li> </ul> </li> </ul> </li> <li>2. Replenish shelves <ul style="list-style-type: none"> <li>• Replenish shelves on time according to the schedule, procedures and codes, and the actual sales and demand <ul style="list-style-type: none"> <li>• Maintain sufficient products on shelves</li> <li>• Follow the instructions for product storage (e.g. required temperature and humidity)</li> </ul> </li> <li>• Take and receive goods from the warehouse according to established procedures for shelf replenish</li> <li>• In case of unexpected situations (promotional and reduction sales), replenish shelves promptly according to established procedures</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Strictly follow the codes and requirements related to occupational safety and health when replenishing shelves</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> <li>• Accurately and promptly replenish shelves according to established procedures and guidelines of the organization so as to ensure the provision of sufficient products for sale.</li> </ul>
Remark	