

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Handle goods delivery
Code	105122L2
Range	This unit of competency (UoC) is applicable to staff responsible for handling goods in the retail industry. It covers the abilities to deliver timely the goods to specified customers under routine working environment.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of goods delivery <ul style="list-style-type: none"> • Know about the procedures and requirements for goods delivery of the organization, e.g.: <ul style="list-style-type: none"> • Verification of information • Packing of goods • Arrangements for transportation • Know about the documentary proof related to goods delivery, e.g.: <ul style="list-style-type: none"> • Purchase order • Product identification documents • Bill of lading • Guidelines for suppliers/customers • Internal inventory record • Know about the layout of the warehouse/storage area of the store • Understand the characteristics and uses of different types of packing materials in logistics, e.g.: <ul style="list-style-type: none"> • Carton • Foam box • Bubble sheet • Bumper Pad • Understand legislations and codes related to occupational safety 2. Handle goods delivery <ul style="list-style-type: none"> • Confirm the details of the goods for delivery according to the procedures and codes of the organization, including: <ul style="list-style-type: none"> • Documents for ordering goods (consignment ticket and delivery order) • Schedule for delivery of goods • Types and quantity of goods • Records for goods taken or returned • Deliver goods to customers correctly and timely according to the purchase order, including: <ul style="list-style-type: none"> • Gathering together the goods ordered by the customer • Choosing appropriate packing materials according to the nature of goods so as to reduce the chance of damage during delivery • Sticking on the goods the label with the customer's information • Verifying the delivery schedule and location • Placing the goods in the specified zone for delivery • Filling in the delivery form • Making proper arrangements for transportation • Verifying the goods for delivery • Giving clear instructions to the driver if the goods require special treatment during delivery 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure timely and proper delivery of goods to the specified customer
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Timely and properly deliver the goods ordered by the customer to the destination according to the delivery procedures and guidelines of the organization.
Remark	