

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Handle goods return
Code	105123L2
Range	This unit of competency (UoC) is applicable to staff working in retail stores. It covers the abilities to work in familiar and routine conditions, and to handle properly the goods return from customers according to established policy and procedures of the organization so as to enable smooth operation of the retail business.
Level	2
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of handling goods return <ul style="list-style-type: none"> • Understand the organization's policy and procedures of handling goods return, including: <ul style="list-style-type: none"> • Valid receipt of purchasing goods • Time limit for goods return • Requirements for goods return, e.g. unopened or unused goods • Formalities for goods returned by customers, e.g. fill in required information • Understand the rights of customers, e.g. asking for the return or replacement of goods and even refund • Understand the authority held by different posts of staff handling goods return and the channels to seek support from the higher level • Understand the procedures after acceptance of returned goods, e.g.: <ul style="list-style-type: none"> • Providing replacement for customers • Attaching an appropriate label to the goods returned by customers • Position of the goods which can be put for resale • Position of the goods which cannot be put for resale, e.g. substandard, defective or expired goods • Updating the information of the goods, e.g. stock volume • Master the legislations and requirements of the Government and governing bodies related to the handling of goods returned by customers 2. Handle goods return <ul style="list-style-type: none"> • Accept goods returned according to the organization's policy and procedures, including: <ul style="list-style-type: none"> • Treating the customer politely and enquiring about the reason for goods return • Apologizing to the customer immediately if the organization is found to bear the responsibility • Giving the customer the choice of a replacement or refund and following the customer's wish as far as possible • Clearly explaining to the customer the way to deal with the matter and the fee required (if any) • Giving the replaced goods or refund to the customer • Handle goods return according to the organization's policy and procedures, including: <ul style="list-style-type: none"> • Checking the type, quantity and condition of the returned goods • Providing accurate information for the staff responsible for replacement or refund • Updating the information of the goods concerned in the inventory management system immediately (or as soon as possible) • Putting the goods on appropriate shelf or into appropriate warehouse if they can be put for resale • Putting the goods in appropriate position and attaching a clear label to them if they cannot be put for resale • Distinctly attaching a label or instructions to the goods if they have to be returned to the supplier • Report to the higher level immediately if a special occasion occurs when handling goods return • Regularly report to the higher level the quantity of goods returned by customers 3. Exhibit professionalism <ul style="list-style-type: none"> • Strike a balance between the benefits of the organization and customers when handling goods return, and avoid the occurrence of complaints as far as possible

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Properly handle goods returned by customers according to established policy and procedures of the organization; and• Satisfy customer needs as far as possible and avoid the occurrence of complaints when handling goods return.
Remark	