

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Handle damageable goods
Code	105126L2
Range	This unit of competency (UoC) is applicable to store staff in the retail industry. It covers the abilities to work in routine and familiar conditions, and to handle properly damageable goods according to established procedures of the organization so as to enhance goods management.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of damageable goods <ul style="list-style-type: none"> • Understand the types of damageable goods <ul style="list-style-type: none"> • Easily broken (e.g. glass) • Easily deformed (due to exposure to sunlight, immersion in water or high/low temperature) • Easily discoloured (e.g. certain types of fabrics and paintings) • Easily decayed (e.g. food) • Understand the organization's procedures and methods of handling general goods and damageable goods • Understand the possible impact of damageable goods on the occupational safety and health of staff, and related protective measures • Master the consumption behaviour and patterns of different customer groups towards damageable goods • Understand relevant legislations of the Government and governing bodies <ul style="list-style-type: none"> • Food Safety Ordinance • Occupational Safety and Health Ordinance • Sales of Goods Ordinance • Trade Descriptions Ordinance 2. Handle damageable goods <ul style="list-style-type: none"> • Handle damageable goods according to the guidelines and procedures of the organization <ul style="list-style-type: none"> • In receiving goods <ul style="list-style-type: none"> • Fill in relevant documents properly • Check all the goods and ensure that they are intact and undamaged • Take appropriate follow-up actions if the goods do not pass the inspection, e.g. reject or attach "return" label to them • Properly handle the goods according to their nature, and store or place them in an appropriate way, e.g. freeze, seal, adjust humidity, wrap with pads, etc. • Withdraw the goods from or store them in warehouse <ul style="list-style-type: none"> • Carefully read the instructions (if any) on the label • Check whether the goods is damaged or decayed • Move the goods carefully and put them in an appropriate place (e.g. cold storage chamber) • Take appropriate follow-up actions for questionable goods when they are stored/withdrawn, e.g. dispose or attach "warning" label to them • Remind customers of the vulnerability of goods during the handover and explain clearly the proper way to handle/preserve them 3. Exhibit professionalism <ul style="list-style-type: none"> • Carefully handle damageable goods under any circumstances so as to avoid losses incurred to the organization
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Properly handle damageable goods according to established guidelines and procedures so as to enhance goods management and safeguard the benefits of the organization.
Remark	