

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Handle cash and credit card transaction payment
Code	105128L2
Range	This unit of competency (UoC) is applicable to staff responsible for handling transaction payment in the retail industry. It covers the abilities to handle cash and credit card transaction payment accurately and quickly according to the organization's established procedures in daily and routine operations so that transactions can be conducted smoothly.
Level	2
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of cash and credit card transaction payment <ul style="list-style-type: none"> • Understand the organization's established procedures for handling cash and credit card payment, e.g.: <ul style="list-style-type: none"> • Acceptable cash currency (Hong Kong dollars, Renminbi, other foreign currencies, etc.) • Acceptable credit card category (VISA Card, Master Card, UnionPay Card, etc.) • Acceptable credit card/cash payment amount (if any) • Electronic money (e.g. credit card, EPS) • Understand fraudsters' general tricks • Understand the security features of real banknotes and real credit cards • Understand the legitimate rights and interests of the credit of customers and retailers • Understand the operational procedures of the organization's automatic pay system 2. Handle cash and credit card transaction payment <ul style="list-style-type: none"> • Handle transactions paid by cash and credit card in daily and routine operations, and ensure that various forms of transactions (e.g. payment/change of money, cancellation/alteration, debit, etc.) are carried out correctly • Record the customer's payment or the amount of the change accurately and promptly in the organization's automatic pay system • Verify that the amount paid by the customer/the amount of the change is correct • Handle the received payment, reprint and transaction record properly according to corporate guidelines • Seek instructions from the higher level immediately when encountering fraudulent payment practices (e.g. fake credit card/ counterfeit banknote) or in doubt 3. Exhibit professionalism <ul style="list-style-type: none"> • Handle payment transactions with good customer service attitude
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle customer's cash and credit card transaction payment accurately and quickly according to the organization's established procedures; and • Record the payment/change amount promptly and accurately in the organization's automatic pay system.
Remark	