

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Store Operations**

Title	Keep the retail environment clean and tidy
Code	105130L2
Range	This unit of competency (UoC) is applicable to staff working in retail stores. It covers the abilities to keep the retail stores environment clean and hygienic in familiar and daily environment according to established standards and working guidelines for cleanliness and hygiene in order to prevent accidents and protect the corporate image.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of clean and tidy retail environment <ul style="list-style-type: none"> <li>• Understand accidents that may be caused by poor management of the retail environment, e.g. slip, trip, collision, wounded by falling goods, etc.</li> <li>• Know about the organization's established standards and measures for keeping the environment clean and tidy, e.g.: <ul style="list-style-type: none"> <li>• Workplace area (passages, corridors)</li> <li>• Product shelves and display items</li> <li>• Packing of goods/foods</li> <li>• Tools and equipment</li> </ul> </li> <li>• Understand the importance of keeping the retail environment clean and hygienic to corporate image and business</li> <li>• Know about general ways of workplace housekeeping and their advantages, e.g.5S (Organization, Standardisation, Neatness, Cleanliness and Discipline)</li> <li>• Know about relevant occupational safety and health codes, e.g.: <ul style="list-style-type: none"> <li>• Work safety</li> <li>• Handling of dangerous goods</li> </ul> </li> </ul> </li> <li>2. Keep the retail environment clean <ul style="list-style-type: none"> <li>• Implement established measures in daily routines according to the organization's requirements and standards for cleanliness and hygiene of the environment in order to keep the retail environment clean and hygienic, including: <ul style="list-style-type: none"> <li>• Environment outside the store <ul style="list-style-type: none"> <li>• Clean store signboards and windows</li> <li>• Clean up trash and obstacles</li> </ul> </li> <li>• Environment inside the store <ul style="list-style-type: none"> <li>• Keep the floor/mat clean, dry and flat</li> <li>• Keep the passages and corridors unblocked</li> <li>• Items are neatly and securely placed</li> <li>• Equipment and monitors are not dusty</li> <li>• Items should not be stacked too high</li> <li>• Store dangerous items/materials properly</li> </ul> </li> </ul> </li> <li>• Use various tools and equipment correctly when cleaning the environment so as to prevent accidents, e.g. personal protective equipment, ladder/step stool, etc.</li> <li>• In case of emergency, carry out cleaning and remedial measures quickly according to corporate guidelines and measures without affecting daily business operation or causing any danger to customers and staff, e.g.: <ul style="list-style-type: none"> <li>• Handle spilled liquid and fragments</li> <li>• Place umbrella bags, umbrella holders, non-slip mats, etc.</li> </ul> </li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Keep the retail environment clean, tidy and hygienic in order to provide a comfortable shopping environment for customers</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>• Adopt appropriate measures according to corporate requirements to ensure that the retail environment is clean and tidy to avoid causing any danger to customers and staff and to maintain the corporate image and normal business operation.</li> </ul>
Remark	