

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Commit to the work of the retail team
Code	105124L2
Range	This unit of competency (UoC) is applicable to staff working in retail stores. It covers the abilities to commit to the retail team of the organization and work actively under daily working environment to help build the team spirit.
Level	2
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of retail team <ul style="list-style-type: none"> • Understand the organization's requirements for staff as members of the retail team, e.g.: <ul style="list-style-type: none"> • Work diligently • Follow the instructions of the higher level • Get along with colleagues • Bring out the team spirit • Understand the major obstacles for blending in the retail team, e.g.: <ul style="list-style-type: none"> • Discriminating others (racial or disability discrimination) • Bullying • Harassment (sexual harassment) • Adopt an uncooperative attitude toward colleagues and undermine team spirit • Understand relevant legislations and regulations imposed by the government and governing bodies, including: <ul style="list-style-type: none"> • Anti-discrimination Ordinance • Personal Data (Privacy) Ordinance • Disability Discrimination Ordinance • Race Discrimination Ordinance • Codes of Practice on Employment • Master the method and skills of communicating with the higher level and colleagues and treat others politely 2. Commit to the work of the retail team <ul style="list-style-type: none"> • Commit to daily work of the retail team with a cooperative attitude, e.g.: <ul style="list-style-type: none"> • Follow the instructions of supervisor • Respect colleagues' opinions and doings • Consider the interests of the organization first • Maintain a harmonious working atmosphere • Follow the organization's codes of practice and guidelines • Comply with related government legislations and guidelines of the organization, including those of anti-discrimination, bullying and harassment • Actively respond to colleagues' requests by considering whether or not: <ul style="list-style-type: none"> • Your workload is allowable • Those are your job duties • The relationship of mutual cooperation could be maintained • It is helpful to the organization • Solve problems of work with colleagues with a cooperative attitude and offer help • Explain politely to colleagues the reason for not offering immediate help • Seek for guidelines and help from the higher level as soon as possible when a dispute occurs in the team that is difficult to mediate • Take the initiative to improve your work performance, including: <ul style="list-style-type: none"> • Learn from good colleagues at work • Attend training courses that can improve performance • Ask superiors and colleagues about their comments/opinions on your performance 3. Exhibit professionalism <ul style="list-style-type: none"> • Commit to the work of the retail team and consider the interests of the team first to build a harmonious working environment

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Blend in with the retail team of the organization and actively commit to the work; and• Demonstrate the team spirit in order to improve the morale of colleagues in the retail store.
Remark	