

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Manage store facilities and repairs
Code	105139L3
Range	This unit of competency (UoC) is applicable to staff responsible for facility management in the retail industry. It requires analysis and judgement. It covers the abilities to regularly inspect store facilities according to the organization's store facility management and repair policy and procedures, and arrange repairs accordingly to ensure normal operation of store facilities.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of store facility management <ul style="list-style-type: none"> • Understand the organization's established facility and property management policy • Understand the functions, operational procedures and statutory requirements for all facilities of the store, e.g.: <ul style="list-style-type: none"> • Ventilation facilities • Fire service facilities • Electrical installations • Refrigeration room, ice cabinet • Computer facilities, etc. • Know about facility management and repair service providers at different retail locations, e.g.: <ul style="list-style-type: none"> • Property management companies • Repair contractors • Understand legal requirements related to store facilities, e.g.: <ul style="list-style-type: none"> • Building Management Ordinance • Electricity Ordinance • Public Health and Municipal Services Ordinance • Fire Safety Ordinance • Lifts and Escalators Ordinance, etc. • Master the skills on drawing up contract and negotiation 2. Manage store facilities and repair <ul style="list-style-type: none"> • Draw up store facilities' specifications and requirements with relevant departments to ensure the compliance with legal requirements, including: <ul style="list-style-type: none"> • Space and required equipment for commodity display • Lighting system and electrical installations • Room temperature control system • Fire service system • Goods and food storage equipment • Formulate store facility installation and repair procedures according to the organization's facility management policy, and formulate contingency plan for unexpected incidents • Negotiate with the repair contractor to draw up the content and terms of the facility repair contract according to the organization's facility and property management policy • Arrange routine inspection of the store facilities regularly according to the repair contract requirements to ensure all facilities operate normally and comply with the statutory requirements • In case of emergency, quickly arrange the contractor to repair the facilities according to the contingency procedures • Review with the repair contractor regularly the effectiveness and applicability of the existing facility repair scheme and the performance of the contractor, and propose improvements on the repair scheme 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure that the store facilities are in good condition so that the organization's retail business can operate smoothly

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Arrange facility inspection and repairs regularly according to the organization's facility and property management policy to ensure that the store facilities are in good condition and operate smoothly;• In case of emergency, take contingency measures and arrange repairs according to the established contingency procedures for unexpected incidents to minimize the impact on customers and business; and• Monitor and review regularly the performance of the repair contractor to ensure that the requirements are met; propose improvements on the repair scheme.
Remark	