

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Store Operations

Title	Manage store renovation
Code	105159L5
Range	This unit of competency (UoC) is applicable to store management staff in the retail industry. It requires analysis, judgement and assessment. It covers the abilities to manage and supervise the contractors responsible for the renovation work and their personnel according to established store renovation plan; to ensure timely and proper completion of the related work and the start of the store business of the organization.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of store renovation</p> <ul style="list-style-type: none"> • Understand the established store renovation plan and procedures of the organizations, including: <ul style="list-style-type: none"> • Functions of the store: <ul style="list-style-type: none"> • Sale of goods • Storage of goods • Display of goods • Factors of consideration for store renovation and design, including: <ul style="list-style-type: none"> • Types of goods for sale • Characteristics of goods for sale • Sales volume of goods • Target customers (according to sex, age, or social class) • Methods of providing sales service, e.g. self-service or full-service • Place for storage of stock • Requirements for store security • Areas involved in store renovation, including: <ul style="list-style-type: none"> • Renovation materials • Window, signboard, lighting and display shelf • Wall paint, wallpaper, ceiling and flooring • Understand the arrangement of uniform renovation and design for all retail stores of the organization (especially for chain stores or franchised stores) • Master the techniques for communicating with the company responsible for the renovation work, and relevant supervisory skills • Master the channels for communicating with different stakeholders involved in store renovation work and relevant techniques, including: <ul style="list-style-type: none"> • Management staff of the organization • Store person-in-charge • Business partners, e.g. product suppliers • Understand the legislations and requirements of the Government and governing bodies related to renovation work

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Competency	<p>2. Manage store renovation</p> <ul style="list-style-type: none">• Manage store renovation according to established plan of the organization, including:<ul style="list-style-type: none">• Liaising with the renovation contractors specified or recognized by the organization• Clearly explaining to the contractors that the places and items in the store require renovation• Asking for quotations from the contractors and passing them on to the higher level for consideration (or notifying the contractors to provide quotations for relevant departments according to organization policy)• Liaising with the contractors and drawing up the store renovation schedule after the work has been confirmed• Liaising with relevant departments and staff of the organization on the arrangements of the store renovation work• Liaising with the companies which may be involved in the renovation work, such as water, electricity or gas supplier, if necessary• Implement the following items according to the schedule established by the contractors, including:<ul style="list-style-type: none">• Informing the contractors of the start and completion dates of the renovation work• Agreeing with the contractors on the penalties and amount for incapable of completing the renovation work in time• Liaising with the contractors and confirming the daily working time for the renovation period• Monitoring closely the daily progress of the renovation work and following up with the contractors if there is any delay• Regularly reporting to the higher level the progress of the store renovation work• Perform other duties related to management, including:<ul style="list-style-type: none">• Minimizing the impact on customers if the store is still open during the renovation period• Arranging the duties of staff during the renovation period• Informing relevant organizations of the ongoing store renovation work, e.g. the estate management office by which the store is serviced• Notifying the customers of the ongoing store renovation work, using the channels like customer relationship management system of the organization, posting of notice, and notification through the media (newspapers and radio or television broadcast)• Carry out inspection carefully after the completion of the renovation work, and ensure that all items are completed according to specified requirements <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Ensure that during the renovation period the measures taken for occupational safety, security and environmental protection comply with legal requirements; and• Manage store renovation in a professional manner and avoid the occurrence of corruption or fraud
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Manage and supervise the contractors responsible for the renovation work and their personnel according to the established store renovation plan of the organization; and• Ensure timely and proper completion of the renovation work, and operation of the retail business of the store as scheduled.
Remark	