

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Specific Product Knowledge

Title	Handle the sale of fish and shellfish products
Code	105701L2
Range	This unit of competency (UoC) is applicable to staff responsible for the sale of fish and shellfish products. It covers the abilities to handle the sale of fish and shellfish products properly and ensure the safe consumption of fish and shellfish according to established procedures and codes for hygiene and safety.
Level	2
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of fish and shellfish products</p> <ul style="list-style-type: none"> <li>• Understand the organization's sales targets and strategies set for fish and shellfish products</li> <li>• Understand the details of the fish and shellfish products sold by the organization, e.g. : <ul style="list-style-type: none"> <li>• Categories of products, e.g. marine fish and freshwater fish</li> <li>• Name of products</li> <li>• Place of production/origin</li> <li>• Quality and grade of products</li> <li>• Attractiveness to customers, e.g. freshness, price and other factors; understanding customers' needs, making appropriate explanations and recommending other related products</li> <li>• Preservation and storage methods</li> </ul> </li> <li>• Understand the hygienic standards for fish and shellfish products (e.g. water quality standard) established by the organization and statutory bodies</li> <li>• Understand the safety codes for handling and selling fish and shellfish products and the reasons</li> <li>• Master the conditions for fish and shellfish products unfit for sale</li> <li>• Master the basic skills for handling fish and shellfish products, e.g. : <ul style="list-style-type: none"> <li>• Choosing and taking from the fish tank/container the fish and shellfish specified by the customer</li> <li>• Measuring the weight of the product to be sold</li> <li>• Calculating the price of the product to be sold</li> <li>• Basic skills for handling fish and shellfish products, e.g. gutting and rinsing the fish</li> <li>• Properly packing the fish and shellfish products sold</li> </ul> </li> <li>• Master the basic knowledge for cooking fish and shellfish products, so as to recommend the cooking methods and the ingredients to go with them</li> </ul>

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Competency	<p>2. Handle the sale of fish and shellfish products</p> <ul style="list-style-type: none"> <li>• Perform preparatory work according to established guidelines, including:             <ul style="list-style-type: none"> <li>• Wearing designated uniform or working clothes</li> <li>• Wearing personal protective outfits, e.g. hat, gloves, mask, eye shield and apron, if necessary</li> <li>• Checking, cleaning and preparing appropriate tools, e.g. different types of knives and hooks, fish net, fish scaler, cutting board and weight machine</li> </ul> </li> <li>• Properly handle and store fish and shellfish products to ensure that the products are fit for sale, e.g. :             <ul style="list-style-type: none"> <li>• Putting live fish and live shellfish in fish tanks/containers and add appropriate amount of water and sea salt/artificial salt</li> <li>• Putting chilled/frozen fish and shellfish on ice, in the freezer or other suitable places</li> <li>• Regularly monitoring the conditions of stored products and conducting proper follow-ups, e.g. clearing waste from the fish tank, removing products which are deteriorated or unfit for sale</li> <li>• Regularly replenishing displayed fish and shellfish products and maintaining sufficient supply</li> <li>• Properly displaying product names and prices in a prominent position</li> </ul> </li> <li>• Answer customer enquiries about products correctly and then introduce other related products</li> <li>• Handle the fish or shellfish product chosen by a customer properly, e.g.:             <ul style="list-style-type: none"> <li>• Taking the product chosen by the customer; measuring the weight, calculating the price, cutting, cleaning and packing the product</li> <li>• Suggesting the proper ways for storage and consumption (e.g. cooking thoroughly) according to the type of product chosen by the customer</li> </ul> </li> <li>• Follow the code for occupational safety and health when handling fish and shellfish products so as to reduce the occurrence of accidents; timely and properly handle emergencies, e.g. :             <ul style="list-style-type: none"> <li>• Being alert at all times and considerate of the safety of yourself, co-workers and customers                 <ul style="list-style-type: none"> <li>• Avoiding being hurt by fish scale or shell</li> <li>• Averting cuts caused by knives, sharpening tools or broken utensils</li> </ul> </li> <li>• Performing first aid treatment immediately (e.g. stopping wound bleeding and applying medicine to prevent bacterial infection) or seeking help from a qualified first-aid officer when you or other people are injured</li> <li>• Immediately reporting to the higher level and making phone calls to seek for help in case of serious incidents</li> </ul> </li> <li>• Properly store unsold products and put all the tools in a safe place after the business hours</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Follow the requirements related to occupational safety and hygiene when handling the sale of fish and shellfish</li> <li>• Preservatives are not allowed to use in the selling process</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> <li>• Handle the sale of fish and shellfish products properly according to established procedures and codes for hygiene and safety.</li> </ul>
Remark	