

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Specific Product Knowledge

Title	Handle the sale of vegetables and fruits
Code	105702L2
Range	This unit of competency (UoC) is applicable to staff responsible for the sale of vegetable and fruit products. It covers the abilities to handle the sale of vegetable and fruit products properly and ensure the safe consumption of vegetable and fruit 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 vegetable and fruit products</p> <ul style="list-style-type: none"> • Understand the organization's sales targets and strategies set for vegetable and fruit products • Understand the details of the vegetable and fruit products sold by the organization, e.g. : <ul style="list-style-type: none"> • Categories of products, e.g. whether they are organically grown • Name of products • Place of production/origin • Quality and grade of products • Attractiveness to customers, e.g. organic grown, price and other factors • Preservation and storage methods • Understand the hygienic standards for vegetable and fruit products (e.g. pesticides used and their content) established by the organization and statutory bodies, and the reasons • Understand the safety codes for handling and selling vegetable and fruit products and the reasons • Master the reasons for vegetable and fruit products unfit for sale • Understand the basic skills for handling vegetable and fruit products, e.g. : <ul style="list-style-type: none"> • Choosing and taking from the shelf/container the vegetables and fruit specified by the customer • Measuring the weight and quantity of the product to be sold • Calculating the price of the product to be sold • Basic skills for handling vegetable and fruit products, e.g. skinning (durian, pomelo or pineapple, etc.) and cleaning • Properly packing the vegetable and fruit products sold • Master the basic knowledge for cooking and consumption of vegetable and fruit products, and the ingredients to go with them

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Competency	<p>2. Handle the sale of vegetable and fruit products</p> <ul style="list-style-type: none"> • Perform preparatory work according to established guidelines, including: <ul style="list-style-type: none"> • Wearing designated uniform or working clothes • Wearing personal protective outfits, e.g. hat, gloves, mask and apron, if necessary • Checking, cleaning and preparing appropriate tools, e.g. fruit knife and peeler, weight machine, etc. • Properly handle and store vegetable and fruit products to ensure that the products are fit for sale, e.g. : <ul style="list-style-type: none"> • Putting vegetables and fruits on shelves/in containers and creating attractive visual effects • Putting designated products in the refrigerator or other suitable places (e.g. vegetable or fruit salad, sliced watermelon or pineapple, etc.) • Regularly monitoring the conditions of stored products and conducting proper follow-ups, e.g. removing products which are deteriorated or unfit for sale • Regularly replenishing displayed vegetable and fruit products and maintaining sufficient supply • Properly displaying product names, place of production (if applicable) and prices in a prominent position • Answer customer enquiries about vegetable and fruit products correctly and then introduce other related products • Handle the vegetable and fruit product chosen by a customer properly, including : <ul style="list-style-type: none"> • Taking the product chosen by the customer; measuring the weight and quantity, calculating the price and packing the product • Suggesting the proper ways for storage and consumption (e.g. cooking thoroughly) according to the type of product chosen by the customer; • Follow the code for occupational safety and health when handling vegetable and fruit products so as to reduce the occurrence of accidents; timely and properly handle emergencies, e.g. : <ul style="list-style-type: none"> • Being alert at all times and considerate of the safety of yourself, co-workers and customers, e.g. : <ul style="list-style-type: none"> • Avoiding being hurt by thorns of vegetables or hard shells of fruit • Averting cuts caused by knives or sharpening tools • 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 • Immediately reporting to the higher level and making phone calls to seek for help in case of serious incidents • Properly store unsold products and put all the tools in a safe place after the business hours <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow the requirements related to occupational safety and hygiene when handling the sale of vegetables and fruits
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Handle the sale of vegetable and fruit products properly according to established procedures and codes for hygiene and safety.
Remark	