

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Specific Product Knowledge

Title	Handle the sale of meat products
Code	105703L2
Range	This unit of competency (UoC) is applicable to staff responsible for the sale of meat products. It covers the abilities to handle the sale of meat products properly and ensure the safe consumption of meat 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 meat products</p> <ul style="list-style-type: none"> • Understand the organization's sales targets and strategies set for meat products • Understand the details of the meat products sold by the organization, e.g. : <ul style="list-style-type: none"> • Categories of products, e.g. poultry (chicken, duck and goose) or food animals (pig, cattle and sheep) • Name of products, e.g. chicken wingette, drummette and wing tip • Place of production/origin • Quality and grade of products • Attractiveness to customers, e.g. freshness, price and other factors • Preservation and storage methods • Understand the hygienic standards for meat products (e.g. whether chicken meat contains hexoestrol) established by the organization and statutory bodies, and the reasons • Understand the safety codes for handling and selling meat products and the reasons • Master the reasons for meat products unfit for sale • Understand the basic skills for handling meat products, e.g. : <ul style="list-style-type: none"> • Choosing and taking from the shelf/container the meat specified by the customer • Measuring the weight and number of pieces to be sold • Calculating the price of the product to be sold • Basic skills for handling meat products, e.g. slicing and mincing • Properly packing the meat products sold • Master the basic knowledge for cooking and consumption of meat products, and the ingredients to go with them

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Competency	<p>2. Handle the sale of meat 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. different types of knives and hooks, and weight machine • Properly handle and store meat products to ensure that the products are fit for sale, e.g. : <ul style="list-style-type: none"> • Using hooks to hang up different types of meat/putting meat in containers and creating attractive visual effects • Putting chilled/frozen meat in the freezer or other suitable places • Regularly monitoring the conditions of stored meat products and conducting proper follow-ups, e.g. removing products which are expired/deteriorated or unfit for sale • Regularly replenishing displayed meat products and maintaining sufficient supply • Properly displaying product names and prices in a prominent position • Answer customer enquiries about meat products correctly and then introduce other related products • Handle the meat product chosen by a customer properly, including : <ul style="list-style-type: none"> • Taking the product chosen by the customer; measuring the weight, calculating the price and packing the product • Suggesting the proper ways for storage and consumption (e.g. cooking thoroughly) according to the type of meat product chosen by the customer; cutting the meat if asked • Follow the code for occupational safety and health when handling meat 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 <ul style="list-style-type: none"> • Avoiding direct contact with meat • Averting cuts caused by knives or sharpening tools, and wearing steel mesh gloves when cutting • 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 meat
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 meat products properly according to established procedures and codes for hygiene and safety.
Remark	