

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Specific Product Knowledge

Title	Handle the sale of ready to eat products
Code	105704L2
Range	This unit of competency (UoC) is applicable to staff responsible for the sale of ready to eat products. It covers the abilities to handle the sale of ready to eat products properly and ensure the safe consumption of ready to eat 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 ready to eat products</p> <ul style="list-style-type: none"> <li>• Understand the organization's sales targets and strategies set for ready to eat products</li> <li>• Understand the details of the ready to eat products sold by the organization, e.g. : <ul style="list-style-type: none"> <li>• Categories of products, e.g. meat (Chinese barbecued pork), cereals (mini egg puffs, egg tart), Chinese and western cooked food, sushi, cakes, other packed foods (biscuits), etc.</li> <li>• Name and ingredients of products</li> <li>• Origin/production method of products</li> <li>• Quality and grade of products</li> <li>• Attractiveness to customers, e.g. freshly made, price and other factors</li> <li>• Preservation and storage methods</li> </ul> </li> <li>• Understand the hygienic standards for ready to eat products established by the organization and statutory bodies, and the reasons</li> <li>• Understand the safety codes for handling and selling ready to eat products and the reasons</li> <li>• Master the reasons for ready to eat products unfit for sale, e.g. expired/deteriorated</li> <li>• Understand the basic skills for handling ready to eat products, e.g. : <ul style="list-style-type: none"> <li>• Choosing and taking from the container the ready to eat product specified by the customer</li> <li>• Measuring the weight and calculating the quantity (number of pieces) to be sold</li> <li>• Calculating the price of the product to be sold</li> <li>• Basic skills for handling ready to eat products, e.g. chilling, slicing, adding syrup, heating, etc.</li> <li>• Properly packing the ready to eat products sold</li> </ul> </li> <li>• Master the basic knowledge for consumption of ready to eat products, and the ingredients to go with them</li> </ul>

**Unit of Competency**

**Functional Area: Specific Product Knowledge**

Competency	<p>2. Handle the sale of ready to eat 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 and apron, if necessary</li> <li>• Checking, cleaning and preparing appropriate tools, e.g. different types of knives, heating devices and weight machine</li> </ul> </li> <li>• Properly handle and store ready to eat products to ensure that the products are fit for sale, e.g. :             <ul style="list-style-type: none"> <li>• Putting different types of ready to eat products in containers/ heating devices and creating attractive visual effects</li> <li>• Putting ready to eat products that need to be chilled in the freezer or other suitable places</li> <li>• Regularly monitoring the conditions of stored ready to eat products and conducting proper follow-ups, e.g. removing products which are expired/deteriorated or unfit for sale</li> <li>• Regularly replenishing displayed ready to eat 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 ready to eat products correctly and then introduce other related products</li> <li>• Handle the ready to eat product chosen by a customer properly, including :             <ul style="list-style-type: none"> <li>• Taking the product chosen by the customer; measuring the weight, calculating the price and packing the product</li> <li>• Suggesting the proper ways for storage and consumption (e.g. cooking thoroughly) according to the type of ready to eat product chosen by the customer</li> </ul> </li> <li>• Follow the code for occupational safety and health when handling ready to eat 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, e.g. :                 <ul style="list-style-type: none"> <li>• Avoiding being close to heating stoves, and sticking warning signs if necessary</li> <li>• Averting cuts caused by knives or sharpening tools</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 handle unsold products according to company procedures after the business hours</li> <li>• Pay attention to the life span and storage period for food when handling it</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 ready to eat products</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 ready to eat products properly according to established procedures and codes for hygiene and safety.</li> </ul>
Remark	