

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Specific Product Knowledge

Title	Formulate the handling procedures for liquor
Code	105717L5
Range	This unit of competency (UoC) is applicable to management staff responsible for formulation of policies in the retail industry. It covers the abilities to plan, design and formulate policy procedures for which critical analysis and integration of information are required; formulate an appropriate set of handling procedures for the liquor products sold by the organization to ensure compliance with the safety and hygienic standards, and make relevant staff clearly understand the procedures through effective communication channels and strictly follow them in daily work so as to protect the interests of consumers and the organization.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of the handling procedures for liquor</p> <ul style="list-style-type: none"> • Understand the importance of a comprehensive set of handling procedures for liquor products to the overall retail business of the organization • Understand the characteristics and required shelf life of the liquor products sold by the organization, including : <ul style="list-style-type: none"> • Certain types of liquor need to be bottled separately • Different types of liquor are different in shelf life • Certain types of liquor need to be kept in constant temperature and humidity • Requirements on liquor labels • Master the components of a complete set of handling procedures for liquor, including: <ul style="list-style-type: none"> • Acceptance of goods (monitoring of suppliers is involved) • Storage (knowledge of wine cellar or warehouse environment is involved) • Processing (e.g. mixing alcoholic drinks or making cocktail) • Display and sale (to wholesalers and retailers) • Transportation (delivery) • Understand the duties of staff and the skills required of them in different stages of the handling procedures for liquor • Understand the legislations, regulations and guidelines of the Government and other regulators regarding liquor products, including : <ul style="list-style-type: none"> • Dutiable Commodities Ordinance enforced by the Customs and Excise Department • Understand the code of practice for handling liquor and recommending it to customers, including: <ul style="list-style-type: none"> • The regulation that no person under 18 years of age is allowed to consume liquor products in a store • Differentiating between genuine and fake liquor products in the procedures of acceptance, processing, sale and transportation and ensuring their quality (elimination of smuggled cigarettes) • Master the potential issues in the formulated handling procedures for liquor, and the relevant measures taken • Master the skills for communicating with the internal staff of the organization and external bodies/the Government

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Competency	<p>2. Formulate the handling procedures for liquor</p> <ul style="list-style-type: none"> • Perform analysis and classification of the liquor sold by the organization, including: <ul style="list-style-type: none"> • Differentiating different types of alcoholic drinks, e.g. grape wine, beer, champagne, rice wine, yellow wine, spirits, vodka, brandy, cocktail, Japanese sake, tequila, whisky, etc. • Recording and estimating the sales proportions of different types of liquor and their profits • Estimating the manpower and material resources required for the formulation of the handling procedures for different types of liquor products • Formulate detailed and comprehensive handling procedures (steps) for liquor sold by the organization, including: <ul style="list-style-type: none"> • Acceptance procedure • Storage procedure • Processing procedure • Display procedure • Transportation procedure • Special procedure (e.g. bottling and packing provided for certain types of liquor) • Draw up key indicators and noting points for each handling procedure for liquor, including: <ul style="list-style-type: none"> • Hidden risks in that particular procedure (e.g. deterioration) • Implementation of control measures (e.g. temperature and humidity control) • Details of monitoring work (e.g. item, method, time and person-in-charge) • Key indicators (e.g. temperature should be set between 50C and 100C) • Corrective measures (e.g. liquor products be frozen immediately) • Considering relevant legal and regulatory requirements in the process • Draw up the scope of work and related guidelines for the person-in-charge of the handling procedures for liquor products, including: <ul style="list-style-type: none"> • Paying attention to personal hygiene • Checking the liquor according to indicators • Completing the tasks for that particular procedure according to guidelines • Recording work process properly and saving files (e.g. vehicle log book or invoices used in delivery) • Procedures for reporting special conditions or emergencies to the higher level and the handling mechanism • Release to relevant staff the established handling procedures for liquor with explanations provided, and ensure their understanding and compliance • Continue to monitor the implementation of the handling procedures for different liquor products in daily work or perform spot check <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Strictly follow related legislations and regulatory guidelines of the Government when formulating the handling procedures for liquor
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate an appropriate set of handling procedures for the liquor products sold by the organization and ensure compliance with safety and hygienic standards; and • Make relevant staff understand clearly and implement the handling procedures for liquor through effective communication channels to protect the interests of the organization and consumers.
Remark	