

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Specific Product Knowledge

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| Title | Assemble furniture for customers |
| Code | 105733L2 |
| Range | This unit of competency (UoC) is applicable to staff responsible for after-sales service for furniture in the retail industry. It covers the abilities to use the knowledge of and the basic tools and materials for furniture assembly to assemble furniture for customers. |
| Level | 2 |
| Credit | 3 (for reference only) |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge of furniture assembly</p> <ul style="list-style-type: none"> • Understand the corporate policies and terms of after-sales service • Understand the customer relation and communication skills and their importance • Master the corporate procedures and guidelines for furniture assembly • Understand the details of furniture assembly, e.g.: <ul style="list-style-type: none"> • Structure and parts of furniture • Steps of assembly • Drawing and manual of furniture assembly • Required tools and equipment and their application • Master the skills for preliminary check and observation, and their importance • Understand the legislations and requirements related to occupational safety and health, including: <ul style="list-style-type: none"> • Personal and work safety, e.g. use of ladders, tools and electrical equipment • Manual handling operation <p>2. Assemble furniture for customers</p> <ul style="list-style-type: none"> • Make preparations according to the working guidelines of the organization, including: <ul style="list-style-type: none"> • Checking the work log to confirm the customer's address and type of furniture to be assembled • Checking whether there are special requirements and guidelines for assembly • Mastering the manual and guidelines for assembly • Preparing appropriate tools, equipment and spare parts • Assemble furniture for customers according to preset steps, including: <ul style="list-style-type: none"> • Checking whether the assembly parts are up to standard and complete • Confirming with the customer on where to put the furniture • Planning the working space and execute necessary protective measures to prevent damaging the furniture or smudging the place • Assembling the furniture according to the procedures • Checking whether all parts are correctly and firmly assembled or there are signs of damage • Performing simple repairs accordingly • Cleaning up the working area and related signs • Confirm whether the customer is satisfied upon completion of assembly, and request him/her to sign the work order for record • Master the method of using the furniture and demonstrate the features of the furniture after assembling it • Know how to handle emergencies, e.g. following up immediately with deviations found after assembly <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Assemble furniture in a professional manner and strictly follow corporate guidelines and related occupational safety and health regulations to prevent any accidents from happening. |
| Assessment Criteria | <p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Use the knowledge of and the basic tools and materials for furniture assembly to assemble furniture for customers according to corporate guidelines and furniture assembly manual, ensuring that the customers are satisfied and the set standards are met. |
| Remark | |