

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Specific Product Knowledge

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| Title | Provide furniture after-sales service |
| Code | 105734L2 |
| Range | This unit of competency (UoC) is applicable to staff responsible for the sale of furniture in the retail industry. It covers the abilities to use good customer service and communication skills to identify the furniture after-sales service required by customers, and provide after-sales service to customers' satisfaction according to corporate guidelines. |
| Level | 2 |
| Credit | 3 (for reference only) |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of the sale of furniture <ul style="list-style-type: none"> • Understand the corporate policies and terms of after-sales service • Understand the customer relation and service skills and their importance • Master the scope of after-sales service provided by the organization, e.g.: <ul style="list-style-type: none"> • Delivery service • Consultation service • Goods return/replacement service • Installation/assembly service • Repair service • Possess basic knowledge of furniture, e.g.: <ul style="list-style-type: none"> • Design and structure of furniture • Characteristics of materials • Provision of the using method • Provision of the maintenance method for furniture, e.g. cleaning method • 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 2. Provide furniture after-sales service <ul style="list-style-type: none"> • Use good communication skills to provide furniture after-sales service for customers according to guidelines and procedures set by the organization, including: <ul style="list-style-type: none"> • Delivery and installation service <ul style="list-style-type: none"> • Coordinate with the customer to confirm the date of delivery and installation • Verify the delivery address and contact phone number • Prepare the delivery note and ensure that the information is correct • Arrange delivery and installation service according to the specified time • Goods return and replacement service <ul style="list-style-type: none"> • Explain in advance to the customer clearly and in detail the terms and rules set by the organization on product return and replacement, e.g. unused, packing intact, etc. • Check the condition of goods requested to be returned or replaced • Arrange the recall of goods returned or replaced • Accurately record the information of goods and save files • Furniture repair service <ul style="list-style-type: none"> • Set repair procedures • Arrange resident artisan to do the repair work • Correctly record the repair details and save files 3. Exhibit professionalism <ul style="list-style-type: none"> • Act in a professional manner and explain to customers clearly and in detail the terms and rules of the organization on after-sales service so as to protect the interests of both sides |
| Assessment Criteria | <p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Use good communication skills to identify the types of the furniture after-sales service required by customers, and provide quality after-sales service to them according to corporate guidelines and procedures so as to maintain a good corporate image. |
| Remark | |