

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Specific Product Knowledge

Title	Manage the display of furniture
Code	105737L3
Range	This unit of competency (UoC) is applicable to staff responsible for the management of furniture display in the retail industry. It requires analysis and judgement. It covers the abilities to perform duties related to the management of furniture display and to support the smooth operation of the retail business of the organization.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of furniture display</p> <ul style="list-style-type: none"> • Understand the organization's sales targets and business strategies set for furniture products • Understand the details of the furniture products sold by the organization, e.g. types, quality and coverage • Understand the details of the showroom of the organization, e.g. area and shape • Master the details of the furniture exhibition held by the organization, including: <ul style="list-style-type: none"> • Exhibition period • Exhibition theme • Target customers • Furniture and related products on display • Master the knowledge and skills of furniture management, e.g. : <ul style="list-style-type: none"> • Arrangement of storage location (warehouse of the supplier or warehouse/showroom of the organization) • Methods for assembly and disassembly of furniture products • Methods for the upkeep of furniture products in the warehouse and exhibition venue (take note of whether the products are breakable, easily discoloured or perishable) • Skills for matching different types of furniture products • Skills for introducing to customers the furniture products on display • Master the legal and regulatory requirements related to furniture products <ul style="list-style-type: none"> • Content of volatile organic compounds (VOC) in paint and furniture • Concerns for the safety of furniture products (e.g. designs of folding tables and chairs) • Requirements for children furniture (e.g. whether the size is appropriate; whether the product affects their sitting/sleeping posture or bone development) • Concerns for the environmental protection of furniture products (selected materials)

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Competency	<p>2. Manage the display of furniture</p> <ul style="list-style-type: none"> • Make preparations for the furniture exhibition, including: <ul style="list-style-type: none"> • Accurately recording the information of the furniture items on display, the stock, the number of deliverables and the storage locations; save files properly • Confirming the theme for furniture display (e.g. Scandinavian sofa exhibition and children bed exhibition) • Obtaining the information of the exhibition venue and its related facilities • Gathering the manpower and material resources required • Compiling the list of furniture products (e.g. items, quantity and size) • Arranging the delivery of furniture to the exhibition venue and performing assembly • Delivering to the venue all the items required for exhibition, and performing the tasks of furnishing, assembly, hanging and posting (e.g. price lists, promotion slogans, barriers and signs for the visiting route) • Ensure that the furniture on display is maintained in good condition during the exhibition period, e.g. : <ul style="list-style-type: none"> • Arranging sufficient manpower for maintaining order in the exhibition venue and receiving visitors • Ensuring no damage to or theft of the furniture • Ensuring no moving or detachment of the furniture • Ensuring display arrangement compliance with safety standards • Ensuring no smudge or discolouration of the furniture • Ensuring no man-made interference (e.g. customers sit on the sofa/bed with the sign of “no trial”) • Take repair or remedial measures if the above-mentioned circumstances occur • Comply with the legal and regulatory requirements related to furniture display or exhibition venue • Perform the follow-up work after the furniture exhibition, including : <ul style="list-style-type: none"> • Counting the number of displayed furniture and ensuring no omissions • Arranging the disassembly of the furniture items and the return of them to the warehouse or the delivery of them to the specified location • Arranging the return of other exhibits to the warehouse/the delivery of them to the specified location or for disposal • Submitting to the higher level a report on the furniture exhibition and proposing improvements <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Comply with the Occupational Safety and Health Ordinance when managing furniture display and ensure safe execution of related work
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Perform duties related to the management of furniture display according to corporate guidelines so as to support the smooth operation of the retail business of the organization.
Remark	