

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Specific Product Knowledge

Title	Arrange the exhibition items of the showroom
Code	105738L3
Range	This unit of competency (UoC) is applicable to staff responsible for showroom exhibitions in the retail industry. It requires analysis and judgement. It covers the abilities to arrange the exhibition items (e.g. furniture, electrical appliances and raised platform products) of the showroom properly so as to support the smooth operation of the exhibitions held by the organization.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of showroom exhibitions</p> <ul style="list-style-type: none"> <li>• Understand the details and information of the products sold by the organization, e.g. : <ul style="list-style-type: none"> <li>• Types of products (e.g. furniture, electrical appliances, raised platform products or other items)</li> <li>• Origin of products</li> </ul> </li> <li>• Understand the details and procedures for arranging the exhibition items of the organization, e.g. : <ul style="list-style-type: none"> <li>• Arrangements made before the use of products, e.g. laying work, installation and activation by power</li> <li>• Noting points for the use of products, e.g. they are breakable or inflammable; they require ventilation or moisture protection</li> </ul> </li> <li>• Master the knowledge and skills for managing the exhibition items of the showroom <ul style="list-style-type: none"> <li>• Information of the showroom (e.g. area, height, platform/wall material and water and power supply) and other facilities (including the showroom of the organization or rented/borrowed place)</li> <li>• Information of products (e.g. name, size, colour and weight)</li> <li>• Arrangements related to general storage locations, pickup procedures, packing and delivery of products</li> <li>• Characteristics of products, their maintenance methods and handling techniques</li> </ul> </li> <li>• Master the skills for communicating with and coordinating the internal staff of the organization and outside bodies/outside</li> <li>• Understand the legal and regulatory requirements for display and exhibition, e.g. : <ul style="list-style-type: none"> <li>• Occupational Safety and Health Ordinance, Chapter 509, Laws of Hong Kong</li> <li>• Labelling of displayed products (e.g. labels of dangerous goods)</li> <li>• Restrictions on the exhibition or display of prohibited goods, infringing items and indecent articles</li> </ul> </li> </ul>

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Specific Product Knowledge

Competency	<p>2. Arrange the exhibition items of the showroom</p> <ul style="list-style-type: none"><li>• Make preparations for the exhibition, including:<ul style="list-style-type: none"><li>• Confirming the location (including the showroom of the organization or rented/borrowed place) of the showroom in the exhibition, and the location of the booth assigned for the exhibition items</li><li>• Confirming the schedule for the display of items, including the actual time for exhibition, the time for furnishing before the event and the time for disassembly and packing after the event</li><li>• Confirming the list and quantity of exhibition items</li><li>• Liaison and coordination work regarding the manpower for delivery, erecting, furnishing and cleaning</li></ul></li><li>• Make arrangements related to exhibition items when furnishing the showroom, including:<ul style="list-style-type: none"><li>• Arranging the delivery of the exhibition items to the showroom/exhibition venue</li><li>• Erecting the exhibition platform or stand (if necessary) according to drawings</li><li>• Furnishing the exhibition booth/shelf</li><li>• Counting and checking all the exhibition items</li><li>• Displaying the exhibition items as planned, including assembly or laying work</li><li>• Ensuring that all the exhibition items (e.g. electrical appliances) work properly and are fit for trial (e.g. furniture products)</li></ul></li><li>• Perform the follow-up work during the exhibition period, including:<ul style="list-style-type: none"><li>• Monitoring whether there is a need to replace/replenish the products</li><li>• Always taking note of whether related legal and regulatory requirements are met</li><li>• Introducing or explaining to customers the items on display if necessary</li></ul></li><li>• Perform the follow-up work after the exhibition, including:<ul style="list-style-type: none"><li>• Arranging the return of the exhibition items to the specified location</li><li>• Recounting and checking all the exhibition items</li><li>• Making arrangements for the clearing and cleaning of the showroom/exhibition venue (if necessary)</li><li>• Submitting to the higher level a report on the exhibition/display and propose improvements</li></ul></li></ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Comply with related legal and regulatory requirements when arranging the exhibition items of the showroom so as to ensure smooth operation of exhibitions</li></ul>
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"><li>• Arrange properly the exhibition items (e.g. furniture, electrical appliances and raised platform products) of the showroom according to corporate guidelines and procedures so as to ensure smooth operation of exhibitions.</li></ul>
Remark	