

# Specification of Competency Standards of the Retail Industry

## Unit of Competency

### Functional Area: Specific Product Knowledge

Title	Provide fitting service for customers
Code	105742L1
Range	This unit of competency (UoC) is applicable to staff responsible for the sale of clothing in the retail industry. It covers the abilities to arrange fitting service for customers in day-to-day familiar working environment while protecting their personal privacy.
Level	1
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of the sale of clothing <ul style="list-style-type: none"> <li>• Know about the organization's customer service policy</li> <li>• Understand the organization's procedures and working guidelines for providing fitting service, e.g.: <ul style="list-style-type: none"> <li>• Queuing arrangement</li> <li>• Providing suitable size and changing the size of clothing</li> <li>• Measurement service, e.g. sleeve and trousers' length, waist size, etc.</li> <li>• Alteration arrangement for clothing</li> </ul> </li> <li>• Understand the corporate procedures and noting points for fitting room/area security, e.g. limit on the number of pieces, customer's privacy, suspicious person, etc.</li> <li>• Understand the effect and importance of providing good fitting service on the sale of clothing</li> <li>• Understand the hygienic standards, day-to-day cleaning and maintenance procedures established by the organization for fitting room/area</li> </ul> </li> <li>2. Provide fitting service for customers <ul style="list-style-type: none"> <li>• Strictly follow corporate guidelines and working procedures in day-to-day operation of providing fitting service for customers, e.g.: <ul style="list-style-type: none"> <li>• Take the initiative to understand whether the customer needs fitting service</li> <li>• Confirm the size required by the customer</li> <li>• Arrange and lead the customer to the fitting room/area</li> <li>• Follow up with the customer on the fitting result and arrange the customer to try another size if necessary</li> <li>• Accurately measure the size of clothes required to be altered according the customer's requirement <ul style="list-style-type: none"> <li>• Explain to the customer the measurement procedures</li> <li>• Keep yourself and the customer in a right posture and position</li> <li>• Confirm with the customer on the measurements for the alteration and make adjustment accordingly</li> <li>• Accurately record the result of measurement and customer's basic information, and attach on the clothes</li> <li>• Properly pack the clothes to be altered</li> </ul> </li> <li>• Collect and count the pieces of clothes returned when the customer leaves the fitting room/area</li> <li>• Assist to complete the transaction and inform the customer about the date of collecting the clothes</li> <li>• Putting the remaining clothes back to the specified place</li> </ul> </li> <li>• Maintain the order of the fitting area, always keep the fitting room/area clean and tidy, and regularly check and repair the facilities e.g. door lock, door curtain, mirror, etc. in the fitting room/area according to corporate guidelines</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Always provide fitting service politely and patiently, and help customers select fitted clothes</li> <li>• Strictly follow corporate guidelines and procedures, and always be alert to shop thefts</li> </ul> </li> </ol>

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"><li>• Provide fitting service for customers according to the organization's customer service guidelines and working procedures, and help customers select fitted clothes to their satisfaction;</li><li>• Accurate measure the size to be altered and provide alteration service for customers; and</li><li>• Always keep the fitting room/area clean and tidy and check the fitting room facilities regularly according to the organization's working guidelines.</li></ul>
Remark	