

**Specification of Competency Standards**  
**for the Retail Industry**  
**Unit of Competency**

Functional Area - Store Operations

|            |   |
|------------|---|
| Title      | Keep the retail environment clean and tidy  |
| Code       | 111351L2  |
| Range      | This unit of competency (UoC) is applicable to staff working in retail stores. Practitioners have the ability to keep the retail stores environment clean and hygienic according to established standards and working guidelines for cleanliness and hygiene in order to prevent accidents and protect the corporate image.   |
| Level      | 2   |
| Credit     | 3 (For Reference Only)  |
| Competency | <p>Performance Requirements</p> <p>1. Understand the knowledge of clean and tidy retail environment</p> <ul style="list-style-type: none"> <li>• Understand accidents that may be caused by poor management of the retail environment (e.g. slip, trip, collision, wounded by falling goods)</li> <li>• Know about the organisation's established standards and measures for keeping the environment clean and tidy, e.g.: <ul style="list-style-type: none"> <li>○ Workplace area (passages, corridors)</li> <li>○ Product shelves and display items</li> <li>○ Packing of goods/foods</li> <li>○ Tools and equipment</li> </ul> </li> <li>• Understand the importance of keeping the retail environment clean and hygienic to corporate image and business</li> <li>• Know about general ways of workplace housekeeping and their advantages (e.g.5S: Organisation, Standardisation, Neatness, Cleanliness and Discipline)</li> <li>• Know about relevant occupational safety and health codes, e.g.: <ul style="list-style-type: none"> <li>○ Work safety</li> <li>○ Handling of dangerous goods</li> </ul> </li> </ul> <p>2. Keep the retail environment clean and tidy</p> <ul style="list-style-type: none"> <li>• Implement established measures in daily routines according to the organisation's requirements and standards for cleanliness and hygiene of the environment in order to keep the retail environment clean and hygienic, including: <ul style="list-style-type: none"> <li>○ Environment outside the store <ul style="list-style-type: none"> <li>▪ Clean store signboards and windows</li> <li>▪ Clean up trash and obstacles</li> </ul> </li> <li>○ Environment inside the store <ul style="list-style-type: none"> <li>▪ Keep the floor/mat clean, dry and flat</li> <li>▪ Keep the passages and corridors unblocked</li> <li>▪ Items are neatly and securely placed</li> <li>▪ Equipment and monitors are not dusty</li> <li>▪ Items should not be stacked too high</li> <li>▪ Store dangerous items/materials according to work instructions</li> </ul> </li> </ul> </li> <li>• Use various tools and equipment according to work instructions when cleaning the environment so as to prevent accidents (e.g. personal protective equipment, ladder / step stool, cleaning tools)</li> <li>• In case of emergency, carry out cleaning and remedial measures according to corporate guidelines and measures without affecting daily business operation or causing any danger to customers and staff, e.g.: <ul style="list-style-type: none"> <li>○ Handle spilled liquid and fragments</li> <li>○ Place umbrella bags, umbrella holders, non-slip mats</li> </ul> </li> </ul> |

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|                     | <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Keep the retail environment clean, tidy and hygienic in order to provide a comfortable shopping environment for customers</li></ul>   |
| Assessment Criteria | <p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"><li>• Adopt appropriate measures according to corporate requirements to ensure that the retail environment is clean and tidy to avoid causing any danger to customers and staff and to maintain the corporate image and normal business operation.</li></ul> |
| Remark              | <p>This UoC is adopted from 105130L2.</p>   |