Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Store Operations

Title	Establish the retail sales system
Code	111368L5
Range	This unit of competency (UoC) is applicable to staff responsible for store operation management in the retail industry. Practitioners have the ability to establish appropriate retail sales and operations strategies, goals, manuals, systems and procedures for operating smart retail platforms to enable smooth operations, taking into account factors like the store's scale, product range and technology.
Level	5
Credit	6 （For Reference Only）

Competency	Performance Requirements
	1. Understand the knowledge of the retail sales system and store operation
	
	• Understand the business operation and business model of the retail store
	• Understand the features, characteristics and structure of the retail sales system
	• Know about the good practice related to retail store operation and retail sales system operation
	• Understand customer service techniques
	• Understand store security procedures of the organisation
	
	2. Establish the retail sales system
	
	• Analyse and assess the required retail sales system features according to the daily operating procedures of the retail store, including:
	 o Cashier mode
	 o Cash flow management
	 o Goods management
	 o Inventory management
	 o Membership management
	• Establish appropriate daily operating procedures of the retail sales system and smart retail platform, including:
	 o Preparation before opening hours
	  ▪ Logging in to the system
	  ▪ Preparing cash flow records before opening hours
	 o During opening hours
	  ▪ Cash flow calculations (e.g. on immediate basis or daily basis)
	  ▪ Verifying credit card slips
	  ▪ Trace of goods
	  ▪ Purchase offers
	  ▪ Handling membership transactions (e.g. discount offers, redemption rewards and bonus point records)
	 o After opening hours
	  ▪ Logging out of the system
	  ▪ Preparing daily reports (e.g. of cash, cancellation of transactions and sales)
	• Formulate the operating procedures and requirements for the security of the retail sales system, including:
	 o Setting user authority and user identification code
	  ▪ Refund, price change and cancellation of transactions
	  ▪ Counting cash, and inspecting and accepting cash
	  ▪ Preparing daily reports

Functional Area - Store Operations

	○ Security procedures for logging in / out - Formulate emergency procedures and measures for unexpected incidents, including: ○ Retail sales system failure ○ Paper jam ○ Power failure - Use effective channels to make related staff clearly understand the operating procedures of the retail sales system and operate the system skilfully - Design various forms for the retail sales system (e.g. statistical tables for recording cash / credit card transactions and daily sales reports) - Review the effectiveness of the operating procedures of the retail sales system regularly and make adjustments if necessary 3. Exhibit professionalism - Ensure that the operating procedures of the retail sales system meet the operational needs of the retail business of the organisation
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Identify the required features of the retail sales system according to the operational needs of the retail store business and formulate appropriate operating procedures of the retail sales system and smart retail platform so as to ensure smooth operation of the store; and - Design appropriate forms, report formats and statistical tables for recording cash/credit card transactions for the retail sales system of the organisation.
Remark	This UoC is adopted from 105157L5. The UoC title is revised.