

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Implement payment standards
Code	110759L3
Range	This unit of competency involves organisational and evaluation abilities. Practitioners should be familiar with the company's standard transaction procedures, and be able to manage tasks relating to different types of collections, refunds, price modifications, and cancellations, etc.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of retail sales operations, online sales, and payment systems <ul style="list-style-type: none"> • Understand the operations of retail sales, online sales and payment systems • Understand the skills in designing various transaction forms, including cash/credit card statistical tables, daily sales reports, etc. 2. Master the function, characteristics and structure of the travel industry's sales and payment systems <ul style="list-style-type: none"> • Understand the operating procedures of retail sales operations, online sales, and payment systems, including: <ul style="list-style-type: none"> ○ Setting user authorised limits and identification codes ○ Managing security procedures for logging in/out of the system ○ Managing sales and tour group offers ○ Processing member transactions, including discounts, rewards redemption, points recording, etc. ○ Managing refunds, price modifications, and transaction cancellations ○ Checking credit card receipts ○ Processing fraudulent credit card information, including online and branch sales transactions ○ Managing cash counting and acceptance ○ Preparing records of operational cash flow ○ Preparing daily sales statements • Implement contingency procedures and measures for sales and payment systems, including: <ul style="list-style-type: none"> ○ Sales and payment system failure ○ Power interruption • Manage the security procedures for personal and transaction data 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Comply with the "Personal Data (Privacy) Ordinance" when recording transactions • Regularly evaluate the effectiveness of the operating procedures for the sales and payment system, and make adjustments as needed • Ensure that the operating procedures for the sales and payment system meet the company's operational needs
Assessment Criteria	<p>The integrated outcome requirement(s) of this unit of competency is/are:</p> <ul style="list-style-type: none"> • Manage various types of collections, refunds, price modifications and transaction cancellations, etc; and • Record information on transaction forms in accordance with the company's business policies and the requirements of the "Personal Data (Privacy) Ordinance"

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