

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Sales and Marketing

Title	Implement Supervisory Management on Retailing Business
Code	104919L4
Range	This unit of competency (UoC) is applicable in timepiece companies. It covers the abilities to employ the professional knowledge of supervisory management on retailing business to analyze, explore and decide the needs of the organization, so as to implement supervisory management on retailing business and to give training and instruction to subordinate staff under different situations.
Level	4
Credit	9 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand theory of supervisory management on retailing business <ul style="list-style-type: none"> • Know about the duties of supervisory staff, such as: <ul style="list-style-type: none"> • Cultivate leadership capability • Identify outstanding staff or inferior staff • Know about the importance of management by objective • Understand communication skills and inter-personal relationship skills • Understand the modes of leadership, including: <ul style="list-style-type: none"> • Directive/Authoritative • Consultative • Negotiative • Delegative • Know about the purposes of disciplinary action • Understand the purposes, modes and techniques of staff training 2. Implement supervisory management on retailing business <ul style="list-style-type: none"> • Take disciplinary action <ul style="list-style-type: none"> • Verbal warning • Written warning • Termination of employment • Implement staff training <ul style="list-style-type: none"> • Identify learning areas • Identify training methods • Set training objectives • Prepare teaching materials • Select suitable location and time for training • Review training results • Provide counseling service to staff: <ul style="list-style-type: none"> • Communicate with staff • Conduct interviews to understand the causes of problem and give suggestion • Encourage staff effectively <ul style="list-style-type: none"> • Delegate authority to staff • Let staff have vision of future prospect • Give constructive opinion to staff and encourage them • Give recognition to staff performance • Provide staff with opportunities to show their strengths 3. Exhibit professionalism <ul style="list-style-type: none"> • Build team spirit to foster staff's sense of belonging and stimulate their motivation to work
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Employ the professional knowledge of supervisory management on retailing business to analyze, explore and decide the needs of the organization, and give training and instruction to subordinate staff; and • Implement supervisory management on retailing business under different situations.
Remark	