1. Title	Use the retail sales system
2. Code	105138L3
3. Range	This unit of competency (UoC) is applicable to staff responsible for handling goods transactions in the retail industry. It covers the abilities to correctly use the retail sales system in all kinds of predicable and regular situations to ensure smooth day-to-day operations of the sales and transactions of goods in the retail stores.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	Performance Requirements 6.1 Knowledge of retail sales system ♦ Understand the goods transaction procedures of the organization ♦ Possess knowledge of the retail sales system selected to use by the organization, including: • Features, characteristics, structure and operation of the system • Operating procedures and skills • Special features • Points to note, etc. ♦ Understand the advantages of using retail sales system ♦ Know about the basics and skills of computation ♦ Understand customer relationship management and communication skills 6.2 Use the retail sales system ♦ Implement procedures to prepare the operation of the retail sales system according to corporate guidelines, e.g.: • Enter the names and prices of goods • Activate the checking and verification procedures of the retail sales system • Clear transaction history • Verify the cash • Put on enough voucher, receipt or paper roll ♦ Use the retail sales system to handle day-to-day operations of the sales of goods and payment in the retail stores according to operating guidelines, e.g.: • Day-to-day store management - Input data of the goods - Sales and return of goods, refund, change of goods, cancellation of transaction, etc. - Payment methods (e.g. cash, credit card, gift certificate) - Reserve goods - Give free gifts • Inventory management - All stores inventory enquiry - Management of goods transfer between stores - Print out goods barcode labels • Membership management - Shopping bonus point scheme - Points redemption reward scheme - Discount offers

	• Product promotion - Coupon promotion - Promotion period/festive offers ♦ Use the retail terminal system to record and compile all kinds of reports after closing business everyday according to established procedures of the organization, including sales report, goods return report, cash summary report, etc. 6.3 Exhibit professionalism ♦ Adhere to job ethics and strictly follow the operating guidelines of the retail sales system to prevent tampering with records or theft
7. Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: (i) Use the retail sales system correctly to handle day-to-day sales operations of retail stores according to the organization's code of practice and operating guidelines from the sales system supplier.
8. Remark	