

**Specification of Competency Standards for the Retail Industry**  
**Units of Competency for ‘Store Operations’**

1. Title	Manage and maintain workplace
2. Code	111358L4
3. Range	This unit of competency (UoC) is applicable to store management staff in the retail industry. Practitioners have the ability to perform supervisory and management duties, and to implement workplace management and maintenance work according to the business strategies, policies, management codes and/or operations manual of the organisation so as to ensure smooth operation of its retail business.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of workplace management and maintenance</p> <ul style="list-style-type: none"> <li>◆ Understand the business strategies and workplace management code of the organisation</li> <li>◆ Understand the importance of workplace management and maintenance on the development of retail business, including: <ul style="list-style-type: none"> <li>• Impression on customers / potential customers</li> <li>• Perception and confidence of customers on the goods/services of the organisation</li> <li>• Self-confidence of staff and their sense of belonging to the organisation</li> </ul> </li> <li>◆ Master the organisation’s resources for workplace management and maintenance, including: <ul style="list-style-type: none"> <li>• Financial resources</li> <li>• Manpower resources</li> <li>• Services provided by contractors (e.g. workplace maintenance and repair)</li> <li>• Support from the management</li> </ul> </li> <li>◆ Understand the legislations and guidelines of the Government and governing bodies related to the control of retailing workplace (e.g. measures for occupational safety)</li> </ul> <p>6.2 Manage and maintain workplace</p> <ul style="list-style-type: none"> <li>◆ Manage all the workplaces for retail business according to the business strategies and codes of the organisation, including: <ul style="list-style-type: none"> <li>• Maintaining a safe and tidy working environment</li> <li>• Performing scheduled management and maintenance work in an orderly way (e.g. cleaning the workplace), so as to avoid causing inconvenience to customers</li> <li>• Acting flexibly when handling and clearing the goods at the workplace and according to the nature of the goods and trade practice</li> <li>• Keeping the workplace clean, including: <ul style="list-style-type: none"> <li>○ Managing and monitoring the personal hygiene of staff</li> <li>○ Cleaning the workplace according to schedule (e.g. vacuuming, cleaning and conducting pest control)</li> <li>○ Placing “slippery” signs in advance before removing or handling objects so as to alert all the people. The best way is to assign a staff member to alert customers to the danger</li> <li>○ Timely removing or handling wastes or garbage such as stagnant water on the floor, food remains and sewage so as to prevent accidents</li> <li>○ Liaising with related parties (e.g. the contractor or cleaning company serving the arcade) for keeping the workplace clean</li> </ul> </li> <li>• Carrying out other measures related to workplace management and maintenance, including: <ul style="list-style-type: none"> <li>○ Erecting warning signs to alert customers and staff to potential danger at the workplace</li> <li>○ Maintaining mechanical devices or consumables</li> <li>○ Using and cleaning tools and machines according to supplier guidelines and safety regulations, and putting them back after use</li> </ul> </li> </ul> </li> <li>◆ Maintain communication with all levels of staff for enhancement of workplace management and maintenance</li> <li>◆ Report other related work to the higher level regularly, and propose improvements</li> </ul> <p>6.3 Exhibit professionalism</p>

	<ul style="list-style-type: none"> <li>◆ Follow all the legislations and regulatory codes of the Government when performing the duties of workplace management and maintenance</li> <li>◆ Work on the details and proactively identify opportunities for improvement</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>◆ Perform the duties of workplace management and maintenance according to the business strategies and management codes of the organisation; and</li> <li>◆ Manage and maintain the workplace and equipment so as to ensure smooth operation of the organisation's retail business.</li> </ul>
8. Remark	This UoC is adopted from 105141L4.