

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

1. Title	Process orders
2. Code	111348L2
3. Range	This unit of competency (UoC) is applicable to staff working in retail stores. Practitioners have the ability to process customer orders according to the organisation’s established procedures.
4. Level	2
5. Credit	3 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of processing orders</p> <ul style="list-style-type: none"> ◆ Understand the organisation’s general methods and procedures for processing goods orders <ul style="list-style-type: none"> ● Unify the operations and arrangements of the orders processing system ● Tools required (e.g. trolley, packing materials) ● Choose and process the goods ● Calculate, verify and record the price and quantity of goods ordered ◆ Master the problems that may occur during processing of orders and their solutions ◆ Understand the legislations of the government and the governing bodies for processing goods orders, e.g.: <ul style="list-style-type: none"> ● Sale of Goods Ordinance ● Code of Practice on Procurement of Supplies, Goods and Services <p>6.2 Process orders</p> <ul style="list-style-type: none"> ◆ Process the customer order according to the organisation’s established procedures, including: <ul style="list-style-type: none"> ● Filling in the information required accurately, including the customer’s name, address and telephone, type and quantity of the goods, etc. ● Reading the content and requirements of the order carefully ● Choosing and use appropriate tools to help the selection and packing of goods ordered by the customer ● Adopting effective preventive measures to avoid mistakes that may occur in choosing and processing goods (e.g. inappropriate way of handling fragile goods) ● Reporting to the higher level immediately for abnormal or special situation ● Filing the processed orders ◆ Ensure that the organisation handles the goods in a legitimate situation if the goods ordered are of special nature (e.g. controlled items, dangerous items); seek instructions from the higher level if necessary ◆ Report to the higher level regularly on the status of processing goods orders <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Ensure the consistency in treating all customers and the provision of quality customer service when processing orders, and handle the goods ordered by the customer within the time specified
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ◆ Process customer orders according to the established guidelines and procedures of the organisation; and ◆ Ensure that the goods ordered are delivered to the address given by the customer within the specified time.
8. Remark	This UoC is adopted from 105127L2.