

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

1. Title	Handle cash and credit card transaction payment
2. Code	111349L2
3. Range	This unit of competency (UoC) is applicable to staff responsible for handling transaction payment in the retail industry. Practitioners have the ability to handle cash and credit card transaction payments according to the organisation’s established procedures in daily and routine operations so that transactions can be conducted smoothly.
4. Level	2
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of cash and credit card transaction payment</p> <ul style="list-style-type: none"> ◆ Understand the organisation’s established procedures for handling cash and credit card payment, e.g.: <ul style="list-style-type: none"> • Acceptable cash currency (e.g. Hong Kong dollars, Renminbi, other foreign currencies) • Acceptable credit card category (e.g. VISA Card, Master Card, UnionPay Card) • Acceptable credit card / cash payment amount (if any) • Electronic money (e.g. stored value card, e-wallet) ◆ Understand fraudsters’ general tricks ◆ Understand the security features of real banknotes and real credit cards ◆ Understand the legitimate rights and interests of the credit of customers and retailers ◆ Understand the operational procedures of the organisation’s automatic pay system <p>6.2 Handle cash and credit card transaction payment</p> <ul style="list-style-type: none"> ◆ Handle transactions paid by cash and credit card in daily and routine operations, and ensure that various forms of transactions (e.g. payment / change of money, cancellation / alteration, debit) are carried out ◆ Record the customer’s payment or the amount of the change accurately and promptly in the organisation’s automatic pay system ◆ Verify that the amount paid by the customer / the amount of the change is correct ◆ Handle the received payment, reprint and transaction record according to corporate guidelines ◆ Seek instructions from the higher level immediately when encountering fraudulent payment practices (e.g. fake credit card / counterfeit banknote) or in doubt <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Process payment transactions in the manner required to receive customers (e.g. address customers with respect)
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ◆ Handle customer’s cash and credit card transaction payment according to the organisation’s established procedures; and ◆ Record the payment / change amount promptly in the organisation’s automatic pay system.
8. Remark	This UoC is adopted from 105128L2.