

SSR.C303 - SQA Unit Code HA9H 04

Keep products available and maintain their quality
in a retail environment



Overview

This standard is about making sure that enough goods are kept on display in your store or department and that these are fit for sale and correctly priced. You also need to make sure that displays are kept in an attractive condition. You do not need specialist visual merchandising skills.

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Performance criteria

- You must be able to:*
- P1 collect and record accurate information on price changes
 - P2 give accurate, up-to-date price information to the staff who need it
 - P3 regularly check price marking and promptly sort out any pricing problems you spot
 - P4 make sure that stock replenishment plans are up-to-date and realistic
 - P5 deal with out-of-date or deteriorating stock in line with company policy and any relevant laws
 - P6 involve staff in spotting potential improvements to the way stock is organised and presented
 - P7 spot realistic and effective ways of improving how stock is organised and presented
 - P8 get permission from the right person, where necessary, to improve the way stock is organised and presented
 - P9 make sure that you maintain customer goodwill and staff morale while stock is being reorganised

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Knowledge and understanding

You need to know and understand:

- K1 how to collect and record information about prices
- K2 how to check stock rotation and the quality of goods on display
- K3 what can happen to stock that is not stored correctly or renewed as needed
- K4 how to replenish and rotate stock and deal with sub-standard goods
- K5 how to check pricing and price marking, correct mistakes and change prices
- K6 why it is important to record price changes accurately

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Additional Information

Links to other

SSR.C301 Organise staff to display goods for retail sale;

NOS

SSR.C302 Assess how effective displays are in a retail environment

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Relevant occupations Retail and commercial enterprise; Retailing and wholesaling; Managers and senior officials; Managers in distribution, storage and retailing; Sales and customer service occupations; Sales assistants and retail cashiers

Suite Retail

Key words Retailing; retailers; keeps; keeping; produce; items; goods; stocks; materials; maintains; maintaining; shelf filling; facing up; shelf fills; faces up; facing-up; faces-up; face-up; replenishes; replenishing; rotates; rotating; refreshes; refreshing; refreshment; replenishment