

<b>Position</b>	<b>Unit Standards</b>	<b>Level</b>	<b>Credits</b>
Till Operator (OFO Code 631102)	114903 Interact with customers	2	8
	114893 Resolve customer queries/complaints	2	3
	114911 Pack customer purchases a point of sales	3	8
	114889 Record transactions	2	8
	114894 Process payments at a point of sales (P.O.S.)	2	10
Cashier/Till Operator (OFO Code 631102 – Office Cashier)	114903 Interact with customers	2	8
	114889 Record transactions	2	8
	114894 Process payment at a point of sales (P.O.S.)	2	10
Dispatch Clerk (OFO Code 591201)	117891 Dispatch stock from a distribution centre	3	12
Receiving Clerk (OFO Code 591201)	117901 Receiving stock into a distribution centre	3	12
Dispatch and Receiving Clerk (OFO Code – 591201)	114896 Receive stock into a distribution centre	3	12
	114892 Dispatch stock	3	10
	258155 Explain the factors that impact on the bottom line of a W&R Unit	3	10
Dispatch and Receiving Clerk (OFO Code 591201 – Dispatch and Receiving Clerk)	117891 Dispatch stock from a distribution centre	3	12
	117901 Receiving stock into a distribution centre	3	12
Dispatch and Receiving Clerk (OFO Code – 591201)	114896 Receive stock into a distribution centre	3	12
	117891 Dispatch stock from a distribution centre	3	12
	114902 Operate a computer in a Wholesale and Retail Outlet	2	6
Dispatch and Receiving Clerk (OFO Code – 591201)	114896 Receive stock into a distribution centre	3	12
	114892 Dispatch stock	3	10
	114891 Count stock for a stock-take	2	5
	258155 Explain the factors that impact on the bottom line of a W&R Unit	3	10
	243672 Maintain the stockroom	3	10
Stockroom Clerk (OFO Code 591105 – Stock Clerk / Officer)	243672 Maintain the stockroom	3	10
	114891 Count stock for a stock-take	2	5
Stockroom Clerk B (OFO Code 591105)	243672 Maintain the stockroom	3	10
	114891 Count stock for a stock-take	2	5
	114903 Interact with customers	2	8
	114896 Receive stock into a distribution centre	3	12
	258156 Build customer relations in a W&R unit	3	10
Stockroom Clerk C (OFO Code 591105)	243672 Maintain the stockroom	3	10
	114891 Count stock for a stock-take	2	5
	114903 Interact with customers	2	8
Sales Assistant – General (OFO Code 621101 – Sales Assistant)	258162 Sell products to customers in a W&R environment	3	12
	258160 Demonstrate knowledge of products in own area of operation in a W&R environment	3	8
Front End Supervisor	118045 Supervise implementation of loss control	4	8

(OFO Code 621501)	measures		
	118028 Supervisor customer service standards	4	8
	118030 Supervise P.O.S. operations	4	8
Front End Supervisor B (OFO Code 621501)	258156 Build customer relations in a W&R unit	3	10
	118028 Supervisor customer service standards	4	8
	118030 Supervise P.O.S. operations	4	8
	114903 Interact with customers	2	8
	258155 Explain the factors that impact on the bottom line of a W&R Unit	3	10