

**SCHEME OF SUPERVISION AND CONTROL
RELATING TO
THE USE OF THE HONG KONG Q-MARK LOGO**

**PART 2. HONG KONG Q-MARK SERVICE SCHEME (CYAN) - REQUIREMENTS
APPLICABLE TO PROVISION OF RETAILING SERVICES PROVIDED BY
XXX LIMITED.**

2.1. GENERAL

The aim of this part is to ensure a system is in place for the continuous provision of services satisfying Part 3 of the Scheme of Supervision and Control (hereby named as “SSC”). These requirements are in addition to the requirements set out in Part 1 of the SSC.

2.2. APPLICABILITY OF PART 1 & 3 REQUIREMENTS

All the requirements of Part 1 & 3 SSC shall apply.

2.3 SERVICE OUTLET ACCESSIBILITY

2.3.1 The service outlet(s) (hereby named as “outlet”) of the certified company (hereby named as “company”) shall be easily accessed by the customers.

2.3.2 The name of the outlet(s) shall be clearly identified to the customers by all means.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN - Retail)/A0
ISSUE DATE: XXXXXX
SCHEME VERSION: June 2020

2.4 INFRASTRUCTURE AND ENVIRONMENT

The outlet(s) shall:

- 2.4.1 maintain the cleanliness and functions of the outlet signs, lighting and furnishings etc. in good conditions, as applicable.
- 2.4.2 maintain the roof, wall, floor, corridor and display of the outlet in good conditions, as applicable.
- 2.4.3 maintain the ventilation of the outlet at satisfactory condition with suitable temperature and without any odour.
- 2.4.4 have enough and functional emergency / fire evacuation exits at all times.
- 2.4.5 have enough evacuation plans which can show the escape routes, as applicable.
- 2.4.6 maintain the valid fire service equipment in the outlet.
- 2.4.7 maintain the first aid kit which shall have enough first aid items. All the items shall not be expired.
- 2.4.8 perform regular pest control to demonstrate the good conditions of the outlet.
- 2.4.9 maintain the toilets provided in the outlet in good condition and cleanliness, if applicable.
- 2.4.10 maintain the product trial, facilities in good conditions, e.g. the fitting room, as applicable.

2.5 PEOPLE

2.5.1 Staff shall:

- 2.5.1.1 show their sincerity via any appropriate means.
- 2.5.1.2 perform proactively and enthusiastically.
- 2.5.1.3 keep their good attitude.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN - Retail)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020

- 2.5.1.4 show their team spirit and cooperate smoothly.
- 2.5.1.5 wear appropriate uniform as required, and the uniform shall be clean and tidy.
- 2.5.1.6 keep their appearance in good conditions, as applicable
- 2.5.1.7 wear name badges which can show their identity clearly to their customers.
- 2.5.1.8 communicate to their customers by means of suitable languages (e.g. English).

2.5.2 Staff Service Performance

Staff shall:

- 2.5.2.1 have greeting to the customers.
- 2.5.2.2 provide necessary service to their customers at appropriate time.
- 2.5.2.3 proactively understand customers' need.
- 2.5.2.4 handle customers' enquiries patiently.
- 2.5.2.5 provide accurate product information to their customers.
- 2.5.2.6 demonstrate skillfully to their customers about the product functions and instructions of use.
- 2.5.2.7 mention the product features, advantages and benefits to their customers.
- 2.5.2.8 handle customer's objection.
- 2.5.2.9 handle transactions effectively.
- 2.5.2.10 say goodbye to their customers politely when customers leave the shop.

2.6 SERVICE REALIZATION

2.6.1 Customer Related Processes

- 2.6.1.1 The outlet shall indicate their daily operation hours.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN - Retail)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020

- 2.6.1.2 All products to be sold in the outlet shall indicate clearly their selling price / discount price to their customers as applicable.
- 2.6.1.3 The price tag / the promotional materials shall indicate the name of product in English and one additional language as applicable.
- 2.6.1.4 The billing system of the outlet shall ensure the accuracy of the product information such as product name / selling price / discount price if applicable which can be shown on the invoices to customers.
- 2.6.1.5 The invoices to customers shall include all the sold products information such as the product name, name of the outlet, address of the outlet, phone number and date of purchase.
- 2.6.1.6 The invoices to customers shall clearly list all the products purchased.
- 2.6.1.7 The outlet shall clearly indicate any promotion, discount and surcharges applied to their customers, if applicable.
- 2.6.1.8 The outlet shall be able to accept any common payment methods from their customer to enhance their convenience. The information of payment methods shall be clearly indicated.
- 2.6.1.9 The company shall demonstrate that the outlet has implemented any promotions identified.
- 2.6.1.10 If the outlet provides service on product delivery, the company shall have a well-established mechanism of product delivery to ensure the products can be delivered to their customers promptly.

2.6.2 Products

- 2.6.2.1 The products shall be displayed properly to ensure the convenience of the customers to select the products.
- 2.6.2.2 The outlet shall ensure that enough product types and quantities can be provided to meet the customers' needs.
- 2.6.2.3 The outlet shall ensure that expired product is not maintained.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN - Retail)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020

2.6.2.4 The products sold shall have the product guarantee, if applicable.

2.6.2.5 The outlet shall properly identify, verify, protect and safeguard the products not to be damaged, expired or deteriorated.

2.7 CUSTOMER SERVICE

The company shall

2.7.1 have the way of handling customer complaints.

2.7.2 have the product exchange policy and indicate clearly to the customers in the outlet.

2.7.3 have the refund policy and indicate clearly to the customers in the outlet.

2.7.4 provide channel(s) to collect customers' feedbacks so that the top management can communicate with the customers.

2.7.5 take the appropriate actions promptly if any complaint case / accident happened at the outlet.

2.8 QUALITY RECORDS

The company shall establish applicable quality records to demonstrate their operation is according to their company's requirements and as required by the HK Q-Mark Council. The quality records shall be kept by any means.

2.9 ADDITIONAL ITEMS

The company shall take timely corrective or preventive actions in respect to nonconformities identified by the HK Q-Mark Council through different channels (e.g. audit, public complaint, etc.). Effectiveness of implementation of committed corrective and preventive actions shall be verified and at appropriate timing as decided, by the HK Q-Mark Council (e.g. subsequent surveillance audits, extra follow up audits, etc.).

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN - Retail)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020