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**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

RB/T 130-2022

**Requirements for service certification of shop retail
(English Translation)**

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Table of Contents

Preface	
1 Scope	
2 Normative references	
3 Terms and Definitions	
4 Service Requirements	
4.1 Store environment	
4.2 Reception and Product Display	
4.3 Introduction and shopping guide	
4.4 Cashier checkout	
4.5 Packaging and Delivery	
4.6 Additional Services	
5 Management Requirements	
5.1 General requirements	
5.2 Service objectives	
5.3 Personnel Management	
5.4 Commodity Management	
5.5 Security Management	
5.6 Exclusive Facilities Management	
5.7 Customer Management	
5.8 Innovation Management	
6 Service Certification Evaluation	
6.1 Evaluation criteria	
6.2 Certification evaluation results	
Appendix A (Normative) Store Retail Service Requirement Evaluation Tool	
Appendix B (Normative) Evaluation Tool for Store Retail Management Requirements	
Reference	

Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for Standardization Work Part 1: Structure and Drafting Rules for Standardization Documents" drafting:

Please note that some contents of this document may refer to patents: The issuing agency of this document assumes no responsibility for identifying patents:

1 Scope

This document specifies the service requirements, management requirements, and service certification evaluation for store retailing:

This document is applicable to offline retail service certification of physical stores such as shopping centers, department stores, supermarkets, convenience stores, franchise stores, etc:

2 Normative references

The contents of the following documents constitute the essential provisions of this document through normative references in the text: Among them, dated references for documents, only the version corresponding to the date is applicable to this document; for undated reference documents, the latest version (including all amendments) is applicable to this document:

GB/T 15566.5 Principles and Requirements for Setting up Public Information Guidance System Part 5: Shopping Places

3 Terms and Definitions

The following terms and definitions apply to this document:

shopretailshopretail Retail activities based on physical stores:

service

An output of a service provider for which at least one activity must take place between the service provider and the customer:

Note 1 to entry: Typically, the main elements of a service are intangible:

Note 2 to entry: In general, a service includes activities at the interface with the customer, which may include establishing an ongoing relationship with the customer, in addition to determining the customer's requirements in order to provide the service services provided by institutions such as banks, accounting firms, or public organizations such as schools or hospitals:

Note 3 to entry: The provision of services may involve, for example:

--- Activities performed on tangible products provided by customers (such as cars requiring maintenance);

--- Activities performed on intangible products provided by customers (such as income statements required for preparing tax returns);

--- Delivery of intangible products (such as information provision in knowledge transfer);

--- Create an atmosphere for customers (such as in hotels and restaurants):

Note 4 to entry: Usually, the service is experienced by the customer:

Note 5: Rewrite GB/T 19000-2016, definition 3:7:7:

[Source: GB/T 27400-2020, 3:1] 3.3 service certification service certification the service provider's service and management meet the requirements of the relevant third-party certification:

[Source: GB/T 27400-2020, 3:8]