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SB

**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

SB/T 10512.3-2013

Replacing SB/T 10512.3-2008

**Technical competence requirement for basic posts in retail
industry. Part 3: Loss prevention guard
(English Translation)**

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Appendix A (informative) per day (month) fire inspection records Table

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Foreword

SB/T 10512 "grassroots retail job skill requirements" is divided into the following sections.

--- Part 1. salesperson;

--- Part 2. receiving clerk;

--- Part 3. Loss Prevention staff;

--- Part 4. Fresh workers;

--- Part 5. cashier;

--- Part 6. receptionist;

This section SB/T 10512 Part 3.

This section drafted in accordance with GB/T 1.1-2009 given rules.

The partial replacement of SB/T 10512.3-2008 "grassroots retail loss prevention staff job skill requirements." this section compared with the SB/T 10512.3-2008 main technical changes are as follows.

--- The "standard hours" is defined as learning to modify the full "45 minutes" as a standard hours (see 2.3);

--- The standard reference to "early, middle and senior" was changed to "Beginner, Intermediate and Advanced"; for loss prevention staff at all levels should be expressed in complete feed A complete line of expression, such as the statements of loss prevention B.1.1 members;

- Modify the original standard 4.1 Table 1 silver import and export zone control a), b), d), an increase of e) (see 4.1);
- Modify the original standard 4.1 Table 1 receiving area control f) the content, increasing g), h) and i) (see 4.1);
- Increasing the original standard 4.1 Table 1 fire control work in a), b), c) the part (see 4.1);
- Increased 4.1 Table 1 original standard emergency treatment c) content (see 4.1);
- Delete the original standard etiquette and 4.1 Table of Contents 1 meter b) (see 4.1);
- Increasing the original standard 4.1 Table 1 loss control commodity content (see 4.1);
- Modify the original standard 4.2 Table 2 undercover maneuvering a), b), c), d) and f) parts, increased g) (see 4.2);
- Increased 4.2 Table 2 original standard video surveillance room g), h) content (see 4.2);
- Modify the original standard 4.2 meter to monitor the cash register 2 c) content, increasing h) (see 4.2);
- Modify the original standard 4.2 Table 2 mall fire safety management in a), b) the content (see 4.2);
- Modify the original standard 4.2 Table 2 spot protection d) content (see 4.2);
- Increased 4.2 Table 2 original standard of customer service b) content (see 4.2);
- Modify the original standard 4.2 Table 2 loss control b) content, increased c) (see 4.2);
- Modify the original standard 4.3 Table 3 daily work f) content, an increase of j) (see 4.3);
- Modify the original standard 4.3 Table 3 internal integrity maintenance c), d) content (see 4.3);
- Modify the original standard 4.3 Table 3 loss control d) content, an increase of e), f) (see 4.3);
- Modify the original standard 4.3 Table 3 Risk Control b) content, an increase of e), f) (see 4.3);
- Original Standard Appendix B.2.1.1 with the "college" or higher, the words "college" (see Appendix B).

This part of the People's Republic of China Ministry of Commerce and focal points.

This part mainly drafted by. Shenzhen Retail Business Association, Shenzhen Franchise Association, Wal-Mart (China) Investment Limited, All music chain Commercial Group Co., Ltd., Shenzhen Jiahua Stores Co., Shenzhensuibao Department Store Co.

The company, Rainbow Department Store Co., Ltd., Shenzhen Coastal Business Management Co., Ltd. Shenzhen Rong Distribution Limited, Shenzhen Rong Electronics Co., Ltd..

Introduction

With the rapid expansion of retail chains, retail talent shortage has become an important factor restricting the rapid development of enterprises. And long-term Since the retail business since junior staff mobility, enterprise-level employees of the lack of standardized training and assessment mechanisms leading junior staff skills can be uneven, making the recruitment, evaluation rises, the cost of assessment work hard to meet the needs of the industry.

This standard relies on the rapid development of modern retailing, and higher management level part of the national chains and other retail hundred enterprises, through Collect, summarize, organize, refine its retail loss prevention staff should have the appropriate skills and business knowledge, comprehensive department stores, supermarkets and other major anti formats Characteristics loss of job functions members, appropriate reference to certain foreign retail junior staff requirements, summary of a number of enterprises with advanced practice and taking into account national laws and regulations for the retail industry, proposed retail loss prevention staff should master this job skills and knowledge corresponding business Knowledge, and the training and assessment of staff positions in the appendix to make a concrete and workable proposals for the retail enterprises to train echelon Personnel to support its expansion strategy and lay a good foundation.

With the rapid development of the retail industry, according to the actual situation of the retail business, loss prevention staff job responsibilities were properly revised to better meet the enterprise Industry developments.

Retail grassroots job skills requirements Part 3. Loss Prevention staff

1 Scope

SB/T 10512 provisions of this part of the loss prevention staff should have the basic requirements of the corresponding business skills and knowledge requirements, as well as training, assessment and certificate issuance requirements.

This section applies to positions in the retail loss prevention staff grassroots skills assessment and vocational training.

2 Terms and definitions

The following terms and definitions apply to this document.

Loss prevention staff losspreventionguard Engaged in personal safety in the retail business,

commercial loss control, fire safety, property, commodity import and sale, deposit process monitoring, emergency Event handling and other personnel work.

Level loss prevention staff is divided into primary, intermediate and advanced.

Standard hours standardlearningunit Learning a full 45 minutes for the standard hours.

3 Basic requirements

Beginner, Intermediate and Advanced loss prevention staff should have a high school education.

4.1 Primary loss prevention staff

Shall comply with the requirements in Table 1.

Table 1 primary loss prevention staff skills and business knowledge relevant requirements

Project work content skills required Assessment weights 100 points Corresponding business knowledge requirements Basic business Silver import and export Area control (Out of 10)

- a) understand the composition of the mall security equipment, familiar with how it works;
- b) customer can effectively prevent contraband items into the supermarket;
- c) can effectively control the customer non-payment of goods out of the supermarket;
- d) be familiar with operating the cash register flow, supervising cashiers and standards;
- e) be familiar with the call center to return operational processes, oversight staff and standards;
- f) to maintain open positions around the orderly grasp.

Anti-theft device uses knowledge.

To understanding.

Product knowledge;

Mall management knowledge;

Cash register operation process knowledge;

Commodity Returns knowledge and procedures