



Australian Government

Department of Education, Employment and Workplace Relations

LMTDC2001A Provide customer service in a dry cleaning or laundry enterprise

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the skills and knowledge required to provide service to dry cleaning or laundry customers, identifying and satisfying customer requirements including referral to appropriate personnel where applicable.

Application of the Unit

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This unit applies to customer services within the dry cleaning or laundry industries where dry cleaning or laundry service is discussed with and agreed to by the client.

Work may be conducted in small to large scale enterprises and may involve individual and team activities. Work is performed within defined procedures under direct supervision.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping tasks related to environmental protection, waste disposal, pollution control and recycling.

This unit requires the application of skills associated with communicating information to customers on the services provided by the dry cleaning or laundry enterprise and establishing positive relationship with the customer. This unit also requires an ability to apply problem solving strategies to handle customer complaints for example conflict resolution, negotiation skills and use appropriate verbal and body language, and teamwork, initiative and enterprise in meeting customer needs.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites Nil

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish customer requirements	1.1 Information concerning customer need is sought in order to identify the specific service required 1.2 Available services are outlined to the customer, where necessary 1.3 Service charges are determined and confirmed with customer 1.4 Specific options for particular dry cleaning or laundry needs are discussed with the customer, as required 1.5 Situations requiring additional assistance are recognised and referred 1.6 Workplace procedures and instructions are read and interpreted
2 Complete service instructions	2.1 Article, fabric and dry cleaning or laundry requirements are identified or confirmed 2.2 Instructions, including special attention tags, are completed to identify article and cleaning requirements 2.3 Customer records and reference docketts are processed including recording of damage and missing trim 2.4 Articles are hung or stored, ready for dry cleaning or laundry 2.5 Knowledge of customer service processes are applied to perform required tasks
3 Process article and return to customer	3.1 Articles are inspected for final check to ensure customer requirements have been met 3.2 Cleaned article is retrieved and presented to customer 3.3 Transaction is processed through point of sale equipment accurately 3.4 Work is conducted according to <i>OHS practices</i>
4 Handle customer complaints	4.1 Customer complaints are acknowledged and specific difficulties clarified 4.2 Options for resolution are proposed and solution negotiated with customer 4.3 Strategies for resolution of complaints are implemented and relevant staff notified 4.4 Situations requiring additional assistance are recognised and referred

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Demonstrates knowledge of:

- workplace or store policies and procedures
- range of available services
- care and maintenance procedures for articles
- point of sale techniques
- safety and environmental aspects of workplace operation
- OHS practices, including hazard identification and control measures
- quality practices
- workplace practices
- practices for recording and reporting

Demonstrates skills to:

- deal effectively and politely with customer enquiries
- refer customer to other appropriate personnel or source, as required
- handle and package articles correctly
- communicate effectively within the workplace
- interpret and apply established procedures
- document, assess, and transfer information
- problem solve
- read, interpret, and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Demonstrates skills and knowledge to:

- greet customer and determine dry cleaning or laundry requirements
- conduct final check of articles
- deal with and complete transactions, including operating associated equipment
- handle queries, including following up enquiries

Consistently applies skills and knowledge when:

- organising work
- completing tasks
- identifying improvements
- using workplace practices
- using OHS practices
- recording and reporting accidents and incidents
- assessing operational readiness of equipment used and work processes
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- completing work systematically with attention to detail without damage to goods and equipment

Context and specific resources for assessment

Assessment may occur on the job or in an appropriately simulated environment and requires access to work areas, materials and equipment and to information on workplace practices and OHS practices.

Guidance information for assessment

This unit may be assessed independently or in combination with other relevant units.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative/regulatory requirements All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.

OHS practices OHS practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may include:

- manual handling techniques
- standard operating procedures
- personal protective equipment
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- other OHS practices relevant to the job and enterprise

Unit Sector(s)

Sector Dry Cleaning and Laundry Operations