



Australian Government

MSTSS00013 Customer service in Laundry or Dry Cleaning Operations Skill Set

Release 1

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Modification History

Release 1. New skill set.

Description

This skill set reflects the skill requirements for workers starting work in a laundry or dry cleaning business whose role includes providing customer service.

Pathways Information

These units provide credit towards a range of qualifications in the textiles, clothing and footwear industry, including:

- MST20419 Certificate II in Laundry Operations
- MST30919 Certificate III in Dry Cleaning Operations.

Licensing/Regulatory Information

Nil.

Skill Set Requirements

Unit Code	Unit Title	Prerequisites
MSTDC2010	Provide customer service in a dry cleaning or laundry enterprise	
MSTDC2014	Identify fabric and garment cleaning requirements	
MSTGN2013	Identify fibres, fabrics and textiles used in the TCF industry	
MSTGN3008	Receive and sort articles for cleaning	

Target Group

This skill set is suitable for those starting work in a laundry dry cleaning business whose role includes customer service.

Suggested words for Statement of Attainment

These competencies from the MST Textiles, Clothing and Footwear Training Package meet the requirements of the laundry and dry cleaning industry for the provision of customer service.

Custom Content Section

Not applicable.