



Australian Government

MSTDC2001 Provide customer service in a dry cleaning or laundry enterprise

Release: 1

MSTDC2001 Provide customer service in a dry cleaning or laundry enterprise

Modification History

Release 1. Supersedes and is equivalent to LMTDC2001A Provide customer service in a dry cleaning or laundry enterprise

Application

This unit of competency covers the skills and knowledge required to provide service to dry cleaning or laundry customers. It applies to interacting with customers to identify and satisfy customer requirements, including referral to appropriate personnel where applicable.

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.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Dry cleaning and laundry operations

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Determine job requirements

- 1.1 Follow standard operating procedures (SOPs)
- 1.2 Comply with work health and safety (WHS) requirements at all times
- 1.3 Use appropriate personal protective equipment (PPE) in accordance with SOPs
- 1.4 Identify job requirements from specifications, drawings, job sheets or work instructions

- | | | |
|---|---|--|
| 2 | Establish customer requirements | <div>2.1 Seek information from customer to determine the service they require</div> <div>2.2 Outline available services with the customer and discuss specific options for dry cleaning or laundry needs, where necessary</div> <div>2.3 Identify situations that need additional assistance and refer customer to appropriate service</div> <div>2.4 Determine service charges and confirm with customer</div> |
| 3 | Interact with customer to process required service | <div>3.1 Identify or confirm article, fabric and dry cleaning or laundry requirements</div> <div>3.2 Complete instructions, including special attention tags, to identify article and cleaning requirements</div> <div>3.3 Process customer records and reference dockets, including record of damage and missing trim</div> <div>3.4 Hang articles or store, ready for dry cleaning or laundry</div> <div>3.5 Retrieve cleaned article and do a final check to ensure customer requirements have been met</div> <div>3.6 Present article to customer and process transaction through point of sale equipment according to workplace practices</div> <div>3.7 Use effective interpersonal communication skills</div> |
| 4 | Handle customer complaints | <div>4.1 Acknowledge any customer complaints and clarify specific difficulties</div> <div>4.2 Propose options to resolve complaints and negotiate a suitable solution with customer</div> <div>4.3 Notify relevant staff and identify strategies to avoid or resolve complaints</div> <div>4.4 Use effective communication skills to demonstrate respect for cultural differences in the workplace</div> |

- 4.5 Refer customer to other sources if they need further assistance

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs
- 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
- WHS requirements

Australian Standards include:

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

Unit Mapping Information

Release 1. Supersedes and is equivalent to LMTDC2001A Provide customer service in a dry cleaning or laundry enterprise

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

Assessment Requirements for MSTDC2001 Provide customer service in a dry cleaning or laundry enterprise

Modification History

Release 1. Supersedes and is equivalent to LMTDC2001A Provide customer service in a dry cleaning or laundry enterprise

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices and other reference material
- greeting customer and determining dry cleaning or laundry requirements
- dealing with customer to complete transactions, including operating associated equipment on at least two (2) occasions
- conducting final check of articles
- identifying other sources of assistance
- negotiating solutions to problem situations, service complaints and enquiries
- recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
- complying with relevant federal and state or territory legislative or regulatory requirements.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- workplace or store policies and procedures
- Australian Standards that govern dry cleaning and laundry operations
- range of available services
- care and maintenance procedures for articles
- point of sale techniques
- quality practices
- effective communication skills
- problem solving and negotiation strategies
- workplace practices
- practices for recording and reporting
- federal and state or territory legislative or regulatory requirements.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in providing customer service in a laundry or dry cleaning enterprise, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>