



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.

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|-------------------------------------|---|
| 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 |

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|---|---|---|
| 2 | Establish customer requirements | <ul style="list-style-type: none">2.1 Seek information from customer to determine the service they require2.2 Outline available services with the customer and discuss specific options for dry cleaning or laundry needs, where necessary2.3 Identify situations that need additional assistance and refer customer to appropriate service2.4 Determine service charges and confirm with customer |
| 3 | Interact with customer to process required service | <ul style="list-style-type: none">3.1 Identify or confirm article, fabric and dry cleaning or laundry requirements3.2 Complete instructions, including special attention tags, to identify article and cleaning requirements3.3 Process customer records and reference dockets, including record of damage and missing trim3.4 Hang articles or store, ready for dry cleaning or laundry3.5 Retrieve cleaned article and do a final check to ensure customer requirements have been met3.6 Present article to customer and process transaction through point of sale equipment according to workplace practices3.7 Use effective interpersonal communication skills |
| 4 | Handle customer complaints | <ul style="list-style-type: none">4.1 Acknowledge any customer complaints and clarify specific difficulties4.2 Propose options to resolve complaints and negotiate a suitable solution with customer4.3 Notify relevant staff and identify strategies to avoid or resolve complaints4.4 Use effective communication skills to demonstrate respect for cultural differences in the workplace |

- 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

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Links

Companion Volume implementation guides are found in VETNet -

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