



Australian Government

Assessment Requirements for MSTDC2010 Provide customer service in a dry cleaning or laundry enterprise

Release: 1

Assessment Requirements for MSTDC2010 Provide customer service in a dry cleaning or laundry enterprise

Modification History

Release 1. Supersedes and is equivalent to MSTDC2001 Provide customer service in a dry cleaning or laundry enterprise.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- interacted with at least 2 customers and determined their dry cleaning or laundry requirements
- completed at least 2 customer transactions to record cleaning requirements
- carried out point of sale transactions for at least 2 customers
- negotiated a solution to at least 1 problem situation or service complaint.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE) for those in service roles
- workplace or store policies and procedures for retail interactions
- key requirements of *Australian/New Zealand Standard AS/NZS 4146:2000 Laundry practice*
- dry cleaning or laundry services available at workplace
- care and maintenance procedures for various types of articles to be cleaned
- point of sale techniques
- workplace practices for recording and reporting.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - a retail environment set up with point of sale equipment and related standard operating procedures (SOPs)
- access to customers with articles to be cleaned.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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