



Australian Government

MSTDC2010 Provide customer service in a dry cleaning or laundry enterprise

Release: 1

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.

Application

This unit of competency describes 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 or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Dry cleaning and laundry operations

Elements and Performance Criteria

Elements <i>Elements describe the essential outcomes.</i>	Performance Criteria <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish customer requirements	1.1 Identify safe work requirements to support customer service 1.2 Seek information from customer to determine the service they require 1.3 Outline available services with the customer and discuss specific options for dry cleaning or laundry needs based on customer needs 1.4 Identify situations that need additional assistance and refer customer to appropriate service 1.5 Determine service charges and confirm with customer
2. Interact with customer to process required	2.1 Identify or confirm article, fabric and dry cleaning or laundry requirements

Elements <i>Elements describe the essential outcomes.</i>	Performance Criteria <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
service	2.2 Complete instructions, including special attention tags, to identify article and cleaning requirements 2.3 Process customer records and reference dockets, including record of damage 2.4 Hang or store articles ready for dry cleaning or laundry in accordance with workplace procedures 2.5 Retrieve cleaned article and carry out a final check to ensure customer requirements have been met 2.6 Present article to customer and process transaction through point of sale equipment in accordance with workplace procedures
3. Handle customer complaints	3.1 Acknowledge any customer complaints and clarify specific difficulties 3.2 Propose options to resolve complaints and negotiate a suitable solution with customer 3.3 Notify relevant staff and identify strategies to avoid or resolve complaints 3.4 Refer customer to other sources if they need further assistance

Foundation Skills

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

- Writing skills to record customer requirements for article
- Oral communication skills to:
 - interact effectively with customers who have different requirements
 - show respect for people who come from differing cultural backgrounds
- Numeracy skills to process transactions using point of sale equipment
- Problem solving skills to identify options for problematic situations.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSTDC2001 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 MSTDC2010 Provide customer service in a dry cleaning or laundry enterprise

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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.

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