

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Issue orders
Code	110332L3
Range	Issue laundry services orders to customers at the shops. This applies to individuals who are required to understand and determine the customer needs for laundry services, and issue orders with service details at the shops.
Level	3
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • understand the sales process, systems and techniques of laundry shops • outline the types and pricing policies of laundry services • state the common clothing item categories and customer needs • describe the content and remark items of laundry services orders <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • understand the service needs of customers by following established sales procedures and techniques • recommend appropriate laundry services according to the customer needs • determine the service contents (e.g. storage) and special handling requirements (e.g. removal of unique stains) with customers • determine the order amounts and pickup arrangements with customers according to service pricing schemes and their associated terms and conditions • check received clothing items and record them to the order or related sales system • record special issues (e.g. stain locations) to the order or related sales system so as to assist related parties in handling <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • clearly record the quantity, colours, accessories and status of received clothing items • proactively understand any problems of clothing items from customers in order to provide professional and appropriate laundry services
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Understanding and determining the customer needs for laundry services, and then issuing orders with service details by following established sales procedures.
Remark	