

**Specification of Competency Standards**  
**for the Fashion Industry**  
**Unit of Competency**

Functional Area - Laundry Services

Title	Process orders
Code	110333L3
Range	Process laundry services orders and the follow-up issues. This applies to individuals who are required to carry out daily management of laundry services orders in the laundry shop or workshop to ensure clothing items stated in the orders and their associated follow-up issues will be properly handled.
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"> <li>• understand the policies for processing laundry services orders and the collaboration format among related parties (e.g. between laundry shop and workshop)</li> <li>• understand the organisational procedures of order processing and service standards</li> <li>• outline issues about daily management of laundry services orders and the ways to process and handle them</li> </ul> <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• interpret the contents and requirements of orders</li> <li>• identify the processing status of order items and their associated follow-up issues</li> <li>• conduct cross-departmental communications by following business procedures to understand issues about order items</li> <li>• use appropriate measures to prevent problems in order processing</li> <li>• record the processing status of order items and any special remarks for reference by related parties</li> </ul> <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> <li>• uphold the order processing policies and service standards of the organisation and properly handle customer orders</li> <li>• accurately check and update order information to make sure the contents are correct</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> <li>• Carrying out daily management of laundry services orders according to their contents and requirements to ensure clothing items stated in the orders and their associated follow-up issues will be properly handled.</li> </ul>
Remark	