

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Collect customer feedback
Code	110336L2
Range	Collect customer feedback to assist the organisation in understanding the performance of laundry services. This applies to individuals who are required to collect daily customer feedback on laundry services to assist the organisation in understanding the service performance.
Level	2
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 value of customer feedback to laundry services business • outline the key channels and methods for collecting customer feedback on laundry services (e.g. hotline, questionnaire survey) • understand the arrangements and guidelines for collecting customer feedback in the organisation <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • identify the existing channels and methods for collecting customer feedback • use appropriate communication skills to collect customer feedback on laundry services • record for reference or handling by related parties according to established procedures (e.g. suggestions for new services) • organise the customer feedback collected and report them to related parties when necessary <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • present a courteous and sincere attitude to obtain customer feedback • accurately record customer feedback for documentation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Collecting customer feedback on laundry services to assist the organisation in understanding the service performance.
Remark	