

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Handle order pickups
Code	110337L2
Range	Handle order pickups of laundry services customers. This applies to individuals who are required to handle order pickups and return cleaned clothing items properly to laundry services customers.
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 organisational policy in relation to clean clothing item returns (including clothing item storage) • understand the procedures and requirements of returning order items • outline the common problems and matters of concern of customers picking up their orders <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • verify the laundry services order • interpret the order contents and the clean clothing item return arrangements (e.g. notice period for storage items) • check the storage location and status of order items • check the order items with customers by following business procedures and associated terms and conditions, and get their confirmations of proper receipt of all items • state the problems of particular clothing items to customers when necessary (e.g. tough stains) • record the items picked up according to established procedures <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • take note of the completion status of order items, and proactively look into possible delays and notify the customers
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Handling order pickups and returning cleaned clothing items properly to laundry services customers by following established business procedures.
Remark	