Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Handle transaction payments
Code	110338L2
Range	Handle transaction payments for laundry services at the shops. This applies to individuals who are required to handle and complete transaction payments for laundry services at the shops.
Level	2
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the transaction payment process of laundry shops • describe the common methods and matters of concern of payment (e.g. electronic payment, acceptable amount) • understand the common problems and corresponding handling methods with regard to transaction payments (e.g. counterfeit notes or system failure) 2. Application and process Be able to • handle the preferred payment methods of customers by following established transaction procedures • verify and collect the amount being paid in accordance with the organisational guidelines (including current discount offer or membership policy) • record the received or change amount according to established procedures • issue formal receipts to customers to complete the transactions, and then properly handle the received amounts and transaction documents • seek support from appropriate parties to solve problems in the handling process 3. Exhibit professionalism Be able to • carefully and accurately verify the received and change amounts • present a professional customer service attitude in handling different payment methods of customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Handling and completing transaction payments for laundry services by following established procedures.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105128L2)