

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Provide support and advice to customers (including self-service laundry business)
Code	110334L3
Range	Provide support and consulting services to customers of laundry services. This applies to individuals who are required to provide general support and consulting services to customers of laundry services (including self-service laundry business).
Level	3
Credit	3
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 importance of and techniques for customer relationships and customer services (e.g. good communication) • understand the types, features and details of laundry services (e.g. handling or operation steps, limitations) • understand the customer service standards and procedures of the organisation • state the common enquiries of laundry services and corresponding handling methods (e.g. consulting care label) <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • use appropriate techniques to answer customer enquiries and provide suitable responses or information • understand the questions or needs of customers and provide suitable advice or support to them (including demonstration of how to operate self-service laundry facilities) • seek support from related parties when necessary • explain the laundry services follow-up arrangements with clarity to customers whose enquiries would demand professional judgment or are complex in nature <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • promptly and politely provide support and assistance to customers • keep up to date on the latest developments of the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Providing general support and consulting services to customers of laundry services according to their questions or needs.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105071L1)