

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Handle customer complaints
Code	110353L4
Range	Handle laundry services customer complaints. This applies to individuals who are required to handle laundry services customer complaints that require investigations and follow-ups with an aim to arrive at solutions that are in line with the organisational policy and reasonable.
Level	4
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"> • familiarise with the common complaints of laundry services and their handling methods • understand the organisational policy and procedures about handling customer complaints • understand the relevant legislation about laundry services complaints • state what is meant by a valid customer complaint and reasonable solution <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • understand the causes and details of laundry services customer complaints • make investigations to determine if the customer complaints are valid in accordance with the organisational policy and within own authority • evaluate the measures required for handling the customer complaints • negotiate with the complainants for suitable solutions and follow through properly • make proper record of customer complaints and final solutions for future reference <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • ensure that the complaints are handled politely • assimilate and balance the interests of the organisation and customers
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Handling laundry services customer complaints that require investigations and follow-ups with an aim to arrive at solutions that are in line with the organisational policy and reasonable.
Remark	Modified from the UoC of Specification of Competency Standards for the Retail Industry (Version 1, UoC code: 105079L3)