

Overview

This standard is for those who meet and take care of textile care services customers. As the first point of contact for customers, you will need to be able to communicate with customers and colleagues and be able to comply with written instructions and keep manual or digital records.

This standard is for textile care customer service assistants.

Performance criteria

You must be able to:

- P1 keep customer service equipment and supplies organised and ready for use
- P2 receive items for cleaning from customers
- P3 check the item for the correct cleaning method prior to cleaning
- P4 identify any existing damage to the item and confirm this with the customer before accepting
- P5 explain why the item may not meet customer expectations post cleaning
- P6 identify and remove any foreign objects from the item prior to processing in line with organisational procedures
- P7 complete paperwork and other documentation in line with organisational procedures
- P8 transfer the item to the next stage of the cleaning or repair process
- P9 process payments in line with organisational procedures
- P10 identify and remedy any discrepancies or errors in payments
- P11 inspect the cleaned item for condition and confirm that it meets quality standards prior to packing
- P12 pack the cleaned item according to type in line with organisational procedures
- P13 take action to resolve any faults with the item following cleaning
- P14 build and maintain relationships with customers
- P15 refer any customer problems following organisational procedures

Knowledge and understanding

You need to know and understand:

- K1 what equipment is needed when dealing with customers
- K2 why it is important to deal with customers courteously and helpfully
- K3 how to interpret care labels
- K4 which fabrics and items are unsuitable for cleaning and why
- K5 types of trimmings and accessories and how to deal with them
- K6 how to identify defects in items on receipt from the customer
- K7 how to check items prior to cleaning and the types of foreign objects that may be present and need removal
- K8 organisational procedures for processing payments
- K9 how to identify and deal with discrepancies and errors with payments
- K10 how to deal with a customer complaint
- K11 when to refer customer problems to others
- K12 how to build and maintain relationships with customers
- K13 how to promote the features and benefits of products offered
- K14 how to complete the relevant documentation and maintain organisational records
- K15 how to store customer records in line with data protection legislation and organisational requirements

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