



STANDARD OPERATING PROCEDURE	<b>LAVARE INC.</b>		
	<b>TITLE:</b> Taking Customers' Orders Procedure - Text		
	<b>DEPARTMENT:</b> Operations - Store		
	<b>SECTION:</b> Two	<b>ISSUE #:</b> 1.0	


1.	<p><b>PURPOSE:</b> To receive and process customer's service requests.</p> <p><b>SCOPE:</b> This procedure applies to all, over the counter, customers' orders taken in the store.</p> <p><b>RESPONSIBILITY:</b> The Vice President – Operations is responsible for the accuracy and implementation of this procedure. The Store Manager is responsible for compliance to this procedure.</p> <p><b>START OF PROCEDURE</b></p> <p><b>CUSTOMER BRINGS IN GARMENT FOR CLEANING</b></p> <p>A customer will walk into the store bringing in his/her items for service. By set-up of the store layout, the customer will be directed to the service counter where he/she will be serviced.</p> <ul style="list-style-type: none"> <li>▪ Greet the customer wishing him/her good morning/ afternoon</li> <li>▪ Offer the customer assistance by asking the customer "How can I be of service?"</li> <li>▪ Listen attentively to the customer's response which may be <ul style="list-style-type: none"> <li>- A question regarding the service(s)</li> <li>- A request for service for items he or she has brought in</li> <li>- Both of the above</li> </ul> </li> <li>▪ Respond to the customer's question(s) or request(s) accordingly</li> <li>▪ Clearly understand the customer's requirement(s) for the items to be serviced</li> </ul>	<b>Customer Service Clerk</b>
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1.	<p><b>CUSTOMER BRINGS IN GARMENT FOR CLEANING (continued)</b></p> <ul style="list-style-type: none"> <li>▪ Determine if there are any special requests the customer is asking for. Special requests include: <ul style="list-style-type: none"> <li>- Rush service</li> <li>- Cleaning or handling of special fabrics or garments like: sued, silk, etc.</li> <li>- Cleaning of heavily soiled articles</li> <li>- Cleaning of articles soiled by chemicals or agents not considered ordinary, like acids, fuels, etc.</li> <li>- Customer specific instructions that can be fulfilled</li> </ul> </li> </ul>	Customer Service Clerk	
2.	<p><b>ANY SPECIAL REQUESTS?</b></p> <ul style="list-style-type: none"> <li>▪ Does the customer have any special service requests?</li> </ul> <p><b>IF YES</b>, proceed to <b>step # 3</b></p> <p><b>IF NO</b>, proceed to <b>step # 4</b></p>	Customer Service Clerk	LOP-01
3.	<p><b>PROCESS SPECIAL REQUESTS</b></p> <p>Items with special service requests require careful handling.</p> <ul style="list-style-type: none"> <li>▪ Handle each item requiring special service separately</li> <li>▪ Confirm the customer's special requests for the item, by reiterating the special service requested / to be provided</li> <li>▪ Obtain an acknowledgement from the customer to proceed with the special service request for that item</li> <li>▪ Tag the item requiring the special service accordingly</li> <li>▪ Repeat this step for all items with special service requests</li> </ul>	Customer Service Clerk	

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<b>4.</b>	<p><b>ENTER ORDER ON POINT-OF-SALE (POS) SYSTEM</b></p> <ul style="list-style-type: none"> <li>▪ Enter the customer's details into Point-Of-Sale (POS) system, if not already in, or call up the customer's profile</li> <li>▪ Enter all items to be serviced on the Point-Of-Sale (POS) system</li> <li>▪ Flag the items, on the menu screen, with the special service requirements</li> <li>▪ Enter any additional comments, for the order as required. Include items like: stains highlighted by the customer, other customer specific instructions, etc.</li> <li>▪ Follow the instructions provided for the Point-Of-Sale (POS) system</li> </ul>	<b>Customer Service Clerk</b>	
<b>5.</b>	<p><b>CONFIRM ORDER WITH CUSTOMER</b></p> <p>It is imperative that the order entered into the Point-Of-Sale (POS) system be confirmed with the customer. This will ensure the accuracy of the order (as entered) as well as provide the customer the opportunity to confirm the service(s) requested.</p> <ul style="list-style-type: none"> <li>▪ Confirm the details of the order with the customer, by: <ul style="list-style-type: none"> <li>- Reading the details of each item entered and the service to be provided for each</li> <li>- Highlight the items with special service requirements</li> <li>- Read any special comments or instructions provided by the customer, when placing the order</li> <li>- Confirm the date/time when the order will be ready</li> <li>- The applicable pricing for the items and the order as a whole</li> </ul> </li> <li>▪ Ask the customer to confirm the order as read</li> <li>▪ Determine if the customer agrees with the order as entered</li> </ul>	<b>Customer Service Clerk</b>	<b>LFP-01 LOP-02 LSP-01</b>

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6.	<p><b>DOES CUSTOMER AGREE?</b></p> <ul style="list-style-type: none"> <li>Does the customer agree with the order as it has been entered into the Point-Of-Sale (POS) system?</li> </ul> <p>IF YES, proceed to <b>step # 8</b></p> <p>IF NO, proceed to <b>step # 7</b></p>	Customer Service Clerk	LOP-03 LSP-02
7.	<p><b>ADDRESS CUSTOMER ISSUES</b></p> <p>Customers' requests/orders may at times be misinterpreted and/or entered incorrectly. It is, therefore, important to identify such situations and correct them before processing the order any further.</p> <p>While there may be several reasons for such occurrences, the priority at this point is to ensure the accuracy of the order to be in-line with the customer's expectations.</p> <ul style="list-style-type: none"> <li>Take appropriate action necessary to address the customer's concerns, issues and accuracy of the order</li> <li>Proceed to <b>step # 6</b> to re-confirm the customer's agreement to the order after all necessary actions are taken</li> </ul>	Customer Service Clerk	

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8.	<p><b>PROVIDE CUSTOMER RECEIPT FOR THE ORDER</b></p> <p>You will be ready to proceed with the order, only after the customer confirms acceptance of the order, when ready:</p> <ul style="list-style-type: none"> <li>▪ Print the order. This a two-part form that serves two purposes: <ul style="list-style-type: none"> <li>- As a customer receipt for the items placed on this order</li> <li>- As an order identifier to be attached to the items to be serviced</li> </ul> </li> <li>▪ Explain the details on the receipt to the customer - this will serve as an additional confirmation of the order placed</li> <li>▪ Thank the customer for the business and wish him/her a good day</li> <li>▪ Proceed to process the items for production</li> </ul>	Customer Service Clerk	
9.	<p><b>ATTACH ORDER TO GARMENTS</b></p> <ul style="list-style-type: none"> <li>▪ Gather the items belonging to the order altogether</li> <li>▪ Attach the order identifier portion of the printed order in step 8 to the items gathered</li> </ul>	Customer Service Clerk	LOP-04
10.	<p><b>FORWARD ORDER TO PRODUCTION FOR PROCESSING</b></p> <ul style="list-style-type: none"> <li>▪ Forward the items tagged with the order to the staging area designated for processing the order</li> </ul>	Customer Service Clerk	
10A.	<p><b>ORDER PROCESSING PROCEDURE</b></p> <p>This procedure is intended to process orders within the production area</p> <ul style="list-style-type: none"> <li>▪ For more details refer to: <b>ORDER PROCESSING PROCEDURE</b></li> </ul>		

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<b>11.</b>	<p><b>END OF PROCEDURE</b></p> <p><b>FORMS REFERENCED:</b></p> <p>Service Order - Customer Receipt Service Order- Identifier</p> <p><b>RECORDS REFERENCED:</b></p> <p>Service Order - Customer Receipt Service Order- Identifier</p>	
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