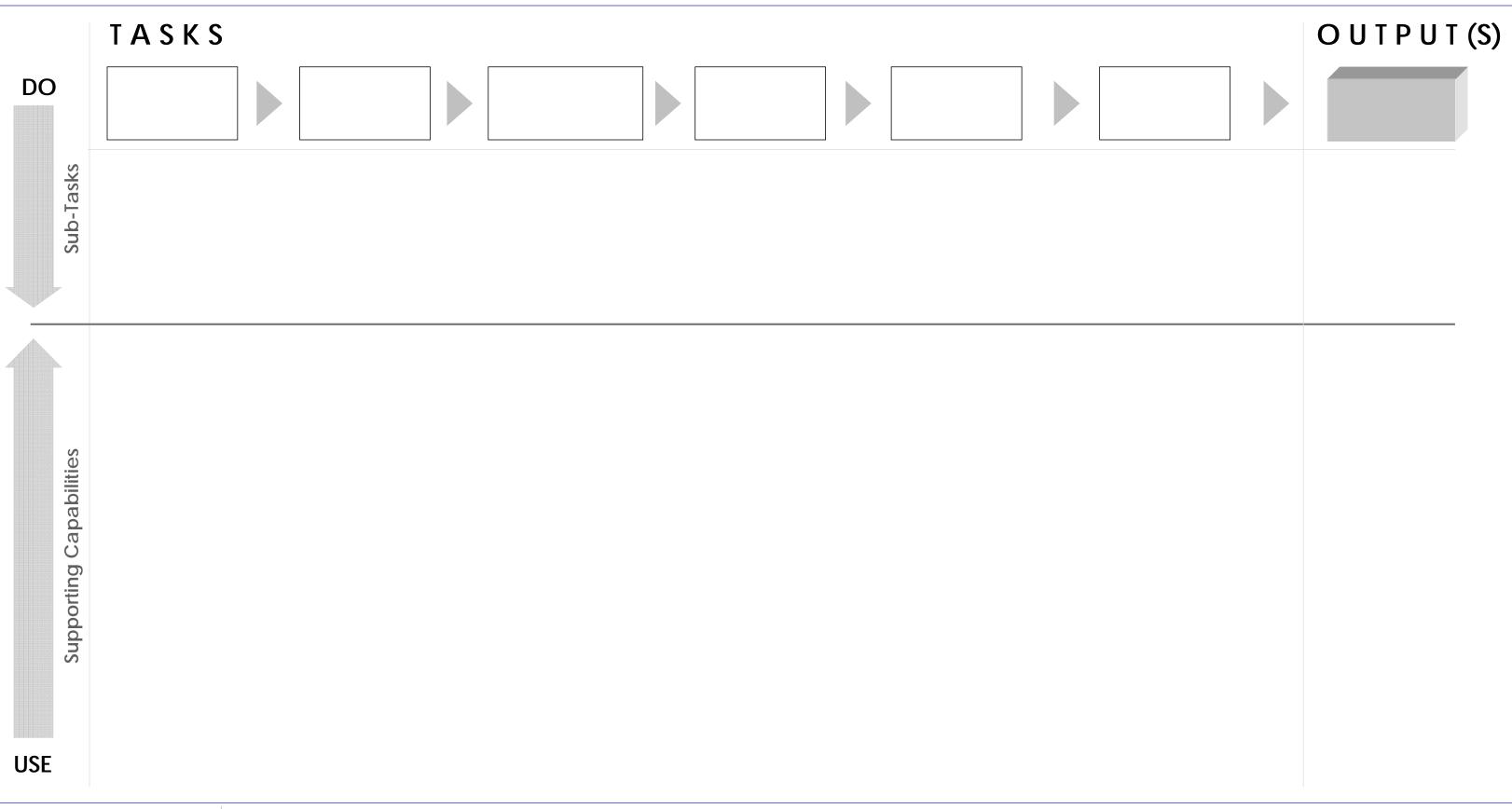


Performance—Customer Service





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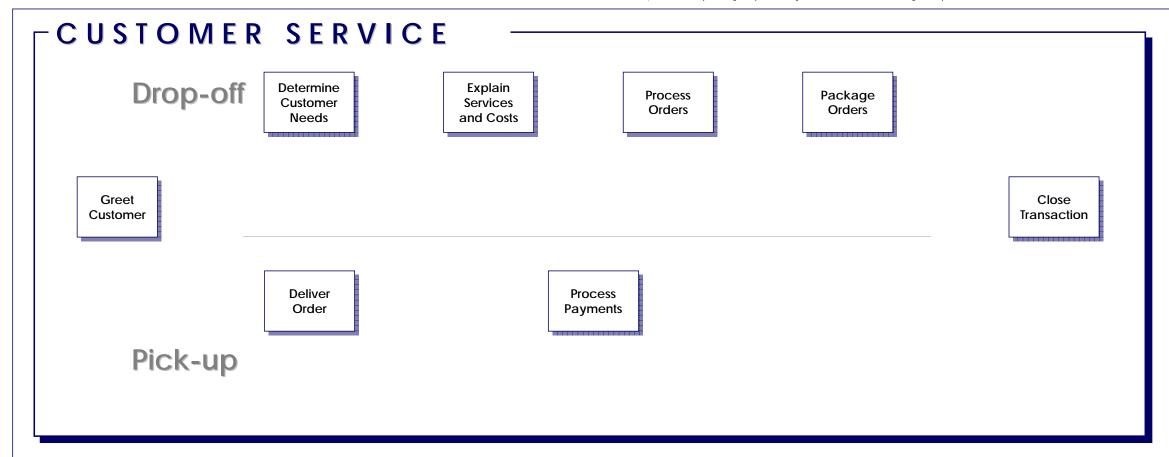


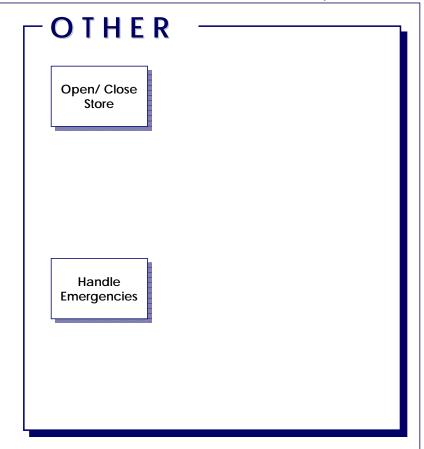


PERFORMANCE CAPABILITIES



(Defines capability to perform job duties as outlined by sub-points)



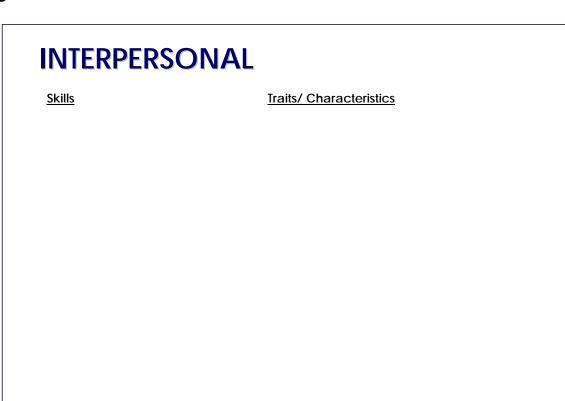


SUPPORTING CAPABILITIES

(Defines underlying capabilities that support one or many of the performance capabilities)

TECHNICAL Equipment Cleaning Processes & Materials Systems/ Tools Paperwork

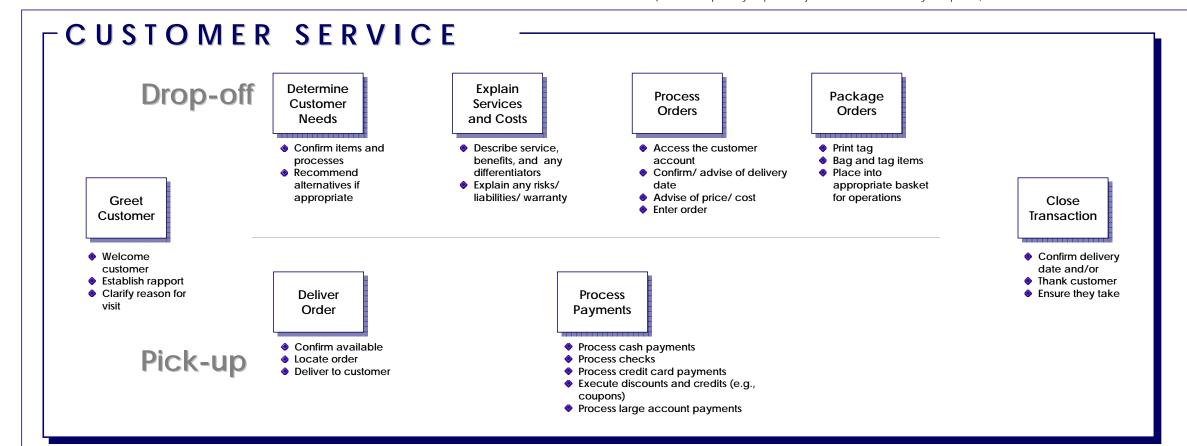
BUSINESS/ RETAIL	
<u>Transactions</u>	Merchandising & Branding

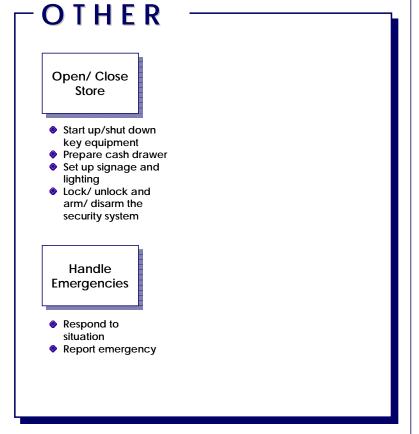


PERFORMANCE CAPABILITIES

(Defines capability to perform job duties as outlined by sub-points)







SUPPORTING CAPABILITIES

(Defines underlying capabilities that support one or many of the performance capabilities)

TECHNICAL

Equipment

Bag dispenser

Cleaning Processes & Materials

- Material types and cleaning requirements
- Dry cleaning process
- Laundry process
- Pressing process Fur storage method
- Repair methods

<u>Paperwork</u>

- Lost article form
- Incident report form

Computer Systems/ Tools

- cLean system
- Tag printer

Check purchases Refunds

Cash purchases

Credit purchases

Transactions

Coupon processing

BUSINESS/ RETAIL

Merchandising & **Branding**

- Display standards
- Appearance
- standards

INTERPERSONAL

Skills

- Communication
- Selling
- Conflict management
- Problem-solving

Traits/ Characteristics

- Energetic
- Friendly
- Ethical/ Honest
- Clean/ neat appearance
- Initiative