

Domain	HOUSEKEEPING OPERATIONS	Unit ID: 289
Title:	Attend to guests as a housekeeper in a hospitality establishment	
Level: 3		Credits: 4

Purpose

People credited with this unit standard are able to: respond to guest requests; and advise guests on safety and security procedures.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
- Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must:
 - be placed under realistic time pressures
 - use commercial equipment for both training and assessment
 - encounter realistic customer/staff ratios.

While the end user in the assessment activity may be the assessor, there must be documented evidence of multiple occasions where the candidate has provided services for 'guests' who have the expectations of a paying guest.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. Glossary

- *Establishment requirements* or procedures means any policy, procedure, or agreed requirements, either written or oral, that specifies the tasks to be performed by a worker during the normal course of his or her employment in a hospitality establishment.
- *Safe working practices*' include day to day observation of safety policies and procedures, legislative requirements and professional requirements.

- *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

5. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Respond to guest requests

Range

Requests from guests may include but are not limited to additional beds, additional pillows and blankets, irons, hairdryers, additional room supplies, rectification cleaning, repairs and maintenance, lost property inquiries, adaptors, cell phone recharging.

Requests for information may include but are not limited to range of services and products offered by the establishment, availability, hours and location of meals, services, equipment, how various types of equipment work, local services, attractions, transport, shops, entertainment.

Equipment may include but is not limited to electric kettles and jugs, telephones, computers, laptops, television, DVD or video machine, hairdryer, alarm clock.

Performance Criteria

- 1.1 Requests for items, services or information are handled in a polite and friendly manner in line with guest service standards and security procedures.

- 1.2 Guest is acknowledged by use of name where possible in line with establishment procedures.
- 1.3 Details of requests made are confirmed and noted in line with establishment procedures.
- 1.4 Delays or problems in housekeeping service delivery are acknowledged, communicated to guest and rectified in line with establishment procedures.
- 1.5 Agreement with guests is reached on timelines for meeting requests in line with establishment procedures.
- 1.6 Requested items and services are located, delivered within agreed timeframes and correct usage is demonstrated in line with establishment procedures.
- 1.7 Items for pick-up are collected promptly within agreed timeframes in line with establishment procedures.
- 1.8 Equipment requested by guest is set up as required in line with establishment procedures.
- 1.9 Equipment malfunctions are reported promptly and alternative arrangements made to meet guest needs in line with establishment procedures.

Element 2: Advise guests on safety and security procedures

Range

Safety procedures may include but are not limited to location of safety signage, equipment and evacuation procedures, safe use of equipment, electrical hazards.

Security procedures may include but are not limited to personal safety of guests, safety of guest property, visitor protocols.

Performance Criteria

- 2.1 Guests are advised on safety procedures as required in line with establishment procedures.
- 2.2 Guests are advised on security procedures as required in line with establishment procedures.
- 2.3 Guest questions about safety and security are responded to in line with personal scope of responsibility and establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	29 March 2007

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