

Domain Title:	HOUSEKEEPING OPERATIONS Operate a laundry service on-premise and off-premise in a hospitality establishment	Unit ID: 290
Level: 3		Credits: 8

Purpose

This unit standard specifies the competencies required to operate a laundry service on-premise and off-premise in a hospitality establishment. People credited with this unit standard are able to: record and sort laundry items and treat stains; clean and finish laundry in an on-premises laundry service in a hospitality establishment; iron and do minor repairs to laundered items; package, return and store laundry items; coordinate laundry cleaning for an off-premise laundry service; and service laundry areas in a hospitality establishment.

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.

2. 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. Glossary of terms

- *Laundry* includes but is not limited to guest clothing, linen, bedding, towelling, staff uniforms, oven cloths, tea towels, cleaning cloths, dish cloths, shower curtains, curtain netting, mop heads, bath mats, door mats.
- *Equipment for the preparation, sorting and washing of laundry items* includes but is not limited to sorting baskets, shelves and hangers, clothes and linen for laundering, textile labels, washers, dryers, steam pressers,

heat sealing equipment and roll plastic, wash programme cards, automatic detergent dispensers.

- *Cleaning agents* may include but are not limited to soaps, detergent, stain removers, bleaches.
 - *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. Safe working practices during laundering are to include but not be limited to day to day observation of safety policies and procedures, risk assessment and emergency procedures as per the establishment.
 - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
4. All procedures, work tasks and requirements of work are to be in line with the procedures and requirements of the establishment.
 5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and/or company guidelines and instructions.
 6. 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: Record and sort laundry items and treat stains

Range

Stains to be removed include recent and easily removable stains.

Performance Criteria

- 1.1 Soiled linen, uniforms and clothes are received, sorted for washing and foreign objects removed in a safe and hygienic manner in line with establishment procedures.
- 1.2 Laundry items are recorded according to establishment procedures.
- 1.3 Items for laundering are sorted according to urgency of the item, the cleaning process required for different colors and fabrics, and washing temperatures.
- 1.4 Staff and guest clothes are clearly identified and sorted in line with establishment procedures.
- 1.5 Laundry items with removable stains are treated with correct product for stain type in line with manufacturer's instructions and establishment procedures.
- 1.6 Potential hazards are identified and handled in line with establishment procedures.
- 1.7 Soiled linen is transported to designated holding area using appropriate equipment and safe handling techniques in line with establishment procedures.

Element 2: Clean and finish laundry in an on-premises laundry service in a hospitality establishment

Range

Laundry equipment includes but is not limited to washers, dryers.

Drying equipment operation includes temperature, cycle duration, weather conditions, removal of lint.

Attention to dried laundry includes rewash, repair, removal from service.

Performance Criteria

- 2.1 Washing machines are loaded to required level with laundry, chemicals and water for optimum cleaning in line with manufacturer's and establishment requirements.
- 2.2 Wash programme chosen matches type of laundry being washed in accordance with manufacturer's instructions and establishment procedures.

- 2.3 Laundry equipment is operated in a safe and effective manner in line with manufacturer's instructions and establishment procedures.
- 2.4 Equipment operation and chemical supply are monitored and corrective action taken if required, to optimise performance in accordance with manufacturer's instructions and establishment procedures.
- 2.5 Laundry is removed promptly on completion of wash programme and transported in a hygienic manner in accordance with establishment requirements.
- 2.6 Laundry is left clean and free of removable stains in line with establishment procedures.
- 2.7 Laundry items are hung on washing line where applicable, in line with establishment procedures.
- 2.8 Dryer is loaded with laundry for optimum performance in accordance with manufacturer's instructions.
- 2.9 Dryer operation is monitored and corrective action taken to ensure effective drying of laundry, cleanliness of equipment and facilities, and safety in line with manufacturer's instructions and establishment procedures.
- 2.10 Dried laundry items are allowed adequate cooling time prior to sorting and storage in accordance with establishment requirements.
- 2.11 Laundry is sorted into similar items, folded or hung as required and stored ready for use in line with establishment requirements.
- 2.12 Dried laundry requiring further attention is processed in line with establishment requirements.

Element 3: Iron and do minor repairs to laundered items

Range

Pressing and ironing equipment refers to irons, calendar, presses.

Equipment and tools used for minor repairs of linen and clothes may include but is not limited to buttons, cotton, needles and finger hoods.

Tasks included in minor repairs of clothes can include but not be limited to sewing on buttons, repairing hems and seams, and sewing up minor rips.

Performance Criteria

- 3.1 Pressing and ironing equipment is prepared and operated in accordance with manufacturers' specifications and establishment procedures.
- 3.2 Pressing or ironing of laundry is completed in line with establishment procedures.

- 3.3 Laundered items are finished in accordance with guest requirements and establishment procedures.
- 3.4 Minor repairs to clothes are completed in line with establishment procedures.
- 3.5 Damage to laundry items arising from the laundering process is recorded and the appropriate persons notified in line with establishment procedures.
- 3.6 Laundry is sorted into similar items, folded or hung as required and stored ready for use in line with establishment requirements.
- 3.7 Accurate account records of receipts and issues of laundry are drawn up and maintained.

Element 4: Package, return and store laundry items

Range

Packaging and storing of laundry items may include folding, hanging, wrapping, heat sealing and labeling of laundry items.

Performance Criteria

- 4.1 Guest laundry and linen are packaged and presented in line with establishment procedures.
- 4.2 Records and billing information are completed in line with procedures.
- 4.3 Laundry is returned to guest or linen store clean, dry, complete and in the condition required by guest or other staff in a timely manner in line with establishment procedures.
- 4.4 When return to guests is not possible, processed laundry items are securely stored according to guest requests and in line with establishment procedures.
- 4.5 Missing laundry is located or recorded in line with establishment requirements.

Element 5: Coordinate laundry cleaning for an off-premise laundry service

Range

Establishment laundry includes but is not limited to linen, bedding, towelling, staff uniforms, soft furnishings.

The condition required by guest includes but is not limited to laundered, dry-cleaned, pressed, ironed, folded or hung and stored.

Performance Criteria

- 5.1 Guest and establishment laundry is handled appropriately in line with establishment procedures.
- 5.2 Documentation and recording processes for laundry are maintained in line with establishment procedures.
- 5.3 Laundry requirements are communicated to off-premise laundry service in line with establishment procedures.
- 5.4 On return, establishment laundry is checked to ensure it is clean, dry, complete and in condition specified to off-premise laundry service, in a timely manner and in line with establishment procedures.
- 5.5 Laundry is returned to guest or linen store clean, dry, complete and in the condition required by guest or other staff in a timely manner in line with establishment procedures.

Element 6: Service laundry areas in a hospitality establishment

Range

Laundry areas may also include areas set up for self-laundering by guests.

Materials may include but are not limited to detergents, fabric softeners, bleaches, alkalis, acids, starch, stain removers.

Fittings include but are not limited to ironing boards, detergent dispensers.

Infestation may include but is not limited to insects (including fish moths, clothes moths), cockroaches, rodents.

Performance Criteria

- 6.1 Laundry records and billing information are updated and processed in line with establishment procedures.
- 6.2 Cleaning equipment and materials, including protective clothing, are accessed and prepared for use in line with establishment procedures.
- 6.3 Fittings and equipment are kept operational and fit for use and user instructions are displayed in a prominent position in line with establishment procedures.
- 6.4 Malfunctions of equipment are reported promptly in line with establishment procedures.
- 6.5 Guest and establishment property is handled safely and carefully in line with establishment procedures.
- 6.6 Waste is sorted and removed in a safe and hygienic manner in line with establishment procedures.

- 6.7 Laundry supplies are replenished as required in line with establishment procedures.
- 6.8 Laundry area is kept clean, tidy, hygienic and secure from unauthorised access in line with establishment requirements.
- 6.9 Laundry areas are kept free from infestation, and any signs of infestation are reported in accordance with establishment requirements.

Registration Data

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