

Domain	HOUSEKEEPING OPERATIONS	Unit ID: 329
Title:	Respond to non-routine housekeeping situations in a hospitality establishment	
Level: 3		Credits: 4

Purpose

People credited with this unit standard are able to respond to non-routine housekeeping situations 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

- *Non-routine housekeeping situations* or requirements may include but are not limited to cleaning and maintenance activities stemming from environmental emergencies such as dust storms, flood and fire; and medical emergencies.
- *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.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 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
 - 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 non-routine housekeeping situations in a hospitality establishment

Range

Emergencies may include but are not limited to environmental and health related.

Conditions of the guest environment may include but are not limited to courtesy, discretion, sound, light, temperature.

Documents may include but are not limited to maintenance records, lost property records and housekeeping records.

Performance Criteria

- 1.1 Non-routine housekeeping tasks are identified, verified with reception and implemented in line with establishment procedures.
- 1.2 Status reports on rooms and other areas undergoing non-routine housekeeping are updated in line with establishment procedures.

- 1.3 Equipment and materials required for non-routine housekeeping operations are identified, accessed and prepared for use in line with establishment procedures.
- 1.4 The safety, privacy and security of staff and guests and the security of guest and establishment property are maintained during non-routine housekeeping in line with establishment procedures.
- 1.5 Conditions and ambience of the guest environment are maintained as far as possible throughout non-routine housekeeping operations in line with establishment procedures.
- 1.6 Documents and reports related to non-routine housekeeping and maintenance operations are completed in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	10 May 2007
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority