

Domain Title:	HOSPITALITY OPERATIONS Conserve resources and report maintenance requirements in a hospitality establishment	Unit ID: 48
Level: 2		Credits: 3

Purpose

This unit standard specifies the competencies required to conserve resources such as water, gas, wood, electricity, cleaning agents, paper and printer toners in a hospitality establishment, and to report maintenance requirements such as faulty and dangerous equipment.

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.

Assessment should also include documented evidence of the conduct of conservation and maintenance activities over an extended period of time.

3. Training and assessment related to this unit standard must be undertaken in the context of the Hospitality and Tourism operations and, preferably, in conjunction with training and assessment relating to other relevant technical unit standards from this Subfield.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or company guidelines and instructions.

5. Glossary

The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.

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.
- Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

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 guidelines are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Conserve water in a hospitality establishment

Range

Sources of water wastage may include but is not limited to leaking taps, faulty fittings, burst pipes. Identification of three is required for assessment purposes.

Activities which require the use of water from taps can include the rinsing of vegetables and fruit, the cleaning of equipment and utensils, the cleaning of floors and kitchen areas.

Performance Criteria

- 1.1 Establishment procedures for conserving water are identified and applied.
- 1.2 Sources of water wastage are identified, rectified or reported to appropriate personnel.
- 1.3 Work activities that require the use of water are carried out efficiently to minimise the use of water.
- 1.4 Suggestions are made for improving the efficiency of water use in own work area.

Element 2: Conserve power resources in a hospitality establishment

Range

Equipment and appliances which operate with power may include stoves, ovens, air conditioners, heaters, lights and refrigerators. Identification of four is required for assessment purposes.

Power sources for equipment used in the hospitality industry can include electricity, gas, wood, paraffin, solar power. Identification of three is required for assessment purposes.

Performance Criteria

- 2.1 Equipment and appliances using power in a hospitality establishment are identified.
- 2.2 Establishment procedures for conserving power are identified and applied.
- 2.3 Sources of power wastage are identified, rectified or reported to appropriate personnel.
- 2.4 Work activities that require the use of power are carried out efficiently to minimise the use of power.
- 2.5 Suggestions are made for improving the efficiency of power use in own work area.

Element 3: Conserve cleaning agents in a hospitality establishment

Performance Criteria

- 3.1 Establishment procedures for conserving cleaning agents are identified and applied.
- 3.2 Instances of cleaning agent wastage are identified, rectified or reported to appropriate personnel.
- 3.3 Work activities that require the use of cleaning agents are carried out efficiently to minimise the use materials.
- 3.4 Suggestions are made for improving the efficiency of agent use in own work area.

Element 4: Conserve paper and printer toner in a hospitality establishment

Performance Criteria

- 4.1 Equipment and appliances using paper and toner in a hospitality establishment are identified.
- 4.2 Establishment procedures for conserving paper and toner are identified and applied.
- 4.3 Sources of paper and/or toner wastage are identified, rectified or reported to appropriate personnel.
- 4.4 Work activities that require the use of paper and toner are carried out efficiently to minimise the use of these items.

- 4.5 Suggestions are made for improving the efficiency of paper and toner usage in own work area.

Element 6: Recognise maintenance requirements in a hospitality establishment

Range

Maintenance requirements may include, but is not limited to fused bulbs, malfunctioning alarms, dripping water taps, leaking pipes, faulty equipment, building defects, broken furniture, faulty doors and windows. Identification of four is required for assessment purposes.

Establishment procedures for reporting maintenance requirements include both verbal and written maintenance reports. Evidence of the use of both verbal and written reports is required for assessment purposes.

Performance Criteria

- 6.1 Maintenance requirements are identified in work activities.
- 6.2 Maintenance requirements are attended to promptly within individual responsibility, and reported if beyond personal responsibility in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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