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| Domain | HOSPITALITY –CORE SKILLS | Unit ID: 51 |
| Title: | Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment | |
| Level: 2 | | Credits: 6 |

Purpose

This unit standard specifies the competencies required to carry out general cleaning duties within a range of hospitality and tourism establishments. People credited with this unit standard are able to: assess the cleaning situation and possible hazards; select and set up equipment and materials; apply cleaning chemicals and agents to clean surfaces in wet and dry areas of a hospitality establishment; and clean, maintain and store equipment used 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. Training and assessment related to this unit standard must be undertaken in the context of the Hospitality and Tourism operations. It could ideally be undertaken in conjunction with training and/or assessment relating to other relevant technical unit standards from this Subfield such as but not limited to:

- Unit 56 *Clean guestrooms and public and service areas in a hospitality establishment*
- Unit 63 *Clean food production areas in a hospitality establishment*, and
- Unit 305 *Clean and tidy bar areas in a hospitality establishment*.

3. 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

There must be documented evidence of multiple occasions where the candidate has carried out cleaning.

4. Glossary

- *Dry areas* may include but not be limited to bedrooms, balconies, private lounge areas, public areas (both internal and external), function rooms, storage areas.

- *Wet areas* may include but not be limited to, bathrooms, toilets, kitchens.
 - *Activities for surface and equipment cleaning and maintenance* may include: wiping down and cleaning, washing and rinsing, sanitising, drying out; dismantling and re-assembling; emptying; routine maintenance in accordance with planned, preventative maintenance programmes.
 - *Techniques* may include but are not limited to swabbing with a mop, high and low dusting, circular formations when cleaning.
 - *Cleaning chemicals* or agents may include water, general and spot cleaning agents, cleaning agents for specialised surfaces including window and glass cleaners, disinfectants, deodorizers, furniture and floor polishes, including detergents, abrasives, toilet cleansers, window cleaners, acids, alkalis, solvents, bleaches, disinfectants, polishes, furniture and floor finishes, floor sealants, sanitizers.
 - *Cleaning equipment* includes but is not limited to brooms, brushes, mops, cloths, squeegees, buckets, spray bottles, bins, trolleys, vacuum cleaners, scrubbing and polishing machines. Evidence of working with four types of equipment is required for assessment purposes.
 - *Occupational health and safety and environmental requirements* may include: establishment policies and procedures related to cleaning operations and disposal of used chemicals; legislation related to general workplace safety, hazardous substances, manual handling, storage requirements; and establishment security procedures.
 - *Protective clothing* may include: overalls, jackets, aprons, goggles and masks, gloves, waterproof clothing and footwear, headwear, breathing apparatus.
 - *Safety signs* are to include but not be limited to: hazard identification, facility or location signs; site safety; directional signs; and warning signs and symbols.
 - *Unexpected situations* include but are not limited to broken tiles, errors in dilution of chemicals, equipment failure, and slippery surfaces.
 - 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.
 - *Specification* refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer 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
- International Health Regulation Act 28 of 1974
- 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 arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Assess the cleaning situation and possible hazards

Range

Hazards may include spillages, breakages, wet or slippery surfaces, broken or damaged furniture, fumes, blood, needles and syringes, used condoms, sharp objects including knives and skewers, human waste, surgical dressings, broken glass, fat and oil, heated utensils and surfaces, sharp food scraps including bones and crustacean shells, electricity. Evidence of identifying six hazards is required for assessment purposes.

Performance Criteria

- 1.1 Work schedule is checked to determine priorities and time allocation for the cleaning operation(s) in accordance with establishment requirements.
- 1.2 Access to equipment, chemicals, consumables and personal protective equipment suitable for the cleaning task is determined in line with establishment requirements.
- 1.3 Work site is assessed to identify potential hazards, pre-existing damage and potential inconvenience to customers, caused by cleaning tasks.
- 1.4 Risks arising from hazards at the work site are controlled in accordance with legislative and establishment requirements.
- 1.5 Any pre-existing damage at the work site is identified and reported to the appropriate person(s) in accordance with establishment requirements.

- 1.6 Any ongoing hazards in the work site are reported to the appropriate person(s) in accordance with legislative, occupational health and safety and establishment requirements.

Element 2: Select and set up equipment and materials

Range

Manufacturer and other recommendations may include: cleaning and maintenance guidelines, dosage and dilution of chemicals, safety requirements.

Performance Criteria

- 2.1 Work area is barricaded or warning signs placed as appropriate, to reduce risk to colleagues and customers.
- 2.2 Suitable dry and wet cleaning agents are selected and prepared in accordance with manufacturers' and relevant safety requirements.
- 2.3 Equipment is selected according to type of cleaning to be undertaken.
- 2.4 All equipment is checked for cleanliness and safe working condition prior to use.
- 2.5 Protective clothing is selected and used where necessary.

Element 3: Apply cleaning chemicals and agents to clean surfaces in wet and dry areas in a hospitality establishment

Range

Surfaces in wet and dry areas may be in interior and/or exterior locations. Evidence is required of cleaning surfaces in two wet and two dry areas.

Performance Criteria

- 3.1 The common uses of cleaning chemicals are explained in line with manufacturers' specifications and standard industry practices.
- 3.2 The types of cleaning chemicals commonly used in hospitality establishments are identified and set up.
- 3.3 Personal safety requirements when using industrial chemicals are explained in line with standard industry practices.
- 3.4 The safe use, handling and storage of industrial cleaning chemicals is explained in accordance with standard industry practices.
- 3.5 Wet and dry areas to be cleaned are prepared, including setting up hazard-warning signs for wet floors.

- 3.6 Cleaning equipment is used correctly and safely.
- 3.7 Work task is broken down into manageable steps considering the cleaning method required to ensure that least effort is used, effective work flow is maintained and quality cleaning is achieved.
- 3.8 Waste and used chemicals are separated and disposed of in accordance with legislative and establishment requirements.
- 3.9 Surfaces are cleaned and made free from unpleasant odours, using correct cleaning equipment and cleaning materials.
- 3.10 Any furniture, displays and other items moved during cleaning operation are returned to their correct position.
- 3.11 Customers are interacted with in a polite and helpful manner while cleaning public areas.
- 3.12 Unexpected situations are responded to according to establishment procedures.

Element 4: Clean, maintain and store equipment used in a hospitality establishment

Range

Types of equipment may include but are not limited to equipment for functions (such as electronic audio-visual equipment, communication equipment, projectors) and service equipment (such as trolleys, trays, ovens, stoves). Evidence of cleaning two is required for assessment purposes.

Equipment faults may include breakdowns and damage to parts, surfaces, electrical cords and connections.

Performance Criteria

- 4.1 Equipment is cleaned in accordance with establishment procedures and manufacturer's instructions.
- 4.2 Routine maintenance requirements of equipment are reported in accordance with establishment procedures.
- 4.3 Equipment is stored in the designated area and in a condition ready for re-use.
- 4.4 Cleaning equipment and chemicals are checked and stored in accordance with legislative and establishment requirements.
- 4.5 Unexpected situations are responded to according to establishment procedures.

Registration Data

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| Subfield: | Hospitality and Tourism |
| Date first registered: | 28 September 2008 |
| Date this version registered: | 15 November 2012 |
| Anticipated review: | 2017 |
| Body responsible for review: | Namibia Training Authority |