

	<b>Unit ID: 523</b>
<b>Domain Title:</b>	<b>HOUSEKEEPING OPERATIONS Supervise laundry services in a hospitality establishment</b>
<b>Level: 4</b>	<b>Credits: 6</b>

### Purpose

People credited with this unit standard are able to supervise laundry services 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. 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

- *On-site laundry* areas include those operated by establishment staff and those areas set up for guest use.
- *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
  - 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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Supervise laundry services in a hospitality establishment**

#### **Range**

*Removal of laundry stains* includes treatment with correct product for stain type in line with manufacturer's instructions, fabric type, and establishment procedures.

*Laundry equipment and appliances* may include but are not limited to washing machines, dryers, press, iron board, flat bed, calendar, irons, spray bottles, soak buckets, mops, detergent dispensing equipment including dispensed tubing and lines, wash programme cards, pegs, heat sealing equipment and roll plastic.

*Operation of laundry equipment* includes but is not limited to loaded to required level with laundry; use of chemicals and water for optimum cleaning; wash programme chosen matches type of laundry being washed; safe and effective operation.

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

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

*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.

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

*Documentation and recording* include laundry records and billing information.

*Materials* may include but are not limited to soaps, 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**

- 1.1 Receiving, sorting, transportation and handling of soiled linen and clothes by staff are monitored for compliance in line with establishment procedures.
- 1.2 Potential hazards in laundry area and/or operations are addressed in line with establishment procedures.
- 1.3 Treatment of laundry items with removable stains is monitored for compliance with manufacturer's and fabric requirements and establishment requirements.
- 1.4 Staff and/or guest operation of laundry equipment and materials is monitored for compliance with manufacturer's and establishment procedures, including the use of protective clothing where necessary.
- 1.5 Supply and safe storage of cleaning chemicals is monitored in line with establishment procedures.
- 1.6 Washed laundry is monitored for compliance with guest requirements and/or establishment procedures and appropriate corrective action is taken, as required.
- 1.7 Drying of laundry is monitored for compliance with guest requirements and/or establishment procedures and appropriate corrective action is taken as required.
- 1.8 Handling of cleaned laundry, including sorting, repair, folding, pressing, hanging and storage, is monitored in line with establishment procedures.
- 1.9 Processing of missing laundry is monitored for compliance with establishment procedures.
- 1.10 Return of laundry to guest is monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.

- 1.11 Communication with off-premise laundry service is maintained in line with establishment procedures and any required actions are carried out in accordance with establishment procedures.
- 1.12 Laundry records are updated and processed in line with establishment procedures.
- 1.13 Equipment is maintained and malfunctions are attended to promptly in line with manufacturer's and establishment procedures.
- 1.14 Safe handling and removal of waste is monitored for compliance with establishment procedures and appropriate corrective action is taken, as required.
- 1.15 Replenishment of laundry supplies is organised in line with establishment procedures.
- 1.16 Laundry area is monitored for cleanliness, tidiness, hygiene, secure access for authorized persons, and pest infestation in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority