

Domain Title:	HOUSEKEEPING OPERATIONS Clean guest rooms and public and service areas in a hospitality establishment	Unit ID: 56
Level: 3		Credits: 10

Purpose

This unit standard specifies the competencies required to clean and service guest rooms and public areas in hospitality establishments. People credited with this unit standard are able to: follow a cleaning schedule; clean vacant and occupied rooms; and clean service and public areas.

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. This unit standard would generally be undertaken with Unit 51 *Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment.*

3. Cleaning operations may include completion of work as an individual or as a member of a team.

4. 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.

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. Glossary of terms

- *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.
 - *Guests* refers to able bodied and differently abled persons, adults, children, elderly people, people with differing cultural heritage who make use of the products and services offered by hospitality establishments.
 - *Materials* refers to water and items such as general and spot cleaning agents, cleaning agents for specialised surfaces including window and glass cleaners, disinfectants, deodorizers, furniture and floor polishes, detergents, abrasives, toilet cleansers, window cleaners, acids, alkalis, solvents, bleaches, furniture and floor finishes, floor sealants, sanitizers.
 - *Equipment* refers to items such as cloths, dusters, brooms, brushes, mops, buckets, waste bags, spray bottles, bins, trolleys, and machines such as vacuum cleaners, polishers.
 - *Personal protective equipment* includes but is not limited to overalls, boots or specified shoes, jacket, gloves, safety glasses/goggles, cap/hairnet, aprons.
 - *Safety signs* include but are not limited to hazard identification, facility or location signs, site safety, directional, warning signs and symbols.
 - *Unexpected situations* include but are not limited to equipment malfunction, exposure to hazardous materials, accidents, injury, exposure to bacterial agents, broken tiles, fixtures and fittings, slippery surfaces, falling objects, errors in diluting chemicals, etc.
 - *Waste* includes general rubbish items, disposable /replacement toiletries, sanitary towels, used condoms.
 - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements.
7. 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 who 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: Follow a cleaning schedule

Performance Criteria

- 1.1 Cleaning schedule is located and cleaning tasks are identified in line with establishment requirements.
- 1.2 Cleaning schedule is checked to determine priorities and time allocation for cleaning tasks in line with establishment procedures.
- 1.3 Problems with cleaning schedule are identified and clarified with supervisor.
- 1.4 Cleaning schedule is updated, if required, to reflect changed work situation in line with establishment procedures.

Element 2: Clean vacant and occupied guest rooms

Range

Items for disposal are to include but not be limited to guest supplies such as used milk, coffee, sugar sachets, waste and other used items.

Replacement guest supplies and amenities include but not be limited to towels, toilet paper, linen, milk, tea, coffee, condiments, brochures, guest information, writing paper and pens, toiletry products, etc.

Performance Criteria

- 2.1 Cleaning equipment selected to carry out tasks is consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.
- 2.2 Cleaning materials are identified and prepared according to establishment procedures.
- 2.3 Protective clothing and equipment and appropriate warning and safety signs are used.
- 2.4 Guest rooms are cleaned, including replacement or disposal of guest supplies and amenities, in line with establishment procedures.
- 2.5 Beds and prepared in accordance with establishment procedures.
- 2.6 Linen for laundering is prepared in accordance with establishment procedures.

- 2.7 Floors, surfaces, fixtures, fittings, and appliances are cleaned, sanitised, and kept free of unpleasant odours, chemical residues and removable stains in accordance with establishment procedures.
- 2.8 Rubbish bins and ashtrays are emptied, cleaned and readied for re-use in accordance with establishment procedures.
- 2.9 Bathroom and toiletry supplies are replaced or replenished in accordance with establishment procedures.
- 2.10 Waste is prepared for removal and/or is disposed of in a safe and hygienic manner in accordance with establishment procedures.
- 2.11 Faults, breakages and maintenance requirements are reported in accordance with establishment procedures.
- 2.12 Inconvenience to guests while cleaning rooms is minimised.
- 2.13 Guest property is handled in a safe, careful and respectful manner in line with establishment procedures.
- 2.14 Any unexpected situations are responded to in accordance with establishment procedures.
- 2.15 Documentation (such as mini bar usage) is completed and processed in accordance with establishment procedures.
- 2.16 Safety requirements are followed in line with safety plans and policies.
- 2.17 The establishment's policies and procedures relating to lost and found property are adhered to.
- 2.18 Final set up of rooms accords with the ambience specified by the establishment.

Element 3: Clean service and public areas

Range

Service and public areas may include but are not limited to the front desk or reception area, housekeeping offices, food and beverage service areas, restaurant, lounge area, waiting area, corridors, bathrooms and toilets. Evidence of cleaning two is required for assessment.

Performance Criteria

- 3.1 Inconvenience to customers while cleaning service areas is minimized.
- 3.2 Cleaning materials and chemicals are identified and prepared according to establishment procedures.

- 3.3 Personal protective clothing and equipment are identified, selected and used in line with manufacturers' and establishment requirements.
- 3.4 Waste is disposed of and furniture arranged correctly, ensuring neatness and tidiness of displays in accordance with establishment procedures.
- 3.5 Floors, fixtures, fittings, appliances and surfaces are cleaned, sanitised, and kept free of unpleasant odours, chemical residues, and removable stains in accordance with establishment procedures.
- 3.6 Faults, breakages, and maintenance requirements are reported in accordance with establishment procedures.
- 3.7 Cleaning equipment selected to carry out tasks is consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencement.
- 3.8 Rubbish bins and ashtrays are emptied, cleaned and readied for re-use in accordance with establishment procedures.
- 3.9 Bathroom and toiletry supplies are replaced or replenished in accordance with establishment procedures.
- 3.10 Any unexpected situations are responded to in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	28 September 2006
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority