

<b>Domain</b>	<b>HOUSEKEEPING OPERATIONS</b>	<b>Unit ID: 285</b>
<b>Title:</b>	<b>Maintain the grounds in a hospitality establishment</b>	
<b>Level: 2</b>		<b>Credits: 4</b>

**Purpose**

This unit standard specifies the competencies required to maintain the grounds in a hospitality establishment. It includes preparing equipment and work areas for cleaning exterior surfaces, cleaning and maintaining grounds, cleaning up after cleaning exteriors and doing minor repairs to equipment and facilities in a hospitality establishment. This unit standard is intended for those who work in housekeeping in the hospitality and tourism industry.

**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 real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. Glossary of terms

- ‘*Grounds*’ refer to the outside areas of a hospitality establishment and include but are not limited to pathways, seating, barbeques, pools, lawns, recreational areas. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer’s instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

5. ‘*Specifications*’ refers to any, or all of the following: manufacturer’s specifications and establishment specific requirements.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 6, 1992
  - The Social Security Act 1994
  - Occupational Health and Safety Regulations No.18, 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: Clean exterior areas in a hospitality establishment**

#### **Range**

Exterior areas include but are not limited to walls, windows, and stairwells.

#### **Performance Criteria**

- 1.1 Exterior areas to be cleaned are confirmed in line with establishment procedures.
- 1.2 Cleaning equipment and materials are prepared for use in line with establishment procedures.
- 1.3 Personal protective clothing and equipment are selected and used in line with establishment and safety procedures.
- 1.4 Warning signs and safety barricades are placed to warn guests and colleagues of potential hazards during cleaning in line with establishment procedures.
- 1.5 Surfaces, fixtures, fittings and exterior furniture are cleaned in line with establishment procedures.
- 1.6 Cleaning equipment and materials are cleaned and stored in line with manufacturer's specifications, establishment procedures and safety standards.

### **Element 2: Perform grounds maintenance tasks**

#### **Range**

Grounds maintenance includes but is not limited to general exterior cleaning, removing waste, replacing and repairing fixtures and fittings (i.e taps, bulbs, tiles), mowing lawns and maintaining garden areas and pathways, cleaning and servicing pools.

Grounds maintenance requirements may include simple repairs, routine servicing of equipment, painting and decorating, minor demolition.

Appropriate equipment may include hand tools, power tools and equipment, painting tools and equipment, garden tools, pool maintenance tools.

Problems requiring specialist assistance include major breakdowns in facilities, plant and equipment, major repairs to buildings, servicing of specialist equipment.

Appropriate assistance may be sought from supervisor, tradesperson, consultant.

#### **Performance Criteria**

- 2.1 Grounds maintenance requirements are identified and reported in line with establishment procedures.

- 2.2 Requests for routine grounds maintenance are responded to promptly in line with establishment procedures.
- 2.3 Maintenance equipment and materials are selected and used safely and according to manufacturer's instructions and establishment procedures.
- 2.4 Work areas are enclosed or isolated where appropriate to ensure safety of guests and colleagues, using warning signage where required in line with establishment procedures.
- 2.5 Maintenance tasks are carried out in line with required schedules, priorities, quality requirements and establishment procedures and with minimum disruption to guests and colleagues.
- 2.6 Work areas are cleaned and equipment is maintained and stored on completion of work in line with establishment procedures.
- 2.7 Problems requiring specialist assistance are identified and appropriate assistance is sought in line with establishment procedures.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
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