

<b>UNIT TITLE:</b> PROVIDE HOUSEKEEPING SERVICES TO GUESTS		<b>NOMINAL HOURS:</b> 15 hours
<b>UNIT NUMBER:</b> D1.HHK.CL3.01		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to provide a range of general housekeeping services to guests that could arise during their stay at an accommodation establishment.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Receive housekeeping requests</b></p> <p>1.1 Accept <i>housekeeping requests from guests</i></p> <p>1.2 Accept <i>housekeeping requests from staff</i></p> <p>1.3 <i>Record housekeeping requests</i> according to enterprise requirements</p> <p>1.4 Advise on time for provision/delivery of identified <i>service or items</i> to guest room</p> <p><b>Element 2: Service housekeeping requests</b></p> <p>2.1 Liaise with other staff to obtain and/or deliver identified service or items</p> <p>2.2 Locate and deliver required items to guest room</p> <p>2.3 <i>Set up equipment</i> in guest rooms</p> <p>2.4 <i>Remove items</i> from guest rooms as required</p> <p><b>Element 3: Provide advice to guests</b></p> <p>3.1 <i>Advise guests on services and items available</i> through the housekeeping department</p> <p>3.2 <i>Advise guests on the use of items delivered to guest room</i>, if required</p>	<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that provide housekeeping services to guests within the labor divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p><i>Housekeeping requests from guests</i> may include:</p> <ul style="list-style-type: none"> <li>• instances where there has been a breakdown in normal room servicing and remedial service is required, such as rectification cleaning</li> <li>• removing unwanted or defective items from rooms</li> <li>• cleaning up spills</li> <li>• extra equipment to cater for additional guests</li> <li>• replacement items to replace defective items</li> <li>• requests for information regarding in-house services and products</li> <li>• requests for information regarding local services, attractions, transport, shops, entertainment.</li> </ul> <p><i>Housekeeping requests from staff</i> may be related to:</p> <ul style="list-style-type: none"> <li>• room service</li> </ul>	

<p><b>3.3</b> <i>Demonstrate the use of items delivered to guest room, if required</i></p> <p><b>3.4</b> Liaise with other staff and departments to provide supplementary advice where appropriate</p> <p><b>Element 4: Liaise with other departments</b></p> <p><b>4.1</b> <i>Report malfunctions</i> as required</p> <p><b>4.2</b> Advise management of <i>dangerous or suspicious circumstances</i></p> <p><b>4.3</b> <i>Participate in planning</i> to enhance service delivery standards and equipment purchase</p>	<ul style="list-style-type: none"> <li>• valet</li> <li>• concierge</li> <li>• maintenance.</li> </ul> <p><i>Record housekeeping requests</i> may include:</p> <ul style="list-style-type: none"> <li>• use of appropriate guest contact skills</li> <li>• recording and confirming name and room number</li> <li>• use of appropriate internal form</li> <li>• apologizing, where appropriate</li> <li>• confirming detail of required service and/or items.</li> </ul> <p><i>Service or items</i> could relate to:</p> <ul style="list-style-type: none"> <li>• roll away beds</li> <li>• additional pillows, blankets and bed linen</li> <li>• additional towels, bath mats and face washers</li> <li>• ironing boards</li> <li>• supplementary 'give-aways' and room supplies</li> <li>• facilitation of repairs and maintenance</li> <li>• replacement batteries for remote control units</li> <li>• response to lost and found situations</li> <li>• small electrical appliances, including kettles and jugs, TV, video, hair dryers, irons, radios and alarm clocks</li> <li>• telephones</li> <li>• compendiums</li> <li>• in-room promotional materials.</li> </ul>
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*Set up equipment* may include:

- delivery of the item to the guest room
- entry to guest room in accordance with enterprise protocols
- removal of defective products/items
- placement/replacement of item
- testing of item to confirm correct operation.

*Remove items* may relate to:

- disconnection of defective/unwanted item
- physical removal from the guest room
- liaison with other department to facilitate removal of items, where necessary
- tagging and logging of defective items in accordance with internal and safety requirements.

*Advise guests on services and items available* may relate to:

- informing guests of alternatives available from housekeeping
- informing guests of items and services available through other departments.

*Advise guests on the use of items delivered to guest room* may relate to:

- consideration of operational and safety issues
- confirming guest's understanding
- checking on additional guest needs.

*Demonstrate the use of items delivered to guest room* may relate to:

- confirming full operational effectiveness of items
- encouraging guest to confirm understanding by demonstrating their operational competency.

*Report malfunctions* may relate to:

- verbal notification to relevant personnel

- completion of required internal documentation, such as maintenance requests, out of order forms

- contacting external suppliers, repairers or contracted agencies.

*Dangerous or suspicious circumstances* may relate to:

- unacceptable guest behavior, such as intimidating, illegal, anti-social, violent, harassing behaviors
- unacceptable noise or dress
- guest numbers, such as too many guests in a room
- presence of drugs or weapons
- presence of black-listed persons
- discovery of members of the public in prohibited or restricted areas.

*Participate in planning* may relate to:

- identifying staff whose work is regularly the source of rectification cleaning
- identifying items and equipment that are subject to regular complaint or breakdown
- identifying items that are regularly requested.

#### **Assessment Guide**

The following skills and knowledge must be assessed as part of this unit:

- knowledge of the enterprise's policies and procedures in regard to the delivery of guest services
- knowledge of standard housekeeping services and procedures
- knowledge of safety and security procedures relating to guests, and to staff working in guest rooms
- knowledge of appropriate written, verbal and non-verbal communication, interpersonal, guest service and rapport building skills
- ability to negotiate and use problem solving skills

- knowledge of liaison skills with internal and external providers
- knowledge of research and acquisition skills to source items requested by guests
- ability to apply problem solving abilities to resolve guest issues
- knowledge of all items and services provided by the enterprise.

**Linkages To Other Units**

- Provide valet services to guests
- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Manage and resolve conflict situations
- Promote hospitality products and services
- Promote products and services to customers
- Receive and resolve customer complaints
- Provide advice to patrons on food and beverage services
- Provide room service
- Provide silver service
- Provide accommodation services
- Provide information about in-house services
- Provide housekeeping services to guests
- Clean and prepare rooms for in-coming guests
- Launder linen and guests' clothes
- Provide for the safety of VIPs.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstrated ability to apply tact, discretion, diplomacy and etiquette
- demonstrated ability to take and record individual guest requests for special housekeeping services and items
- demonstrated ability to arrange a range of internal guest services and items
- preparedness to adapt standard service delivery to suit guest preferences and needs.

**Context of Assessment**

This unit may be assessed on or off the job:

- assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

**Assessment Methods**

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- role plays
- third party reports completed by a supervisor
- project and assignment work.

**Key Competencies in this Unit**

*Level 1 = competence to undertake tasks effectively*

*Level 2 = competence to manage tasks*

*Level 3 = competence to use concepts for evaluating*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analyzing information	1	Record guest service requirements
Communicating ideas and information	1	Communicate with guests and other personnel within the establishment
Planning and organizing activities	1	Liaise with other staff to deliver requested guest services/items
Working with others and in teams	1	Cooperate with others to facilitate service delivery
Using mathematical ideas and techniques	1	Determine quantities and calculate delivery times
Solving problems	1	Analyze problems and suggest solutions
Using technology	1	Operate in-room items