

# Competency Standard

<b>UNIT TITLE:</b> CLEAN AND PREPARE ROOMS FOR INCOMING GUESTS		<b>NOMINAL HOURS:</b> 30
<b>UNIT NUMBER:</b> D1.HHK.CL3.03		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to clean and prepare rooms for in-coming guests by room attendants to deliver housekeeping services in an accommodation facility.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Identify the role of room attendants</b></p> <p><b>1.1</b> Describe the <i>services delivered by a room attendant</i></p> <p><b>1.2</b> Locate the position of room attendants within the enterprise</p> <p><b>1.3</b> Identify the <i>personal characteristics</i> required of a room attendant</p> <p><b>1.4</b> Describe <i>grooming and personal presentation standards</i> for a room attendant</p> <p><b>1.5</b> Interpret <i>enterprise policies and procedures</i> for the provision of housekeeping services</p> <p><b>1.6</b> Identify and explain <i>the role of communication</i> in the provision of housekeeping services</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 the delivery of housekeeping services in an industry sector that provides accommodation facility to guests within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Housekeeping</p> <p>Services delivered by a room attendant may be related to:</p> <ul style="list-style-type: none"> <li>• Routine housekeeping and room servicing/cleaning duties</li> <li>• Rotational cleaning duties</li> <li>• Special area cleaning, such as sauna, steam room, nominated outside areas and nominated inside areas/rooms which may include private offices and public areas</li> <li>• Turn down services</li> <li>• Cooperation with other staff and departments, as required.</li> </ul>	

<p><b>Element 2: Prepare for cleaning duties</b></p> <p><b>2.1</b> Replenish <i>linen room supplies</i></p> <p><b>2.2</b> Load <i>housekeeping trolley with supplies</i> for service</p> <p><b>2.3</b> Check <i>housekeeping trolley</i> prior to use</p> <p><b>2.4</b> Identify <i>rooms to be cleaned</i> for the shift</p> <p><b>2.5</b> Access and enter <i>guest room</i> appropriately</p> <p><b>Element 3: Make beds</b></p> <p><b>3.1</b> Strip and re-make <i>bed with fresh bed linen</i></p> <p><b>3.2</b> Re-make <i>bed using existing bed linen</i></p> <p><b>Element 4: Clean bathroom</b></p> <p><b>4.1</b> Clean <i>bath and shower area</i></p> <p><b>4.2</b> Clean <i>toilets</i></p> <p><b>4.3</b> Clean <i>vanity area</i></p> <p><b>4.4</b> Clean <i>floors</i></p> <p><b>4.5</b> Replenish <i>guest supplies</i></p> <p><b>Element 5: Clean room</b></p> <p><b>5.1</b> Follow <i>in-house requirements and policies in relation to room cleaning</i></p> <p><b>5.2</b> Clean <i>fixtures and fittings</i></p> <p><b>5.3</b> Vacuum <i>floors and other areas</i></p> <p><b>5.4</b> Clean <i>kitchenette area</i>, where applicable</p> <p><b>5.5</b> Replenish <i>guest supplies</i></p>	<p>Personal characteristics may be related to:</p> <ul style="list-style-type: none"> <li>• Tact, diplomacy and discretion</li> <li>• Etiquette and good manners</li> <li>• Politeness and civility</li> <li>• Honesty and dedication</li> <li>• Willingness to be of genuine service</li> <li>• Attention to detail.</li> </ul> <p>Grooming and personal presentation standards will include:</p> <ul style="list-style-type: none"> <li>• Wearing of uniform</li> <li>• Personal hygiene</li> <li>• Personal appearance.</li> </ul> <p>Enterprise policies and procedures may be related to:</p> <ul style="list-style-type: none"> <li>• Service standards and protocols</li> <li>• Honesty</li> <li>• Treatment of VIPs</li> <li>• Use of enterprise equipment and facilities</li> <li>• Complementary goods and services, such as use of room supplies for guest rooms</li> <li>• Security and safety.</li> </ul> <p>The role of communication should include:</p> <ul style="list-style-type: none"> <li>• Use of appropriate verbal and non-verbal communication techniques with guests</li> <li>• Building rapport and goodwill</li> <li>• Honesty</li> <li>• Tact and diplomacy</li> <li>• Privacy and confidentiality issues</li> </ul>
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<p><b>5.6</b> Check operational readiness of all items and equipment</p> <p><b>5.7</b> <i>Report and remedy room defects and damaged items</i></p> <p><b>5.8</b> Report <i>suspicious items or situations</i></p> <p><b>5.9</b> <i>Handle guest property left in room from which guest departed</i></p> <p><b>Element 6: Provide additional housekeeping services</b></p> <p><b>6.1</b> Provide turn-down service</p> <p><b>6.2</b> Carry out <i>rotational cleaning duties</i></p> <p><b>6.3</b> Lend equipment to guests, as requested in accordance with house policies</p> <p><b>Element 7: Prepare for next shift</b></p> <p><b>7.1</b> Complete required <i>records and notifications</i></p> <p><b>7.2</b> Dispose of rubbish</p> <p><b>7.3</b> Clean and store trolleys</p> <p><b>7.4</b> <i>Replenish stock items</i> as necessary</p> <p><b>7.5</b> <i>Clean housekeeping equipment prior to storage</i></p>	<ul style="list-style-type: none"> <li>• Notifying management of suspicious items or situations</li> <li>• Notifying housekeeping supervisor where room occupancy appears not to coincide with room status sheets.</li> </ul> <p>Linen room supplies could include:</p> <ul style="list-style-type: none"> <li>• Sheets of all sizes</li> <li>• Pillowcases</li> <li>• Bed skirts</li> <li>• Towels, bat mats, face washers</li> <li>• Blankets, duvets and duvet covers</li> <li>• Linen bags</li> <li>• Mattress and pillow protectors.</li> </ul> <p>Load housekeeping trolley with supplies may include:</p> <ul style="list-style-type: none"> <li>• Cleaning agents and chemicals including spray bottles</li> <li>• Vacuum cleaners</li> <li>• Mops, buckets, brushes, pans</li> <li>• Cleaning cloths and polishing cloths</li> <li>• Protective equipment, such as gloves</li> <li>• Consumables, including guest room supplies such as shampoo, conditioner, sewing kits, soap, pens, stationery, shower caps, tea, coffee, sugar, milk, biscuits</li> <li>• Promotional materials, local tourist information, refills for in-room compendiums.</li> </ul> <p>Check housekeeping trolley may relate to:</p> <ul style="list-style-type: none"> <li>• Safety</li> <li>• Appearance</li> <li>• Operational effectiveness</li> <li>• Completeness and readiness for work.</li> </ul>
	<p>Identify rooms to be cleaned may include:</p> <ul style="list-style-type: none"> <li>• Head Housekeeper's briefing</li> </ul>

	<ul style="list-style-type: none"><li>• Allocation according to room status, or similar sheets, or housekeeping report</li><li>• Verbal notification from head of housekeeping or floor supervisor.</li></ul> <p>Access and enter guest room may include:</p> <ul style="list-style-type: none"><li>• Positioning and leaving the trolley and the vacuum cleaner safely in the corridor outside the guest room</li><li>• Conforming to establishment rules, such as specific requirements in relation to how to knock on door, observance of 'do not disturb' signs</li><li>• Announcing housekeeping</li><li>• Knocking on guest door</li><li>• Observing appropriate waiting times before re-knocking and announcing entry to clean the room</li><li>• Procedures for accessing rooms where there is no response to knocking and announcement</li><li>• Using appropriate inter-personal and communication skills with guests who are in-room</li><li>• Dealing with situations where guests are in bed, or in the bathroom.</li></ul> <p>Re-make bed with fresh bed linen may include:</p> <ul style="list-style-type: none"><li>• Observing house requirements for safety, which may include wearing protective gloves, working in pairs</li><li>• Complying with house requirements for making the bed, such as placement of blankets, etc., on chairs; specific bed making techniques to meet enterprise standards</li><li>• Removing used bed linen, such as pillow cases and sheets and placing in linen bags</li><li>• Checking mattress and pillow case protectors for stains and replacing, where necessary</li><li>• Checking and replacing bed skirts, where necessary.</li></ul>
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	<p>Re-make bed using existing bed linen may include:</p> <ul style="list-style-type: none"><li>• Observing house requirements for safety, which may include wearing protective gloves, working in pairs</li><li>• Complying with required establishment frequency of changing bed linen</li><li>• Complying with required establishment procedures for where 'stay' changes are required, such as top sheet to bottom and bottom sheet to linen bag</li><li>• Complying with house requirements for making the bed, such as placement of blankets, etc., on chairs; specific bed making techniques to meet enterprise standards</li><li>• Removing used bed linen, such as pillow cases and sheets and placing in linen bags</li><li>• Checking mattress and pillow case protectors for stains and replacing, where necessary</li><li>• Checking and replacing bed skirts, where necessary.</li></ul> <p>Bath and shower may include:</p> <ul style="list-style-type: none"><li>• Wearing protective gloves</li><li>• Removing dirty/used towels, bath mats and face washers, in accordance with house policy</li><li>• Clearing plug holes of foreign material</li><li>• Washing, disinfecting and drying shower curtain/screen</li><li>• Cleaning, wiping, washing, drying and polishing tiles, tub, walls, etc., including taps, soap holders, fixtures and fittings</li><li>• Adjusting shower head, taps, etc., in accordance with house requirements to achieve standardization throughout the property</li><li>• Ensuring taps and shower are working as required.</li></ul> <p><i>Toilets</i> may include:</p> <ul style="list-style-type: none"><li>• Wearing protective gloves</li><li>• Flushing toilet, pouring in cleanser and leaving to soak</li><li>• Washing lid and seat with detergent, disinfectant and drying</li></ul>
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- Washing and drying outsides of the bowl
- Washing and drying the cistern and polishing the button
- Scouring bowl thoroughly using toilet brush
- Flushing toilet to wash away dirt and residue
- Placing a hygiene strip over the closed toilet lid
- Conducting a final visual inspection.

*Vanity area* may include:

- Clearing plug holes of foreign material
- Cleaning and drying shelves and replacing guest's toiletries, if applicable
- Scrubbing hand basin, rinsing, then drying and polishing
- Polishing fittings
- Cleaning and drying wall tiles
- Cleaning, drying and polishing bench top
- Cleaning and polishing mirror
- Checking under bench for cleanliness
- Replenishing towels, including bath, face and hand and floor mats
- Conducting a final visual inspection.

*Floors* may include:

- Scrubbing floor tiles using detergent and working towards exit door
- Cleaning behind doors, in corners, under benches and fittings
- Rinsing and drying.

	<p>Guest supplies may include:</p> <ul style="list-style-type: none"> <li>• Emptying and disinfecting rubbish bins</li> <li>• Replenishing supplies, such as shampoo, conditioner, soaps, hand cream, toilet paper, shower cap, shoe polisher, tooth brush and paste, comb, etc., in accordance with enterprise limits for each item</li> <li>• Arranging items in approved and standard position in each room</li> <li>• Meeting guest requests for additional supplies, as appropriate.</li> </ul> <p>In-house requirements and policies in relation to room cleaning may relate to:</p> <ul style="list-style-type: none"> <li>• Using room lights</li> <li>• Positioning of curtains</li> <li>• Setting of items, such as air conditioning, radio, tv channels, clocks</li> <li>• Checking operation of all equipment, including remote control units</li> <li>• Direction of cleaning, including cleaning sequences as designated by the property and conforming to cleaning activities for single room attendant or room attendants working in pairs</li> <li>• Guest and workers' safety and security.</li> </ul> <p><i>Fixtures and fittings</i> may include spot cleaning, full cleaning, dusting, wiping, or other appropriate techniques:</p> <ul style="list-style-type: none"> <li>• Emptying and disinfecting rubbish bins</li> <li>• Cleaning of mirrors and glassware</li> <li>• Cleaning of wardrobes, desks, cupboards, shelving and drawers</li> <li>• Cleaning of soft furnishings</li> <li>• Cleaning of light fittings, windows, smoke detector</li> <li>• Cleaning of doors</li> <li>• Cleaning of telephones</li> </ul>
	<ul style="list-style-type: none"> <li>• Cleaning of electrical appliances, such as television, DVD player, clock, toaster, refrigerator</li> <li>• Replacing items that were loaned to guests back in their designated position</li> <li>• Cleaning outside patios and balconies.</li> </ul>

	<p>Floors and other areas may include:</p> <ul style="list-style-type: none"> <li>• Picking up loose rubbish</li> <li>• Wet and dry vacuuming as required</li> <li>• Vacuuming exposed floor surfaces of different types/coverings, including under furniture</li> <li>• Vacuuming baseboards, upholstered furniture, ceilings, light fittings, corners, and window sills.</li> </ul> <p>Kitchenette area may include:</p> <ul style="list-style-type: none"> <li>• Emptying and disinfecting rubbish bins</li> <li>• Washing dirty dishes and cutlery</li> <li>• Checking inventory for kitchenette and replacing items where necessary</li> <li>• Cleaning cooking equipment and items</li> <li>• Cleaning refrigerator</li> <li>• Wiping cupboards and drawers</li> <li>• Organizing and placing items to achieve standardization throughout the property</li> <li>• Replenishing tea towels, clothes and consumable kitchenette items, such as garbage bags, detergent</li> <li>• Cleaning, mopping, vacuuming and polishing floor.</li> </ul> <p>Guest supplies could include:</p> <ul style="list-style-type: none"> <li>• Shampoo</li> <li>• Conditioner</li> <li>• Sewing kits</li> <li>• Soap</li> </ul>
	<ul style="list-style-type: none"> <li>• Pens</li> <li>• Stationery</li> <li>• Shower caps</li> <li>• Tea</li> <li>• Coffee</li> <li>• Sugar</li> <li>• Milk</li> </ul>

	<ul style="list-style-type: none"> <li>• Biscuits.</li> </ul> <p>Report and remedy room defects may include:</p> <ul style="list-style-type: none"> <li>• Replacing batteries and light globes</li> <li>• Checking all items for damage and correct operation</li> <li>• Checking for missing furniture, items and kitchenette inventory and reporting same for follow-up/billing, as necessary</li> <li>• Returning excess furniture, items, etc., to where they are stored</li> <li>• Completing internal maintenance requests</li> <li>• Verbally notifying head housekeeper</li> <li>• Obtaining substitute item from store, or a 'vacant' room</li> <li>• Reporting areas/items requiring major cleaning, replacement, or other action</li> <li>• Pest control.</li> </ul> <p>Suspicious items or situations may include:</p> <ul style="list-style-type: none"> <li>• Bloodstained items</li> <li>• Unattended packages in public areas/corridors</li> <li>• Drugs and drug paraphernalia</li> <li>• Weapons</li> </ul>
	<ul style="list-style-type: none"> <li>• Person in a restricted area</li> <li>• Use of excessive force against another person.</li> </ul> <p>Handle guest property left may include:</p> <ul style="list-style-type: none"> <li>• Checking for guest property left behind under bed, in drawers, cupboards and on shelving, in all vacated rooms</li> <li>• Transporting, or arranging for the transportation of, all found luggage</li> <li>• Reporting left luggage and completing relevant 'lost and found' documentation.</li> </ul> <p>Turn-down service may include:</p> <ul style="list-style-type: none"> <li>• Turning down or removing bed covers</li> <li>• Freshening the room</li> </ul>

- Replenishing supplies
- Turning on lights
- Closing curtains
- Turning on radio
- Placing breakfast menu in designated position
- Placing chocolates on pillows.

Rotational cleaning duties may include:

- Implementing house cleaning schedule for items, as listed
- Turning mattresses
- Checking operation of smoke and heat detectors.

Records and notifications may include:

- Reporting rooms that have not been serviced due to 'Do Not Disturb' signs
- Notifying suspicious circumstances or items
- Completing requisition forms for stock items.

Replenish stock items may include:

- Cleaning agents and chemicals
- Guest supplies
- Cleaning items and equipment
- Promotional material
- General-purpose requirements, such as batteries, light globes, cutlery, glasses.

Clean housekeeping equipment may include:

- Vacuum cleaners
- Mops, buckets, brushes, pans.

**Assessment Guide**

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

- The enterprise's policies and procedures in regard to delivery of housekeeping services

	<ul style="list-style-type: none"> <li>• Principles of cleaning and chemical use</li> <li>• Principles of safe manual handling, including bending and lifting</li> <li>• Ability to use a variety of cleaning items and techniques</li> <li>• Appropriate verbal and non-verbal communication, interpersonal and guest contact skills.</li> </ul> <p><b>Linkages To Other Units</b></p> <ul style="list-style-type: none"> <li>• Develop and update local knowledge</li> <li>• Maintain hospitality industry knowledge</li> <li>• Receive and resolve customer complaints</li> <li>• Provide housekeeping services to guests</li> <li>• Implement occupational safety and health procedures.</li> </ul>
	<p><b>Critical Aspects of Assessment</b></p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to ready housekeeping stores and trolleys for service</li> <li>• Demonstrated ability to make a range of beds according to various house requirements</li> <li>• Demonstrated ability to clean bathroom area including a nominated variety of bathroom fittings and facilities</li> <li>• Demonstrated ability to service a nominated range of guest rooms featuring a variety of in-room facilities, fixtures and fittings</li> <li>• Demonstrated ability to provide nominated additional housekeeping services</li> <li>• Demonstrated ability to clean housekeeping equipment and re-stock supplies.</li> </ul> <p><b>Context of Assessment</b></p> <p>This unit may be assessed on or off the job</p> <ul style="list-style-type: none"> <li>• Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge</li> <li>• Assessment must relate to the individual's work area or area of responsibility.</li> </ul> <p><b>Resource Implications</b></p> <ul style="list-style-type: none"> <li>• Training and assessment to include access to a real or simulated workplace</li> </ul>

- Access to workplace standards, procedures, policies, guidelines, tools and equipment.

**Assessment Methods**

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

- Observation of practical candidate performance
- Inspection of finished work
- Oral and written questions
- 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*

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Determining rooms to be cleaned/serviced; obtaining information on cleaning agents
Communicating ideas and information	1	Interacting with other staff and with guests; communicating with other departments regarding maintenance and support needs
Planning and organising activities	1	Following required schedules and adhering to timelines
Working with others and in teams	1	Working with other housekeeping staff to service a room
Using mathematical ideas and techniques	1	Calculating dilution for cleaning chemicals and agents
Solving problems	1	Fixing stain and equipment fault problems
Using technology	1	Using cleaning equipment to service rooms