

UNIT TITLE: PROVIDE HOUSEKEEPING SERVICES TO GUESTS		NOMINAL HOURS: 15 hours
UNIT NUMBER: D1.HHK.CL3.01		
UNIT DESCRIPTOR: 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.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Receive housekeeping requests</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>Element 2: Service housekeeping requests</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>Element 3: Provide advice to guests</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>Unit Variables</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"> • instances where there has been a breakdown in normal room servicing and remedial service is required, such as rectification cleaning • removing unwanted or defective items from rooms • cleaning up spills • extra equipment to cater for additional guests • replacement items to replace defective items • requests for information regarding in-house services and products • requests for information regarding local services, attractions, transport, shops, entertainment. <p><i>Housekeeping requests from staff</i> may be related to:</p> <ul style="list-style-type: none"> • room service 	

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

	<ul style="list-style-type: none"> • completion of required internal documentation, such as maintenance requests, out of order forms • contacting external suppliers, repairers or contracted agencies. <p><i>Dangerous or suspicious circumstances</i> may relate to:</p> <ul style="list-style-type: none"> • 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. <p><i>Participate in planning</i> may relate to:</p> <ul style="list-style-type: none"> • 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. <p>Assessment Guide</p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • 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
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- 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

Key Competencies	Level	Examples
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