



**Australian Government**

# **Assessment Requirements for SITHACS003**

## **Prepare rooms for guests**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- select required supplies and correctly load cleaning trolley to service a minimum of ten guest rooms according to organisational requirements
- demonstrate correct procedure to complete the following tasks according to organisational standards:
  - make up bed
  - check and re-set room furniture, fitting and fixtures
  - replenish guest room supplies
  - identify and report room defects and damaged items for maintenance
- select and safely use cleaning agents and equipment to clean and prepare each of the following wet and dry areas:
  - bathroom
  - bedroom
  - lounge area
  - storage areas, wardrobes, cupboards, and drawers
- demonstrate procedure for reporting suspicious items or occurrences according to organisational requirements
- complete above servicing tasks to required standards while:
  - conserving resources in the servicing process
  - disposing or recycling waste
  - using correct manual-handling techniques
  - using hygienic work practices
  - working within commercially-realistic timeframes.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- cleaning chemicals, equipment and procedures for wet and dry surfaces and materials:
  - agents for specialised surfaces
  - deodorisers

- disinfectants
- spot cleaning agents
- pesticides
- types of protective clothing used for different cleaning tasks
- safe manual-handling techniques:
  - carrying
  - lifting
  - pulling
  - pushing
- security and safety issues for guest rooms:
  - handling of guest property
  - appropriate interactions with guests
  - room access and departure
  - privacy considerations
  - legal obligations (duty of care)
- safe handling requirements for hazardous cleaning products:
  - use of safety data sheets (SDS)
  - disposal of waste and surplus cleaning products
- hygiene procedures and requirements:
  - hygiene responsibilities of cleaning staff and hygienic personal contact with food and food contact surfaces
  - hygiene hazards for room cleaning
- hygienic cleaning practices that prevent:
  - hygiene risks to customer and self
  - cross-contamination of bacteria from bathroom or bedroom areas to mini-bar or kitchen areas
  - potential food contamination by cleaning food contact surfaces with clean tea towels and cleaning cloths
  - transmission of airborne illnesses
- ways of minimising negative environmental impacts in the cleaning process:
  - resource conservation – energy and water
  - waste disposal
- presentation standards for guest rooms.

## Assessment Conditions

Skills must be demonstrated in an operational commercial accommodation environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures:
  - chairs
  - desks
  - lamps and light fittings
  - mini-bar or refrigerator
  - shower, bath or spa
  - vanity unit and hand basin
  - toilet
  - soft furnishings
  - telephone
  - television
  - wall mirrors
  - wardrobe and coat hangers
  - various guest rooms with different sized beds
- small equipment:
  - bathroom supplies:
    - toilet rolls
    - tissues
    - towels and bathrobes
    - various toiletries
  - bed linen and pillows
  - compendium, stationery and pens
  - crockery
  - cutlery
  - door signage and door stoppers
  - electric kettles or jugs
  - fire extinguishers
  - glassware
  - guest literature and information
  - hair dryers
  - iron and ironing board
  - laundry bags and lists
  - radio or alarm clock
  - tea and coffee making facilities
  - waste paper bin and liners
- cleaning equipment:
  - electrically operated equipment:
    - polishers

- scrubbers
- vacuum cleaners
- garbage receptacles
- manual equipment:
  - brushes
  - buckets
  - dusters
  - mops
  - pans
  - toilet brushes
- range of cloths:
  - dry
  - dusting
  - lint-free
  - polishing
  - wet
- trolley for transporting cleaning supplies
- cleaning agents and chemicals for hard and soft surfaces:
  - acid-based products
  - agents for specialised surfaces:
    - glass
    - wood
  - cream cleansers
  - deodorisers
  - disinfectants
  - laundry detergent
  - multi-surface cleaners
  - sanitisers
  - spot cleaning agents
  - pesticides
- personal protective clothing and equipment:
  - aprons
  - gloves
  - headwear
  - jackets
  - overalls
  - waterproof clothing and footwear
- guest rooms to be cleaned, that include a range of different hard and soft surfaces
- organisational specifications:
  - equipment/supply checklists for cleaning trollies

- equipment manufacturer instructions
- maintenance reporting procedures
- product manufacturer instructions
- procedures for cleaning premises and equipment
- procedures for reporting suspicious items or occurrences
- room servicing schedules.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>