



Australian Government

Assessment Requirements for SITHACS002 Provide housekeeping services to 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:

- meet organisational customer service standards and follow housekeeping procedures when offering each of the following services to guests:
 - providing additional common in-room items
 - meeting special needs:
 - items for in-room celebrations, including flowers, decorations and gifts
 - lost property enquiries
 - organising rectification cleaning
 - organising repairs and maintenance
 - providing information and advice on organisational services, products, and in-room equipment.

Knowledge Evidence

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

- features of housekeeping services and procedures:
 - range of services and available items
 - delivery and pick-up systems
 - maintenance reporting procedures and follow-up
 - response times standards
- security and safety procedures of particular relevance to housekeeping services:
 - accessing rooms
 - interacting with guests
 - securing supplies and equipment
- safe handling of room equipment.

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:

- small equipment:
 - bathroom supplies:
 - toilet rolls
 - tissues
 - various toiletries
 - bed linen and pillows
 - compendium, stationery and pens
 - guest literature and information
 - hair dryers
 - iron and ironing board
 - laundry bags and lists
 - tea and coffee making supplies
- organisational specifications:
 - equipment manufacturer instructions
 - customer service standards
- guests with whom the individual can interact; these can be:
 - guests in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>