



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