



Australian Government

SITHACS003 Prepare rooms for guests

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.

The unit applies to housekeeping attendants in commercial accommodation establishments. They work under supervision and usually as part of a team.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Accommodation Services

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Prepare for room servicing.

1.1. Identify rooms requiring service from information supplied.
1.2. Select and prepare room servicing equipment and cleaning agents according to work schedule and product instructions.
1.3. Identify supplies for trolleys and select or order in sufficient

- numbers.
- 1.4. Load trolleys safely with adequate supplies.
 - 1.5. Access rooms according to organisational customer service and security procedures.
2. Make up beds.
 - 2.1. Strip beds and mattresses and check pillows and linen for stains and damage.
 - 2.2. Replace stained and damaged linen according to organisational standards.
 3. Clean rooms.
 - 3.1. Select and use cleaning agents or chemicals for specific areas, surfaces and equipment, according to manufacturer recommendations, *work health and safety* and *organisational procedures*.
 - 3.2. Clean rooms in logical order and with minimum disruption to guests.
 - 3.3. Identify and respond to *hazards*.
 - 3.4. Reduce negative environmental impacts through efficient use of energy, water and other resources.
 - 3.5. Identify pests and take appropriate action.
 4. Organise rooms.
 - 4.1. Check and reset *furniture, fixtures* and *fittings*.
 - 4.2. Check and replenish or replace *room supplies*.
 - 4.3. Collect and store guest items left in vacated rooms.
 5. Check rooms.
 - 5.1. Identify room defects, damaged items or suspicious items or occurrences.
 - 5.2. Report items for follow-up by maintenance teams.
 - 5.3. Check all aspects of room set-up and cleanliness prior to leaving.
 6. Check and store trolleys and equipment.
 - 6.1. Clean trolleys and store equipment after use.
 - 6.2. Safely dispose of all waste and hazardous substances according to environmental requirements.
 - 6.3. Check supplies and replenish or reorder according to organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- understand and follow schedules for room servicing
- read and interpret workplace documents and diagrams in:
 - safety and waste disposal procedures

- safety data sheets (SDS) and product instructions for cleaning agents and chemicals.
- Writing skills to:
- complete orders to replace out of stock room supplies and cleaning materials.
- Numeracy skills to:
- follow simple dilution requirements for chemicals and cleaning products, and calculate ratios in order to make them up
 - record quantities of cleaning materials and room supplies required.
- Learning skills to:
- locate key information in-room servicing schedules and procedures manuals.
- Problem-solving skills to:
- identify and deal with common room servicing challenges.
- Planning and organising skills to:
- efficiently sequence the stages of cleaning and preparing rooms.
- Self-management skills to:
- manage own speed, timing and productivity
 - recognise a chemical accident and follow safety procedures to contain it.
- Technology skills to:
- use electrical cleaning equipment.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Work health and safety procedures must include:

- information on hazardous substances and storage requirements
- use of safe manual-handling techniques
- SDS.

Organisational procedures must include:

- hygienic personal contact with food and food contact surfaces
- hygienic cleaning practices:
 - cleaning food contact surfaces with clean tea towels and cleaning cloths
 - preventing cross-contamination of bacteria from bathroom or bedroom areas to mini-bar or kitchen areas
- use of personal protective equipment.

Hazards must include:

- breakages
- heated utensils and surfaces
- human waste
- sharp items:
 - knives
 - needles and syringes
- surgical dressings
- wet or slippery surfaces.

Furniture, fixtures and fittings must include:

- desks
- floor surfaces
- light fittings
- mirrors and glassware
- refrigerators
- shelving
- soft furnishings
- telephones
- televisions
- wardrobes.

Room supplies must include:

- bathroom supplies
- discretionary supplies and gifts
- coffee and tea supplies
- crockery, cutlery and glassware
- digital equipment
- kitchen equipment
- linen
- information:
 - local tourist information
 - magazines and newspapers
 - promotional material
 - stationery.

Unit Mapping Information

SITHACS202 Prepare rooms for guests

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>

