



Australian Government

Assessment Requirements for SITHACS010 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 on at least one occasion:
 - providing additional in-room items
 - meeting special needs or requests
 - 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
- operating instructions for in-room equipment:
 - air conditioning unit
 - alarm clocks or wake-up calls
 - hair dryer
 - in-room technology
 - telephone
 - television
- security and safety procedures relevant to housekeeping services:
 - accessing rooms
 - interacting with guests
 - securing supplies and equipment
- safe handling of room equipment

- organisational standards for customer service.

Assessment Conditions

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

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- small equipment:
 - bed linen and pillows
 - consumables
 - guest literature and information
 - hair dryers
 - in-room technology
 - iron and ironing board
 - laundry bags and lists
- 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.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>