



Australian Government

SITHACS010 Provide housekeeping services to guests

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests.

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

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Elements describe the essential outcomes

1. Respond to housekeeping requests.

PERFORMANCE CRITERIA

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

- 1.1. Handle guest requests in a manner consistent with organisational customer service standards and security procedures.
- 1.2. Confirm and note details of requests made.
- 1.3. Apologise to guest where a request has arisen from breakdown in room servicing.
- 1.4. Confirm timelines for meeting requests with guests.
- 1.5. Locate, deliver and pick up items within agreed timeframes.

- 1.6. Report ongoing actions required to meet guest requests to appropriate personnel for further action.
- 1.7. Proactively offer information to meet guest requirements.
2. Advise guests on room and housekeeping equipment.
 - 2.1. Set up equipment for guests when requested.
 - 2.2. Advise guests courteously on correct use of equipment.
 - 2.3. Report equipment malfunctions promptly and where possible, make alternative arrangements to meet guest needs.
 - 2.4. Agree on suitable time to collect equipment or provide options for alternative collection processes.

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:	<ul style="list-style-type: none"> • follow basic equipment instructions.
Writing skills to:	<ul style="list-style-type: none"> • complete workplace checklists.
Oral communication skills to:	<ul style="list-style-type: none"> • interact with guests from diverse cultural and social backgrounds, listening to their requests and asking questions to clarify or confirm requirements • discuss delays in service matters with guests and colleagues.
Problem-solving skills to:	<ul style="list-style-type: none"> • apply practical solutions to a range of common customer housekeeping requests.
Planning and organising skills to:	<ul style="list-style-type: none"> • respond to requests in a logical and efficient way.

Unit Mapping Information

Supersedes and is equivalent to SITHACS002 Provide housekeeping services to guests.

Links

Companion Volume implementation guides are found in VETNet -

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