



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITHACS004B Provide housekeeping services to guests**

**Revision Number: 1**

## **SITHACS004B Provide housekeeping services to guests**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

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

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Application of the Unit**

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This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided.

Those undertaking this role would usually work as part of a team and under supervision.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

#### **Prerequisite units**

Nil

## Employability Skills Information

**Employability skills** The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Handle housekeeping requests.	<p>1.1 Handle <b><i>guest requests</i></b> in a polite and friendly manner according to enterprise customer service standards and security procedures .</p> <p>1.2 Acknowledge guests by use of name wherever possible.</p> <p>1.3 Confirm and note details of requests made.</p> <p>1.4 Make appropriate apologies where a request has arisen from breakdown in room servicing.</p> <p>1.5 Agree with guests on timelines for meeting <b><i>requests</i></b>.</p> <p>1.6 Locate and deliver requested items promptly within agreed timeframes.</p> <p>1.7 Collect items for pick-up within agreed timeframes.</p> <p>1.8 Set up <b><i>equipment</i></b> for guests when appropriate.</p> <p>1.9 Proactively offer information and advice about special services and benefits to guests or clients to ensure</p>

**ELEMENT****PERFORMANCE CRITERIA**

maximum take-up of services and profitability of guest's stay.

- |   |   |     |   |
|---|---|-----|---|
| 2 | Advise guests on room and housekeeping equipment. | 2.1 | Advise guests courteously on correct usage of equipment.  |
|   |   | 2.2 | Report equipment malfunctions promptly according to enterprise procedures, and where possible, make alternative arrangements to meet guest needs. |
|   |   | 2.3 | Where appropriate, agree on suitable time to collect equipment.   |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal skills to interact effectively with guests
- problem-solving skills to overcome barriers that affect communication with guests, such as language and disability
- literacy skills to read and respond to written requests from guests.

The following knowledge must be assessed as part of this unit:

- typical housekeeping services and procedures
- security and safety procedures as they apply to housekeeping services and guests
- key products and services offered within accommodation facilities and within the particular facility.

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

#### **Critical aspects for assessment and evidence required to demonstrate competency**

Evidence of the following is essential:

- ability to offer courteous and friendly service to guests
- knowledge of a range of housekeeping services and equipment.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational accommodation environment, as defined in the Assessment Guidelines, including guest rooms and the range of typical housekeeping equipment
- interaction with others to demonstrate ability to respond to multiple and varying requests.

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate handling customer requests related to housekeeping
- role-plays to demonstrate appropriate interpersonal skills in response to requests
- oral or written questions to assess knowledge of services offered by the establishment or types of services generally offered and general requirements for the set-up of guest rooms
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM001A Work with colleagues and customers
- SITXCCS001B Provide visitor information
- SITHACS005B Prepare rooms for guests.

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

***Guest requests*** could be for a range of items and services, including:

- roll away beds
- additional pillows and blankets
- irons
- hair dryers
- additional room supplies
- rectification cleaning
- repairs and maintenance
- lost property enquiries.

***Requests*** for information relate to:

- range of services and products offered by the establishment
- availability, hours and location of meals, services and equipment
- how various types of equipment work
- local services, attractions, transport, shops, entertainment, etc.

***Equipment*** must include:

- electric kettles and jugs
- telephones
- computers
- televisions and videos
- hair dryers
- alarm clocks.

## **Unit Sector(s)**

**Sector** Hospitality

## **Competency field**

**Competency field** Accommodation Services