



Australian Government

Department of Education, Employment and Workplace Relations

SITHACS005A Prepare rooms for guests

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

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

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

This unit must be assessed after the following prerequisite units:

SITXOHS002A Follow workplace hygiene procedures

SITHACS006A Clean premises and equipment.

Employability Skills Information

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

Elements and Performance Criteria

Element	Performance Criteria
1 Set up equipment and trolleys.	<p>1.1 Select and prepare equipment required for servicing rooms.</p> <p>1.2 Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.</p> <p>1.3 Load trolleys safely with adequate supplies according to enterprise procedures.</p>
2 Access rooms for servicing.	<p>2.1 Identify rooms requiring service from information supplied to housekeeping staff.</p> <p>2.2 Access rooms according to enterprise customer service and security procedures.</p>
3 Make up beds.	<p>3.1 Strip beds and mattresses and check pillows and linen for stains and damage.</p> <p>3.2 Remove stains according to enterprise procedures.</p> <p>3.3 Replace bed linen according to enterprise standards and procedures.</p>
4 Clean and clear rooms.	<p>4.1 Clean rooms in the correct order and with minimum disruption to guests.</p> <p>4.2 Clean and check all furniture, fixtures and fittings according to enterprise procedures and safety and hygiene guidelines.</p> <p>4.3 Reset all items according to enterprise standards.</p> <p>4.4 Check, replenish or replace room supplies according to enterprise standards.</p> <p>4.5 Identify pests promptly and take appropriate action according to safety and enterprise procedures.</p> <p>4.6 Check rooms for any defects and report them according to enterprise procedures.</p> <p>4.7 Record damaged items according to enterprise procedures.</p>

- 4.8 Report promptly any unusual or suspicious items or occurrences according to enterprise procedures.
- 4.9 Collect guest items that have been left in vacated rooms and store them according to enterprise procedures.
- 5 Clean and store trolleys and equipment.
 - 5.1 Clean trolleys and equipment after use according to safety and enterprise procedures.
 - 5.2 Store all items according to enterprise procedures.
 - 5.3 Check supplies and items and replenish or reorder them according to enterprise procedures.

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:

problem-solving skills to identify and deal with problems related to room servicing, and fabric and carpet stains

literacy skills to read schedules and timetables for room servicing, product labels and product safety instructions.

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

cleaning procedures and techniques for various surfaces and equipment, including wet and dry

correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials

enterprise procedures and standards in relation to presentation of guest rooms

safe work practices relating to use of cleaning chemicals and equipment, bending and manual handling

security and safety issues for guest rooms.

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:

- demonstrated ability to organise and carry out the complete servicing of a guest room
- ability to undertake duties according to organisational health, safety and security practices
- ability to complete servicing within the timeframe required by a commercial accommodation establishment.

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 fully equipped guest rooms requiring cleaning, housekeeping storage areas and all housekeeping equipment required for room cleaning
- demonstration of skills in cleaning and preparing multiple rooms within industry-realistic timeframes.

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 preparing and servicing a guest room

inspection of rooms cleaned by the candidate

written and oral questions to test knowledge about housekeeping and room preparation procedures

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.

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.

Equipment must include:

cleaning agents and chemicals
vacuum cleaners
mops
brushes
buckets
cleaning and polishing cloths
gloves
protective clothing.

Rooms may include:

bathroom
bedroom
lounge
kitchen
balcony
lobby or vestibule.

Furniture, fixtures and fittings may include:

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

Room supplies may include:

stationery
linen
bathroom supplies
enterprise promotional material
local tourist information
magazines and newspapers
mini-bar supplies
glassware
crockery
cutlery
tea, coffee, sugar and milk
biscuits
discretionary supplies and gifts such as fruit, beverages and chocolates.

Unit Sector(s)

Hospitality

Competency field

Accommodation Services