



Australian Government

SITHACS202 Prepare rooms for guests

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

| Version | Comments |
|---------|--|
| 1.0 | N Replaces but is not equivalent to SITHACS005B Prepare rooms for guests. Prerequisite units removed. Minor adjustments to expression of content to streamline and improve unit. Additional hygiene content added to Performance Criteria, Required Knowledge, Range and Critical aspects for assessment. Element 4 split into two elements. |

Unit Descriptor

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.

Application of the Unit

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

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

- | | |
|---------------------------------|--|
| 1. Prepare for room servicing. | 1.1 Identify rooms requiring service from information supplied. 1.2 Select and prepare room servicing <i>equipment</i> and <i>cleaning agents</i> . 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 Clean rooms in logical order and with minimum disruption to guests. 3.2 Identify and respond to <i>hazards</i> . 3.3 Reduce negative environmental impacts through efficient use of energy, water and other resources. 3.4 Avoid <i>unhygienic personal contact</i> with food or <i>food contact surfaces</i> . 3.5 Avoid <i>unhygienic cleaning practices</i> that may cause food-borne illnesses. 3.6 Identify pests and take appropriate action. |
| 4. Organise rooms. | 4.1 Check and reset <i>furniture, fixtures and fittings</i> . 4.2 Check, replenish or replace <i>room supplies</i> . 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. Clean and store trolleys and | 6.1 Clean trolleys and store equipment after use. 6.2 Safely dispose of all waste and hazardous substances. |

equipment.

6.3 Check supplies and replenish or reorder according to organisational procedures.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to:
 - read schedules for room servicing
 - read product labels and product safety instructions
 - complete simple forms and room reports
- numeracy skills to calculate dilution requirements of cleaning products
- planning and organising skills to complete room servicing in a logical and efficient way
- problem-solving skills to identify and deal with common room servicing challenges.

Required knowledge

- cleaning chemicals, equipment and procedures for wet and dry surfaces and materials:
 - wet:
 - baths
 - showers
 - toilets
 - basins
 - walls
 - dry:
 - carpet
 - laminate
 - soft furnishings
 - woodwork
- types of protective clothing used for different cleaning tasks
- safe manual handling techniques:
 - carrying
 - lifting
 - pulling
 - pushing
- security and safety issues for guest rooms:
 - handling of guest property
 - appropriate interactions with guests
 - room access and departure
 - privacy considerations
 - legal obligations (duty of care)
- safe handling requirements for hazardous cleaning products, including:
 - use of Material Safety Data Sheets (MSDS)
 - disposal

- hygiene procedures and requirements:
 - hygiene responsibilities of cleaning staff
 - hygiene hazards for room cleaning, including potential food contamination and transmission of airborne illnesses
 - cleaning practices that minimise hygiene risks
- ways of minimising negative environmental impacts in the cleaning process:
 - resource conservation – energy and water
 - waste disposal
- presentation standards 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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- safely use cleaning chemicals and equipment during room servicing
- clean and prepare multiple rooms to required standards within commercially-realistic timeframes
- use hygienic cleaning practices
- demonstrate knowledge of cleaning products, cleaning techniques, waste disposal and ways of conserving
- resources in the cleaning process.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational accommodation environment with the fixtures, large and small equipment and workplace
- documentation defined in the Assessment Guidelines; this can be a:
 - real industry workplace
 - simulated industry environment such as a training hotel
- guest rooms requiring cleaning.

Method 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 individual preparing and servicing a guest room
- inspection of rooms cleaned by the individual
- written or oral questioning to assess knowledge of housekeeping and room preparation procedures,
- hazardous substances and efficient resource use
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS101 Clean premises and equipment.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Equipment may include:

- electrically operated equipment:
 - scrubbers
 - vacuum cleaners
- garbage receptacles
- manual equipment:
 - brushes
 - buckets
 - dusters
 - mops and clothes
- protective clothing.

Cleaning agents may include:

- agents for specialised surfaces:
 - glass
 - wood
- deodorisers
- disinfectants
- spot cleaning agents
- pesticides.

Hazards may include:

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

Unhygienic personal contact may include:

- transferring micro-organisms by:
 - blowing nose
 - coughing
 - drinking
 - eating
 - scratching skin and hair
 - sneezing
 - spitting
 - touching wounds

Food contact surfaces may include:

- transmitting tobacco products by smoking.
- chopping boards
- containers
- cooking utensils
- crockery
- cutlery
- glassware
- pots and pans
- sinks
- workbenches.

Unhygienic cleaning practices may include:

- cleaning food contact surfaces with linen that may be contaminated with human waste:
 - blood
 - body secretions
 - faeces
- using dirty:
 - cleaning cloths
 - tea towels
- spreading bacteria from bathroom or bedroom areas to mini-bar or kitchen areas.

Furniture, fixtures and fittings may include:

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

Room supplies may include:

- bathroom supplies
- discretionary supplies and gifts
- food and beverages
- digital equipment
- kitchen equipment
- linen
- information:
 - local tourist information
 - magazines and newspapers
 - promotional material
- stationery

- tableware:
 - crockery
 - cutlery
 - glassware.

Unit Sector(s)

Hospitality

Competency Field

Accommodation Services