



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO2044A Prepare rooms for guests and residents

Release: 1

CPPCLO2044A Prepare rooms for guests and residents

Modification History

New unit
No equivalent unit

Unit Descriptor

This unit of competency specifies the outcomes required to prepare rooms, including bedrooms and bathrooms, for guests or residents in accommodation establishments. The unit covers the ability to assess the extent of the cleaning task through an understanding of client requirements and the characteristics and surfaces of the furniture, fixtures and fittings. It also covers applying company policies and procedures in order to perform the cleaning task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. The work may be performed in teams or individually. Performance would usually be carried out under routine supervision, within company guidelines.

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 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.

Elements and Performance Criteria

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|---|--------------------------------|-----|---|
| 1 | Set up equipment and trolleys. | 1.1 | Equipment required for servicing rooms is selected and prepared according to enterprise procedures. |
| | | 1.2 | Supplies required for cleaning trolleys are identified and selected or ordered in sufficient quantities according to enterprise procedures. |
| | | 1.3 | Trolleys are safely loaded with adequate supplies according to enterprise procedures. |
| 2 | Access rooms for servicing. | 2.1 | Rooms requiring service are identified from information supplied to cleaning staff. |
| | | 2.2 | Rooms are accessed according to enterprise client service and security procedures. |
| | | 2.3 | Rooms are accessed in the correct order and with minimum disruption to guests or residents. |
| 3 | Check rooms. | 3.1 | Guest or resident items left in vacated rooms are collected and stored according to enterprise procedures. |
| | | 3.2 | Rooms are checked for defects and damages which are recorded and reported according to enterprise procedures. |
| | | 3.3 | Pests are identified promptly and action is taken according to safety and enterprise procedures. |
| | | 3.4 | Unusual or suspicious items or occurrences are reported promptly according to enterprise procedures. |

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| 4 | Make up beds. | 4.1 | Beds and mattresses are stripped and pillows and linen checked for stains and damage. |
| | | 4.2 | Bed linen is replaced according to enterprise standards and procedures. |
| | | | |
| 5 | Clean rooms. | 5.1 | <i>Furniture, fixtures and fittings</i> are cleaned according to enterprise procedures and safety and hygiene guidelines. |
| | | 5.2 | <i>Room supplies</i> are checked and replenished or replaced according to enterprise standards. |
| | | 5.3 | Trolleys and equipment are cleaned and stored after use according to enterprise standards. |

Required Skills and Knowledge

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

Required skills

interpersonal skills to relate to people from a range of backgrounds

- language, literacy and numeracy skills to:
 - communicate clearly and concisely verbally and in writing
 - listen to directions and instructions
 - perform mathematical calculations required for calculating quantities, and mixing chemicals and cleaning agents as specified on product labels
 - read and interpret directions and safety instructions, including:
 - product labels
 - diagrams that identify good hygiene practices
 - equipment manuals
 - safety instructions
 - organisational policies and procedures
 - request advice or further information
 - seek and receive feedback
 - source, organise and record information
- observation skills to:
 - identify soil and stains
 - identify surface types to determine cleaning method
- organisational skills to prepare equipment and materials for a given cleaning context
- problem-solving skills to manage contingencies
- skills to work safely when:
 - handling and disposing of chemicals and contaminated or toxic waste
 - identifying hazards and controlling risks
 - manual handling
 - using equipment for cleaning
- self-management skills to work alone and within a team

Required knowledge

- cleaning chemicals and equipment for cleaning furniture, fixtures and fittings
- cleaning methods, including:
 - methods for various types of furniture, fixtures and fittings
 - pre-spotting and stain removal
- company management structure and procedures, including:

- biological and viral control
- emergency response and evacuation procedures
- environmental protection procedures
- injury, dangerous occurrence and incident reporting
- occupational health and safety (OHS) procedures
- quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to cleaning operations, including OHS legislation
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices, for using:
 - chemicals
 - equipment, including personal protective equipment (PPE)

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	This unit of competency could be assessed by observing at least two different practical demonstrations of preparing rooms for guests and residents.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • identify type and characteristics of furniture, fixtures and fittings and loose items and their surfaces • organise and carry out the complete servicing of a guest or resident's room • select cleaning equipment and chemicals • use safe and efficient cleaning methods • comply with company and legislative requirements • achieve outcomes in relation to work order and company requirements.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • suitable work site or venue, including fully equipped guest or resident rooms with a range of furniture, fixtures and fittings requiring cleaning, housekeeping storage areas and all housekeeping equipment required for room cleaning • suitable equipment and chemicals • PPE • equipment operating manuals • work order instructions, work plans and schedules • assessment instruments, including personal planner and assessment record book.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning

	knowledge required for practical application - reinforce the integration of employability skills with workplace tasks and job roles - confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function.

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.

<i>Equipment</i> must include:	- brushes - buckets - cleaning agents and chemicals - cleaning and polishing cloths - gloves - mops - PPE - vacuum cleaners.
<i>Rooms</i> may include:	- balcony or deck - bathroom - bedroom - kitchen - lounge.
<i>Furniture, fixtures and fittings</i> may include:	- desks - floor surfaces - light fittings - mirrors and glassware - refrigerators

	• shelving • soft furnishings • telephones • televisions • wardrobes.
Room supplies may include:	• bathroom supplies • crockery • cutlery • enterprise material • fridge supplies • glassware • linen • local information • magazines and newspapers • stationery • tea, coffee and sugar.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.