



Australian Government

SITHACS002 Provide housekeeping services to guests

Release: 1

SITHACS002 Provide housekeeping services to guests

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.

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. Make appropriate apologies where a request has arisen from breakdown in-room servicing.
- 1.4. Agree with guests on timelines for meeting requests.
- 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. Set up **equipment** for guests when appropriate.
- 1.8. Proactively offer information and advice about special services and benefits to guests to ensure 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 use of equipment.
 - 2.2. Report equipment malfunctions promptly and where possible, make alternative arrangements to meet guest needs.
 - 2.3. Where appropriate, agree on suitable time to collect equipment.

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:	follow basic equipment instructions.
Writing skills to:	- write simple notes summarising guest requests and note appropriate action completed or follow-up action required - complete workplace checklists.
Oral communication skills to:	- interact with guests from diverse cultural and social backgrounds, listening to their requests and asking questions to clarify or confirm them - discuss delays in service matters with guests and colleagues.
Numeracy skills to:	keep a record of details of guest requests and associated timelines.
Problem-solving skills to:	apply practical solutions to a range of common customer housekeeping requests.
Planning and organising skills to:	respond to requests in a logical and efficient way.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the

work environment.

Equipment must include:

- alarm clocks
- electric kettles or jugs
- hair dryers
- telephones
- televisions.

Unit Mapping Information

SITHACS201 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>

Assessment Requirements for SITHACS002 Provide housekeeping services to guests

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- meet organisational customer service standards and follow housekeeping procedures when offering each of the following services to guests:
 - providing additional common in-room items
 - meeting special needs:
 - items for in-room celebrations, including flowers, decorations and gifts
 - lost property enquiries
 - organising rectification cleaning
 - organising repairs and maintenance
 - providing information and advice on organisational services, products, and in-room equipment.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- features of housekeeping services and procedures:
 - range of services and available items
 - delivery and pick-up systems
 - maintenance reporting procedures and follow-up
 - response times standards
- security and safety procedures of particular relevance to housekeeping services:
 - accessing rooms
 - interacting with guests
 - securing supplies and equipment
- safe handling of room equipment.

Assessment Conditions

Skills must be demonstrated in an operational commercial accommodation environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- small equipment:
 - bathroom supplies:
 - toilet rolls
 - tissues
 - various toiletries
 - bed linen and pillows
 - compendium, stationery and pens
 - guest literature and information
 - hair dryers
 - iron and ironing board
 - laundry bags and lists
 - tea and coffee making supplies
- organisational specifications:
 - equipment manufacturer instructions
 - customer service standards
- guests with whom the individual can interact; these can be:
 - guests in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

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