



Australian Government

SITHACS010 Provide housekeeping services to guests

Release: 1

SITHACS010 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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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. Apologise to guest where a request has arisen from breakdown in room servicing.
- 1.4. Confirm timelines for meeting requests with guests.
- 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. Proactively offer information to meet guest requirements.
2. Advise guests on room and housekeeping equipment.
 - 2.1. Set up equipment for guests when requested.
 - 2.2. Advise guests courteously on correct use of equipment.
 - 2.3. Report equipment malfunctions promptly and where possible, make alternative arrangements to meet guest needs.
 - 2.4. Agree on suitable time to collect equipment or provide options for alternative collection processes.

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:	• 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 requirements • discuss delays in service matters with guests and colleagues.
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.

Unit Mapping Information

Supersedes and is equivalent to SITHACS002 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 SITHACS010 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 on at least one occasion:
 - providing additional in-room items
 - meeting special needs or requests
 - 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
- operating instructions for in-room equipment:
 - air conditioning unit
 - alarm clocks or wake-up calls
 - hair dryer
 - in-room technology
 - telephone
 - television
- security and safety procedures relevant to housekeeping services:
 - accessing rooms
 - interacting with guests
 - securing supplies and equipment
- safe handling of room equipment

- organisational standards for customer service.

Assessment Conditions

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

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- small equipment:
 - bed linen and pillows
 - consumables
 - guest literature and information
 - hair dryers
 - in-room technology
 - iron and ironing board
 - laundry bags and lists
- 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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