



Australian Government

Assessment Requirements for SITHACS011

Prepare rooms for guests

Release: 1

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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:

- select required supplies and correctly load cleaning trolley to service a minimum of ten guest rooms according to organisational requirements
- use correct procedures to complete the following tasks according to organisational standards while servicing the above rooms:
 - make up bed
 - check and re-set room furniture, fitting and fixtures
 - replenish guest room supplies
 - identify and report room defects and damaged items for maintenance
- select and safely use cleaning agents and equipment to clean and prepare each of the following wet and dry areas on at least one occasion when servicing the above rooms:
 - bathroom
 - bedroom
 - lounge area
 - storage areas, wardrobes, cupboards, and drawers
- report suspicious items or occurrences according to organisational requirements when servicing the above rooms
- complete above servicing tasks to required standards while:
 - conserving resources in the servicing process
 - disposing or recycling waste
 - using correct manual handling techniques
 - using hygienic work practices
 - using required personal protective equipment
 - working within commercially-realistic timeframes.

Knowledge Evidence

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

- processes for preparing guest rooms:
 - making up beds

- cleaning furniture, fixtures and equipment:
 - desks
 - floor surfaces
 - light fittings
 - mirrors and glassware
 - refrigerators
 - shelving
 - soft furnishings
 - telephones
 - televisions
 - wardrobes
- guest room supplies and their functions and uses:
 - bathroom supplies
 - discretionary supplies and gifts
 - coffee and tea supplies
 - crockery, cutlery and glassware
 - in-room technology
 - kitchen equipment
 - linen
 - guest information and stationery
- cleaning chemicals, equipment and procedures for wet and dry surfaces and materials
- types of protective clothing used for different cleaning tasks
- safe manual-handling techniques
- security and safety issues for guest rooms:
 - handling of guest property
 - appropriate interactions with guests
 - room access and departure
 - privacy considerations
 - legal obligations
- safe handling requirements for hazardous cleaning products:
 - use of safety data sheets (SDS)
 - disposal of waste and surplus cleaning products
 - storage procedures
- processes for identifying and reporting room cleaning hazards
- hygiene procedures and requirements:
 - hygiene responsibilities of cleaning staff and hygienic personal contact with food and food contact surfaces
 - hygiene hazards for room cleaning:
 - human waste
 - sharp items

- surgical dressings
- hygienic cleaning practices that prevent:
 - hygiene risks to customer and self
 - cross-contamination of bacteria from bathroom or bedroom areas to mini-bar or kitchen areas
 - potential food contamination by cleaning food contact surfaces with clean tea towels and cleaning cloths
 - transmission of airborne illnesses
- ways of minimising negative environmental impacts in the cleaning process
- presentation standards for guest rooms.

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:

- fixtures and small equipment found in guest rooms
- cleaning equipment
- cleaning agents and chemicals for hard and soft surfaces
- personal protective clothing and equipment appropriate to the task being undertaken
- guest rooms to be cleaned including hard and soft surfaces and different sized beds
- organisational specifications:
 - equipment and supply checklists for cleaning trolleys
 - manufacturer instructions for using equipment
 - maintenance reporting procedures
 - product manufacturer instructions
 - procedures for cleaning premises and equipment
 - procedures for reporting suspicious items or occurrences
 - room servicing schedules.

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.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>