



Australian Government

SITHACS011 Prepare rooms for guests

Release: 1

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Modification History

Not applicable.

Application

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.

The unit applies to housekeeping attendants 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. Prepare for room servicing.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify rooms requiring service from information supplied.
- 1.2. Select and prepare room servicing equipment and cleaning agents according to work schedule and product instructions.
- 1.3. Identify supplies for trolleys and select or order in sufficient numbers.
- 1.4. Load trolleys safely with adequate supplies for room servicing requirements.

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| | 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 policies and procedures.
2.3. Make beds according to organisational procedures. |
| 3. Clean rooms. | 3.1. Select and use cleaning agents or chemicals for specific areas, surfaces and equipment, according to manufacturer recommendations, work health and safety and organisational procedures.
3.2. Clean rooms with minimum disruption to guests.
3.3. Identify and respond to hazards.
3.4. Reduce negative environmental impacts through efficient use of energy, water and other resources.
3.5. Identify pests and take required action according to organisational policies and procedures. |
| 4. Organise rooms. | 4.1. Check and reset furniture, fixtures and fittings.
4.2. Check and replenish or replace room supplies.
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. Check and store trolleys and equipment. | 6.1. Clean trolleys and store equipment after use.
6.2. Safely dispose of all waste and hazardous substances according to environmental requirements.
6.3. Check supplies and replenish or reorder according to organisational procedures. |

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:

- interpret and follow schedules for room servicing
- read and interpret workplace documents and diagrams:
 - safety and waste disposal procedures

- safety data sheets (SDS) and product instructions for cleaning agents and chemicals.
- Writing skills to:
 - complete orders to replace out of stock room supplies and cleaning materials.
- Numeracy skills to:
 - follow simple dilution requirements for chemicals and cleaning products, and calculate ratios in order to make them up
 - record quantities of cleaning materials and room supplies required.
- Learning skills to:
 - locate key information in room servicing schedules and procedures manuals.
- Problem-solving skills to:
 - identify and deal with common room servicing challenges.
- Planning and organising skills to:
 - efficiently sequence the stages of cleaning and preparing rooms.
- Self-management skills to:
 - manage own speed, timing and productivity
 - recognise a chemical accident and follow safety procedures to contain it.
- Technology skills to:
 - use electrical cleaning equipment.

Unit Mapping Information

Supersedes and is equivalent to SITHACS003 Prepare rooms for 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 SITHACS011 Prepare rooms for 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:

- 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

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