



Australian Government

Department of Education, Employment and Workplace Relations

SITHACS005B Prepare rooms for guests

Revision Number: 1

SITHACS005B Prepare rooms for guests

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to clean and prepare rooms including bedrooms and bathrooms for guests 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.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:
SITXOHS002A Follow workplace hygiene procedures
SITHACS006B Clean premises and equipment.

Employability Skills Information

Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA						
1 Set up equipment and trolleys.	<table><tr><td>1.1</td><td>Select and prepare <i>equipment</i> required for servicing <i>rooms</i>.</td></tr><tr><td>1.2</td><td>Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.</td></tr><tr><td>1.3</td><td>Load trolleys safely with adequate supplies according to enterprise procedures.</td></tr></table>	1.1	Select and prepare <i>equipment</i> required for servicing <i>rooms</i> .	1.2	Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.	1.3	Load trolleys safely with adequate supplies according to enterprise procedures.
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1.2	Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.						
1.3	Load trolleys safely with adequate supplies according to enterprise procedures.						
2 Access rooms for servicing.	<table><tr><td>2.1</td><td>Identify rooms requiring service from information supplied to housekeeping staff.</td></tr><tr><td>2.2</td><td>Access rooms according to enterprise customer service and security procedures.</td></tr></table>	2.1	Identify rooms requiring service from information supplied to housekeeping staff.	2.2	Access rooms according to enterprise customer service and security procedures.		
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ELEMENT	PERFORMANCE CRITERIA
3 Make up beds.	3.1 Strip beds and mattresses and check pillows and linen for stains and damage. 3.2 Remove stains according to enterprise procedures. 3.3 Replace bed linen according to enterprise standards and procedures.
4 Clean and clear rooms.	4.1 Clean rooms in the correct order and with minimum disruption to guests. 4.2 Clean and check all furniture, fixtures and fittings according to enterprise procedures and safety and hygiene guidelines. 4.3 Reset all items according to enterprise standards. 4.4 Check, replenish or replace room supplies according to enterprise standards. 4.5 Identify pests promptly and take appropriate action according to safety and enterprise procedures. 4.6 Check rooms for any defects and report them according to enterprise procedures. 4.7 Record damaged items according to enterprise procedures. 4.8 Report promptly any unusual or suspicious items or occurrences according to enterprise procedures. 4.9 Collect guest items that have been left in vacated rooms and store them according to enterprise procedures.
5 Clean and store trolleys and equipment.	5.1 Clean trolleys and equipment after use according to safety and enterprise procedures. 5.2 Store all items according to enterprise procedures. 5.3 Check supplies and items and replenish or reorder them according to enterprise procedures.
6 Reduce negative environmental impacts.	6.1 Use energy, water and other resources efficiently when cleaning, preparing and maintaining guest rooms to reduce negative environmental impacts. 6.2 Safely dispose of all waste, especially hazardous substances, to minimise negative environmental

ELEMENT

PERFORMANCE CRITERIA

impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- correct use of personal protective equipment
- cleaning techniques for guest rooms and housekeeping equipment
- problem-solving skills to identify and deal with problems related to room servicing, and fabric and carpet stains
- literacy skills to read schedules and timetables for room servicing, product labels and product safety instructions
- numeracy skills to calculate the dilution requirements of cleaning products.

The following knowledge must be assessed as part of this unit:

- cleaning procedures for various surfaces and equipment, including wet and dry
- correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials
- enterprise procedures and standards in relation to presentation of guest rooms
- safe work practices relating to use of cleaning equipment, bending and manual handling
- security and safety issues for guest rooms
- applications of different types of cleaning products
- the essential features of and safe practices for using common hazardous substances used by the hospitality industry and in particular substances used by the organisation e.g. cleaning products
- the environmental impacts of cleaning guest rooms and equipment and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to organise efficient, resource effective and safe cleaning and servicing of guest rooms
- ability to undertake duties according to organisational health, safety and security practices
- knowledge of correct and environmentally sound disposal methods for waste and in particular for hazardous substances
- ability to complete servicing within the timeframe required by a commercial accommodation establishment.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped operational accommodation environment, as defined in the Assessment Guidelines, including fully equipped guest rooms requiring cleaning, housekeeping storage areas and all housekeeping equipment required for room cleaning
- demonstration of skills in cleaning and preparing multiple rooms within industry-realistic timeframes.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate preparing and servicing a guest room
- inspection of rooms cleaned by the candidate
- written and oral questions to test knowledge about housekeeping and room preparation procedures, hazardous substances and efficient resource use
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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 in the performance criteria is detailed below.

Equipment must include:

- cleaning agents and chemicals
- vacuum cleaners
- mops
- brushes
- buckets
- cleaning and polishing cloths
- gloves
- protective clothing.

Rooms may include:

- bathroom
- bedroom
- lounge
- kitchen
- balcony
- lobby or vestibule.

RANGE STATEMENT

Furniture, fixtures and fittings may include:

- floor surfaces
- mirrors and glassware
- wardrobes
- soft furnishings
- desks
- light fittings
- telephones
- televisions
- refrigerators
- shelving.

Room supplies may include:

- stationery
- linen
- bathroom supplies
- enterprise promotional material
- local tourist information
- magazines and newspapers
- mini-bar supplies
- glassware
- crockery
- cutlery
- tea, coffee, sugar and milk
- biscuits
- discretionary supplies and gifts such as fruit, beverages and chocolates.

Unit Sector(s)

Sector

Hospitality

Competency field

Competency field

Accommodation Services

