



Australian Government

SITHACS201 Provide housekeeping services to guests

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITHACS004B Provide housekeeping services to guests. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests.

Application of the Unit

This unit applies to housekeeping attendants, porters and concierge staff in commercial accommodation establishments. They work under supervision and usually as part of a team.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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| 1. Respond to housekeeping requests. | 1.1 Handle <i>guest requests</i> in a polite and friendly manner according to organisational customer service standards and security procedures. |
| | 1.2 Acknowledge guests by use of name wherever possible. |
| | 1.3 Confirm and note details of requests made. |
| | 1.4 Make appropriate apologies where a request has arisen from breakdown in room servicing. |
| | 1.5 Agree with guests on timelines for meeting requests. |
| | 1.6 Locate, deliver and pick up items within agreed timeframes. |
| | 1.7 Set up <i>equipment</i> for guests when appropriate. |
| | 1.8 Proactively offer information and advice about special services and benefits to guests or clients 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. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - interact courteously with guests
 - interact with guests from diverse cultural and social backgrounds
- literacy skills to:
 - read basic equipment instructions
 - write simple notes and complete forms
- planning and organising skills to respond to requests in a logical and efficient way.

Required knowledge

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

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- offer courteous and friendly service to guests
- demonstrate knowledge of housekeeping procedures, services and equipment.

Context of and specific resources for assessment

Assessment must ensure use of:

- an operational accommodation environment with the fixtures, large and small
- equipment and workplace documentation defined in the Assessment Guidelines; this
- can be a:
 - real industry workplace
 - simulated industry environment such as a training hotel
 - other people with whom the individual can interact.

Method 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 individual handling housekeeping requests
- use of role-plays to demonstrate appropriate interpersonal skills in response to
- requests
- oral or written questioning to assess knowledge of typical housekeeping services
- and procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job
- performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS202 Prepare rooms for guests
- SITXCCS101 Provide information and assistance

- SITXCCS202 Interact with customers.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Guest requests may relate to:

- additional items:
 - pillows and blankets
 - room supplies
 - hair dryers
 - irons
 - roll away beds
- information and advice:
 - services and products
 - how equipment works
- lost property enquiries
- special needs:
 - items for in-room celebrations
- rectification cleaning
- repairs and maintenance
- technology.

Equipment may include:

- alarm clocks
- computers
- electric kettles and jugs
- hair dryers
- telephones
- televisions and videos.

Unit Sector(s)

Hospitality

Competency Field

Accommodation Services