

Training Package	Tourism, Hospitality and Events (SIT07v2.3)		HSC Requirements and Advice
Unit title	Provide housekeeping services to guests		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHACS004B	Accommodation Services	Hospitality	5

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Prerequisite units	Nil
Application of the unit	This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided. Those undertaking this role would usually work as part of a team and under supervision.
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.

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ability to offer courteous and friendly service to guests knowledge of a range of housekeeping services and equipment. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> demonstration of skills within a fully equipped operational accommodation environment, as defined in <i>Appendix 1</i> of this document, including guest rooms and the range of typical housekeeping equipment interaction with others to demonstrate ability to respond to multiple and varying requests. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of the candidate handling customer requests related to housekeeping role-plays to demonstrate appropriate interpersonal skills in response to requests oral or written questions to assess knowledge of services offered by the establishment or types of services generally offered and general requirements for the set-up of guest rooms 	<p>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.</p> <p>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.</p>

		Methods of assessment cont/d	
		<ul style="list-style-type: none"> • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SITXCOM001A Work with colleagues and customers • SITXCCS001B Provide visitor information • SITHACS005B Prepare rooms for guests. 	

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • interpersonal skills to interact effectively with guests • problem-solving skills to overcome barriers that affect communication with guests, such as language and disability • literacy skills to read and respond to written requests from guests. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • typical housekeeping services and procedures • security and safety procedures as they apply to housekeeping services and guests • key products and services offered within accommodation facilities and within the particular facility. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • guest requests • housekeeping services • room and housekeeping equipment.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Handle housekeeping requests.	1.1 Handle <i>guest requests</i> in a polite and friendly manner according to enterprise customer service standards and security procedures.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Guest requests</i> could be for a range of items and services, including:</p> <ul style="list-style-type: none"> • roll away beds • additional pillows and blankets • irons • hair dryers • additional room supplies • rectification cleaning • repairs and maintenance • lost property enquiries. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • a range of housekeeping services and equipment • standard operating procedures for the provision of services and equipment, including those related to safety and security • appropriate time frames for the provision of services and equipment. <p>An awareness of a range of items and services that guests may request including:</p> <ul style="list-style-type: none"> • roll away bed • cot • additional items <ul style="list-style-type: none"> - pillow(s) - blanket(s) - room supplies • appliances <ul style="list-style-type: none"> - iron - hair dryer • servicing of the room • maintenance or repairs • rectification cleaning • laundry or dry-cleaning. <p>Types of information that guests may request including:</p> <ul style="list-style-type: none"> • the range of products and services offered by the workplace/organisation • handling of lost property • availability, location and operating hours <ul style="list-style-type: none"> - food/beverages - equipment - services • operation of equipment <ul style="list-style-type: none"> - telephone - television and associated equipment - internet connection - alarm clock - air conditioning - in-room safe

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • security features of <ul style="list-style-type: none"> - hotel - guest room - keys - in-room safe • procedures to follow in the event of an emergency • local area <ul style="list-style-type: none"> - services - attractions - transport - shops - entertainment - safety/security. <p>Awareness of the barriers to communication and appropriate techniques to overcome these barriers when communicating with a range of customers including:</p> <ul style="list-style-type: none"> • people from a range of social, cultural and ethnic backgrounds including those who don't speak English • people with disabilities.
	1.2 Acknowledge guests by use of name wherever possible.		<p>Learning experiences for the HSC must address:</p> <p>Interpersonal skills to enable effective interaction with guests.</p>
	1.3 Confirm and note details of requests made.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the systems and procedures for recording requests including:</p> <ul style="list-style-type: none"> • formal/informal • manual/electronic. <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> • clear • legible • accurate • concise • appropriate in terms of industry terminology.

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	1.4 Make appropriate apologies where a request has arisen from breakdown in room servicing.		<p>Learning experiences for the HSC must address:</p> <p>Procedures for handling customer complaints:</p> <ul style="list-style-type: none"> • listen • acknowledge • identify nature of problem • identify and agree on an acceptable solution • action • record • follow-up to maximise customer satisfaction. <p>An awareness of the importance of:</p> <ul style="list-style-type: none"> • housekeeping staff and the customer agreeing on what is to be done in regard to the complaint • implementing solutions within acceptable time frames. <p>An awareness of the benefits of following-up with customers post-resolution.</p>	
	1.5 Agree with guests on timelines for meeting <i>requests</i> .	<p>Requests for information relate to:</p> <ul style="list-style-type: none"> • range of services and products offered by the establishment • availability, hours and location of meals, services and equipment • how various types of equipment work • local services, attractions, transport, shops, entertainment, etc. 	<p>Learning experiences for the HSC must address:</p> <p>Procedures for meeting guest requests including:</p> <ul style="list-style-type: none"> • entering guest room • acknowledging guest(s) • placement of item. 	
	1.6 Locate and deliver requested items promptly within agreed timeframes.			
	1.7 Collect items for pick-up within agreed timeframes.			
	1.8 Set up <i>equipment</i> for guests when appropriate.	<p>Equipment <u>must</u> include:</p> <ul style="list-style-type: none"> • electric kettles and jugs • telephones • computers • televisions and videos • hair dryers • alarm clocks. 	<p>Learning experiences for the HSC must address:</p> <p>Workplace/organisation standards for placement and/or set-up of a range of equipment located in guests rooms.</p>	
	1.9 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.			

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
2 Advise guests on room and housekeeping equipment.	2.1 Advise guests courteously on correct usage of equipment.		<p>Learning experiences for the HSC must address:</p> <p>Working knowledge of a range of equipment located in guests rooms including:</p> <ul style="list-style-type: none"> • electric kettle/jug • telephone • in-room computers • television and associated equipment • hair dryer • alarm clock • air conditioning • in-room safe • in-room security features.
	2.2 Report equipment malfunctions promptly according to enterprise procedures, and where possible, make alternative arrangements to meet guest needs.		<p>Learning experiences for the HSC must address:</p> <p>Standard operating procedures for dealing with damaged/broken/faulty equipment including:</p> <ul style="list-style-type: none"> • remove or isolate damaged/broken/faulty equipment • advise housekeeping supervisor/team leader and/or maintenance personnel • replace damaged/broken/faulty equipment • complete relevant paperwork.
	2.3 Where appropriate, agree on suitable time to collect equipment.		