

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Prepare rooms for guests		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHACS005A	Accommodation Services	Hospitality	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Prerequisite units	This unit must be assessed after the following prerequisite units: <ul style="list-style-type: none"> • SITXOHS002A Follow workplace hygiene procedures • SITHACS006A Clean premises and equipment.
Application of the unit	This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided.
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged will assist in identifying employability skill requirements.

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 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"> • demonstrated ability to organise and carry out the complete servicing of a guest room • ability to undertake duties according to organisational health, safety and security practices • ability to complete servicing within the time frame required by a commercial accommodation establishment. 	<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 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 time frames. 	<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 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 	<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.</p>	

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"> • 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. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • cleaning procedures and techniques 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 chemicals and equipment, bending and manual handling • security and safety issues for guest rooms. 	
		<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • cleaning procedures • equipment and supplies • furniture, fixtures and fittings • guest rooms • housekeeping • room servicing • safe work practices.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Set up equipment and trolleys.	1.1 Select and prepare equipment required for servicing rooms .	<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>Equipment <u>must</u> include:</p> <ul style="list-style-type: none"> • cleaning agents and chemicals • vacuum cleaners • mops • brushes • buckets • cleaning and polishing cloths • gloves • protective clothing. <p>Rooms may include:</p> <ul style="list-style-type: none"> • bathroom • bedroom • lounge • kitchen • balcony • lobby or vestibule. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • safe work practices and procedures • security issues for guest rooms • workplace/organisation standards and procedures in relation to presentation of guest rooms • types of surfaces, furniture and fittings in guest rooms • industry-realistic time frames for servicing guest rooms • workplace/organisation systems for the allocation of daily tasks. <p>Preparation of a range of equipment to enable service of different areas/rooms including:</p> <ul style="list-style-type: none"> • bedroom • bathroom • restroom • lobby or vestibule.
	1.2 Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>Awareness of a range of supplies that may be provided in guests rooms including:</p> <ul style="list-style-type: none"> • stationery • linen • bathroom items • enterprise promotional material • local tourist information • magazines and newspapers • mini bar supplies • glassware, crockery and cutlery • tea, coffee, sugar and milk • biscuits • discretionary supplies and gifts (such as fruit, beverages and chocolates).

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	1.3 Load trolleys safely with adequate supplies according to enterprise procedures.		<p>Par level of stock required to ensure sufficient stock for number of rooms to be serviced during shift.</p> <p><i>Note: HSC students should NOT handle alcohol-based minibar supplies.</i></p> <p>Learning experiences for the HSC must address: Correct loading of trolleys for safety and ease of use.</p>
2 Access rooms for servicing.	2.1 Identify rooms requiring service from information supplied to housekeeping staff.		<p>Learning experiences for the HSC must address: Understanding and use of housekeeping terminology for room status including:</p> <ul style="list-style-type: none"> • VC – vacant clean • VD – vacant dirty • C/O – check out • OOO – out of order • VIP – very important person • DND – do not disturb • OCC – occupied/clean • pre-register – guest who has booked room from previous night for early morning arrival. <p>Standard operating procedures for each type of room status.</p>
	2.2 Access rooms according to enterprise customer service and security procedures.		<p>Learning experiences for the HSC must address: Knowledge of protocols for entering guest rooms including:</p> <ul style="list-style-type: none"> • checking room status on room attendant duty sheet • knocking on door • announcing department • knocking on door again • slowly entering guest room • maintain security of guest room during servicing. <p>Initial procedures in preparation for room cleaning including:</p> <ul style="list-style-type: none"> • confirming room status on duty sheet • turning on all lights

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			<ul style="list-style-type: none"> • opening drapes • putting toilet cleaner in toilet • removal of rubbish • returning items/equipment to their correct position and set-up.
3 Make up beds.	3.1 Strip beds and mattresses and check pillows and linen for stains and damage.		<p>Learning experiences for the HSC must address:</p> <p>Standard operating procedures including:</p> <ul style="list-style-type: none"> • correct bending technique to pull bed out from wall • use of gloves for removal of linen • storage of blanket(s), pillow(s) and cover(s) during bed making • check for stains and damage • separate and bag blood-stained linen • record linen removed from guest room.
	3.2 Remove stains according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>An understanding of procedures for dealing with:</p> <ul style="list-style-type: none"> • stained bedding • stained linen. <p>Considerations to determine stain removal procedure including:</p> <ul style="list-style-type: none"> • type of stain • size of stain. <p>Knowledge of spot cleaning techniques.</p> <p>Problem-solving skills including:</p> <ul style="list-style-type: none"> • identify problem • consider solutions • action • record • follow-up.
	3.3 Replace bed linen according to enterprise standards and procedures.		<p>Learning experiences for the HSC must address:</p> <p>Standard operating procedures for replacing bed linen including:</p> <ul style="list-style-type: none"> • selection of linen

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			<ul style="list-style-type: none"> - size - quality • positioning of clean linen prior to bed making • checking clean linen for stains and damage • placement <ul style="list-style-type: none"> - bottom sheet - top sheet - blanket - pillow(s) - bed covering • mitre of all corners • turndown to be used.
4 Clean and clear rooms.	4.1 Clean rooms in the correct order and with minimum disruption to guests.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of appropriate sequence for servicing of rooms:</p> <ul style="list-style-type: none"> • initial procedures • bed making • dusting and polishing • cleaning of bathroom • replenishing of room supplies • vacuuming • final procedures. <p>Points to remember when servicing a guest room including:</p> <ul style="list-style-type: none"> • clean in one direction • clean from top down • clean from furthest point out • check for damage, maintenance required and lost property • use correct equipment and cleaning agents for surface.
	4.2 Clean and check all <i>furniture, fixtures and fittings</i> according to enterprise procedures and safety and hygiene guidelines.	<p><i>Furniture, fixtures and fittings</i> may include:</p> <ul style="list-style-type: none"> • floor surfaces • mirrors and glassware • wardrobes • soft furnishings • desks • light fittings 	<p>Learning experiences for the HSC must address:</p> <p>Standard operating procedures to clean a range of furniture, fixtures and fittings in a typical guest room including:</p> <ul style="list-style-type: none"> • floor surface <ul style="list-style-type: none"> - carpet - tiles

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		<ul style="list-style-type: none"> • telephones • televisions • refrigerators • shelving. 	<ul style="list-style-type: none"> - wood • mirror • glassware • bathroom fittings • wardrobe • soft furnishings <ul style="list-style-type: none"> - cushion - lamp • desk • light fitting • telephone • television • refrigerator • shelving. <p>Knowledge of the purpose and safe use of a range of cleaning chemicals and agents including:</p> <ul style="list-style-type: none"> • all-purpose spray • disinfectant • cream cleanser • bleach • detergent • abrasives • polish • glass cleaner. <p>Interpretation of product labels and material safety data sheets (MSDS).</p> <p>Knowledge of wet and dry cleaning procedures and techniques.</p> <p>An awareness of stain removal procedures for a range of common stains including:</p> <ul style="list-style-type: none"> • dirt/mud • blood/vomit • red wine • tea/coffee • grease • make-up • ink • chewing/bubble gum • faeces.

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	4.3 Reset all items according to enterprise standards.		
	4.4 Check, replenish or replace <i>room supplies</i> according to enterprise standards.	<p><i>Room supplies</i> may include:</p> <ul style="list-style-type: none"> • 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. 	
	4.5 Identify pests promptly and take appropriate action according to safety and enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of a range of pests that may be encountered in guest rooms and actions to remove/reduce pests including:</p> <ul style="list-style-type: none"> • ants • silverfish • moths • cockroaches • flies • mosquitoes • spiders • mice.
	4.6 Check rooms for any defects and report them according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of defects that could occur in a guest room including:</p> <ul style="list-style-type: none"> • missing or broken light bulb • breakages • malfunctioning equipment • carpet stains • deliberate damage caused by guest.

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	4.7 Record damaged items according to enterprise procedures.		<p>How and when to report.</p> <p>Learning experiences for the HSC must address:</p> <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. <p>Maintenance records including:</p> <ul style="list-style-type: none"> • manual • electronic.
	4.8 Report promptly any unusual or suspicious items or occurrences according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of situations that may be considered unusual or suspicious including:</p> <ul style="list-style-type: none"> • ‘do not disturb’ for long period of time (over one day) • more guests in room than recorded on room status • room unoccupied when recorded as stay-over guest • unusual items visible during servicing.
	4.9 Collect guest items that have been left in vacated rooms and store them according to enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of the differences in handling valuable and non-valuable guest items.</p>
5 Clean and store trolleys and equipment.	5.1 Clean trolleys and equipment after use according to safety and enterprise procedures.		<p>Learning experiences for the HSC must address:</p> <p>Completion and submission of paperwork including:</p> <ul style="list-style-type: none"> • room attendant daily duty list
	5.2 Store all items according to enterprise procedures.		
	5.3 Check supplies and items and replenish or reorder them according to enterprise procedures.		

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • maintenance report • stock requisition form • lost property report.