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| Title | Maintain accommodation service supplies in a commercial hospitality establishment | | |
| Level | 3 | Credits | 4 |

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| Purpose | <p>This entry-level unit standard is for people working as a room attendant in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to receive, and stock and issue accommodation service supplies in a commercial hospitality establishment.</p> |
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| Classification | Hospitality > Accommodation Services |
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| Available grade | Achieved |
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Guidance Information

- Definition**
Establishment requirements refer to applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.
Manufacturer's instructions refer to the written directions provided by the manufacturer or distributor of a product that contain the necessary information for the safe and effective use of the product.
- Legislation to be complied with includes but is not limited to – Hazardous Substances and New Organisms Act 1996, Health and Safety at Work Act 2015.
- For the purpose of this unit standard, service supply areas must be kept hygienically clean, tidy, and free from rubbish at all times, and secure from unauthorised people, in accordance with establishment requirements.
- All tasks are to be carried out in accordance with establishment requirements.
- Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Receive accommodation service supplies in a commercial hospitality establishment.

Performance criteria

- 1.1 Cleaning materials and protective finishes for differing surfaces, furnishings, fixtures, and fittings are identified and their applications are explained.
- Range cleaning materials may include but are not limited to – solvents, abrasives, acids, alkalis, detergents, toilet cleaners, neutralisers, bleaches and disinfectants;
surfaces may include but are not limited to – metal, glass, wood, plastic, wall coverings;
protective finishes may include but are not limited to – metal polish, furniture polish, floor polish, floor seals;
evidence of three items from each of the above categories is required.
- 1.2 Accommodation service supplies are received and condition is confirmed as suitable for use.
- 1.3 Supply documentation is completed and any discrepancies are actioned.
- 1.4 Accommodation service supplies are handled and moved in a safe manner, preventing accidents and injury to self and others or damage to supplies.
- 1.5 Receiving areas are kept clean, dry, tidy, and secure from unauthorised access.

Outcome 2

Stock and issue accommodation service supplies in a commercial hospitality establishment.

Performance criteria

- 2.1 Accommodation service supplies are separated and stored safely under conditions that comply with manufacturer's instructions.
- Range conditions may include but are not limited to – lighting, temperature, cleanliness.
- 2.2 Accommodation service supplies are handled and moved in a safe manner, preventing accidents and injury to self and others or damage to supplies.
- 2.3 Accommodation service supplies are issued to authorised personnel in accordance with supply requisition.
- 2.4 Documentation relating to the issue of accommodation service supplies is maintained.
- 2.5 Stock rotation and re-ordering are completed in a timeframe that prevents obsolete and out-of-date stock and maintains par levels.
- 2.6 Storage areas are kept free from infestation.

2.7 Waste is prepared for removal and removed in a safe and hygienic manner.

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| Planned review date | 31 December 2027 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1 | 26 March 1998 | 31 December 2013 |
| Review | 2 | 22 October 2004 | 31 December 2017 |
| Review | 3 | 20 November 2009 | 31 December 2017 |
| Review | 4 | 20 February 2014 | 31 December 2024 |
| Review | 5 | 2 March 2023 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0112 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.