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| Title | Service guest room toilet and bathroom areas for a commercial hospitality establishment | | |
| Level | 3 | Credits | 5 |

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| Purpose | <p>This unit standard is for people training as room attendants to work in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to: clean toilet and bathroom areas in guest rooms; and replenish bathroom and toiletry supplies, for 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

- 1 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.
- 2 Legislation to be complied with includes but is not limited to – Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020.
- 3 This unit standard can be assessed against in a simulated situation. This refers to a situation that reflects some elements of commercial realism and where the candidate is under time pressure.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Clean toilet areas in guest rooms for a commercial hospitality establishment.

Performance criteria

- 1.1 Rubbish bins are cleaned and waste is prepared for removal and removed in a safe and hygienic manner.
- 1.2 Cleaning equipment and materials are prepared and made ready for use.

- 1.3 Correct cleaning materials are used for surface to be cleaned.
- 1.4 Surfaces, fixtures and fittings are cleaned within allocated timeframe.
- 1.5 Fixtures and fittings are kept operational, hygienic, safe and fit for use.
- 1.6 Maintenance requirements for toilet areas are identified and reported as required.

Outcome 2

Clean bathroom areas in guest rooms for a commercial hospitality establishment.

Performance criteria

- 2.1 Cleaning equipment and materials are prepared and made ready for use.
- 2.2 Correct cleaning materials are used for surface to be cleaned.
- 2.3 Surfaces, fixtures, fittings, showers and appliances are kept hygienically clean within allocated timeframe.
- 2.4 Guest property is handled appropriately.
- 2.5 Rubbish bins are cleaned and waste is prepared for removal and removed in a safe and hygienic manner.
- 2.6 Maintenance requirements for bathroom areas are identified and reported as required.

Outcome 3

Replenish bathroom and toiletry supplies for a commercial hospitality establishment.

Performance criteria

- 3.1 Bathroom and toiletry supplies are replenished within allocated timeframe.
- 3.2 Guest lost property is collected and recorded as required.

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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 |
| Revision | 2 | 15 November 2002 | 31 December 2013 |
| Review | 3 | 22 October 2004 | 31 December 2013 |
| Rollover and Revision | 4 | 19 September 2008 | 31 December 2017 |
| Review | 5 | 20 November 2009 | 31 December 2017 |
| Review | 6 | 20 February 2014 | 31 December 2020 |
| Review | 7 | 25 January 2018 | 31 December 2024 |
| Review | 8 | 2 March 2023 | N/A |

Consent and Moderation Requirements (CMR) reference

0112

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.