

Title	Clean and service a room in a hotel		
Level	3	Credits	25

Purpose	<p>This entry-level unit standard is for people working in a housekeeping role in a hotel.</p> <p>People credited with this unit standard are able to: prepare for servicing and cleaning a room; service a room; and clean and prepare a room for guest arrival, in a hotel.</p>
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Classification	Hospitality > Accommodation Services
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Available grade	Achieved
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Guidance Information

- Definitions**
Collateral – guest compendium, stationery, magazines, information brochures.
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.
Hotel – a hotel or a motel that provides a similar range of services.
Servicing a room – applies to a room where a guest is staying over.
- Legislation to be complied with includes but is not limited to – the Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 2020, Resource Management Act 1991.
- 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

Prepare for servicing and cleaning a room in a hotel.

Performance criteria

- 1.1 Room servicing plan is interpreted to determine servicing and cleaning priorities and workload requirements.
- Range requirements include but are not limited to – number of rooms to be serviced versus number of rooms to be cleaned, time allocations per room, guest departure times.
- 1.2 Any additional tasks are prioritised and added to the work plan.
- Range additional tasks may include but are not limited to – cleaning public areas, spring cleaning, mattress turning.
- 1.3 Any special guest requests are prioritised and added to the work plan.
- 1.4 Trolley is restocked and prepared for use.

Outcome 2

Service a room in a hotel.

Performance criteria

- 2.1 Bed is remade.
- 2.2 Placement of guest belongings is respected, and any changes reset.
- 2.3 Any guest requests are adhered to.
- 2.4 Room supplies and collateral are replenished.
- 2.5 Environmental sustainability requirements are adhered to.
- 2.6 Bathroom is cleaned, and hygiene requirements are maintained.
- 2.7 Waste is disposed of.
- 2.8 Room condition is assessed, and room serviced, where required.
- Range servicing may include but is not limited to – dusting, vacuuming, stain removal, repositioning furniture.
- 2.9 Any maintenance requirements are identified and reported.
- 2.10 Any suspicious behaviour or activity is identified and reported.
- 2.11 Guest and room security is maintained during room servicing.
- 2.12 Room is serviced and checked within allocated time guidelines.

Outcome 3

Clean and prepare a room for guest arrival in a hotel.

Performance criteria

- 3.1 Bed is stripped and remade.
- 3.2 Room is checked for personal items and any misplaced items reported.
- 3.3 Room supplies and collateral are replaced and/or replenished.
- 3.4 Environmental sustainability requirements are adhered to.
- 3.5 Bathroom is cleaned and hygiene requirements are maintained.
- 3.6 Room is dusted and vacuumed, and any additional servicing requirements are carried out.
- 3.7 Room is returned to standard presentation.
- 3.8 Waste is disposed of.
- 3.9 Electrical equipment is checked to ensure it is functioning.
- 3.10 Any maintenance requirements are identified and reported.
- 3.11 Any suspicious behaviour or activity is identified and reported.
- 3.12 Room is cleaned and checked within allocated time guidelines.

Replacement information	This unit standard replaced unit standard 26024.
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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	12 December 2013	31 December 2024
Review	2	2 March 2023	N/A

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.