

Title	Service guest rooms for a commercial hospitality establishment		
Level	3	Credits	5

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 furnishings, fixtures, fittings and interior surfaces; and clean floor areas and floor coverings, in guest rooms for a commercial hospitality establishment.</p>
----------------	---

Classification	Hospitality > Accommodation Services
-----------------------	--------------------------------------

Available grade	Achieved
------------------------	----------

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 relevant to this unit 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 furnishings, fixtures, fittings and interior surfaces in guest rooms for a commercial hospitality establishment.

Performance criteria

- 1.1 Rubbish bins are cleaned and waste is prepared and removed in a safe and hygienic manner.

1.2 Cleaning equipment and materials are prepared and used.

Range materials include but are not limited to – cleaning cloths, cleaning solutions, deodorisers, sanitisers.

1.3 Interior surfaces are cleaned within allocated timeframe.

1.4 Room appliances are kept clean, operational and safe, and room supplies are replenished.

Range appliances may include but are not limited to – clock and/or radio, television, telephone, refrigerator, electric jug.

1.5 Room layout is reset after cleaning and any lost property is collected and recorded.

1.6 Maintenance requirements for room are identified and reported to relevant people.

Outcome 2

Clean floor areas and floor coverings in guest rooms for a commercial hospitality establishment.

Performance criteria

2.1 Floor cleaning equipment and materials for floors and floor coverings are prepared and used.

Range materials include but are not limited to – cleaning cloths, cleaning solutions, deodorisers, sanitisers.

2.2 Floor areas and floor coverings are cleaned within allocated timeframe.

Range areas include but are not limited to – under beds, under furniture, in corners of room, behind window coverings, behind doors, carpeted areas, areas covered with hard floor coverings.

2.3 Pests and pest infestation are identified and dealt with, when required.

Planned review date	31 December 2027
----------------------------	------------------

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.