

<b>Title</b>	<b>Service guest rooms for a commercial hospitality establishment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<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>
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<b>Classification</b>	Hospitality > Accommodation Services
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Definition  
*Establishment requirements* referred to in this unit standard may include but are not limited to the 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 1993.
- 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.

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## 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 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.
- 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.

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<b>Planned review date</b>	31 December 2023
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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	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 ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.