

<b>Title</b>	<b>Service guest room toilet and bathroom areas 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 toilet and bathroom areas in guest rooms; and replenish bathroom and toiletry supplies, 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 to be complied with 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 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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<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.