

Title	Maintain accommodation service supplies in a commercial hospitality establishment		
Level	3	Credits	4

Purpose	<p>This entry-level unit standard is for people working as a room attendant in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to receive, and stock and issue accommodation service supplies in a commercial hospitality establishment.</p>
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Classification	Hospitality > Accommodation Services
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Available grade	Achieved
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Explanatory notes

- 1 Definition
Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.
- 2 Legislation to be complied with includes but is not limited to – Hazardous Substances and New Organisms Act 1996, Health and Safety in Employment Act 1992.
- 3 For the purpose of this unit standard, service supply areas must be kept hygienically clean, tidy, and free from rubbish at all times, and secure from unauthorised people, in accordance with establishment requirements.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Receive accommodation service supplies in a commercial hospitality establishment.

Evidence requirements

- 1.1 Cleaning materials and protective finishes for differing surfaces, furnishings, fixtures, and fittings are identified and their applications are explained in accordance with establishment requirements.

Range cleaning materials may include but are not limited to – solvents, abrasives, acids, alkalis, detergents, toilet cleaners, neutralisers, bleaches and disinfectants;
surfaces may include but are not limited to – metal, glass, wood, plastic, wall coverings;
protective finishes may include but are not limited to – metal polish, furniture polish, floor polish, floor seals;
evidence is required of three items from each of the above categories.

- 1.2 Accommodation service supplies are received and condition confirmed as suitable for use, in accordance with establishment requirements.
- 1.3 Supply documentation is completed and any discrepancies are actioned in accordance with establishment requirements.
- 1.4 Accommodation service supplies are handled and moved in a safe manner preventing accidents and injury to self and others or damage to supplies.
- 1.5 Receiving areas are kept clean, dry, tidy, and secure from unauthorised access in accordance with establishment requirements.

Outcome 2

Stock and issue accommodation service supplies in a commercial hospitality establishment.

Evidence requirements

- 2.1 Accommodation service supplies are separated and stored safely under conditions that comply with manufacturer's and establishment requirements.

Range conditions may include but are not limited to – lighting, temperature, cleanliness.
- 2.2 Accommodation service supplies are handled and moved in a safe manner preventing accidents and injury to self and others or damage to supplies.
- 2.3 Accommodation service supplies are issued to authorised personnel in accordance with supply requisition and establishment requirements.
- 2.4 Documentation relating to the issue of accommodation service supplies is maintained in accordance with establishment requirements.
- 2.5 Stock rotation and re-ordering are completed in a timeframe that prevents obsolete and out-of-date stock and maintains par levels, in accordance with establishment requirements.
- 2.6 Storage areas are kept free from infestation in accordance with establishment requirements.

- 2.7 Waste is prepared for removal and removed in a safe and hygienic manner, in accordance with establishment requirements.

Planned review date	31 December 2019
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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
Review	2	22 October 2004	31 December 2017
Review	3	20 November 2009	31 December 2017
Review	4	20 February 2014	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>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServiceIQ at qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.