

Title	Service guest laundry areas in a commercial hospitality establishment		
Level	3	Credits	4

Purpose	<p>This unit standard is for people training to work in a commercial hospitality establishment laundry area.</p> <p>People credited with this unit standard are able to: clean guest laundry areas; and replenish guest laundry 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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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 standard may include 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.

Outcomes and performance criteria

Outcome 1

Clean guest laundry areas in a commercial hospitality establishment.

Performance criteria

- 1.1 Cleaning equipment and materials are prepared and made ready for use.
- 1.2 Correct cleaning materials for surface being cleaned are used.

- 1.3 Interior surfaces, fixtures, fittings and appliances are cleaned within allocated timeframes.
- 1.4 Guest property is handled appropriately.
- 1.5 Fittings and appliances are cleaned and checked for fitness for use with clear instructions for use displayed in a prominent position.
- 1.6 Waste is prepared for removal and removed in a safe and hygienic manner.

Outcome 2

Replenish guest laundry supplies in a commercial hospitality establishment.

Performance criteria

- 2.1 Laundry supplies are replenished in a timely manner.

Planned review date	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Status information and last date for assessment for superseded versions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
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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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.