

Title	Service public areas in a commercial hospitality environment		
Level	3	Credits	6

Purpose	<p>This unit standard is for people training to work as room attendants in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to: clean public toilet and washroom areas; replenish washroom toiletry supplies; and clean furnishings, fixtures, fittings, surfaces, and floors within public areas, in a commercial hospitality environment.</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 to be complied with includes but is not limited to – Health and Safety at Work Act 2015, Innkeepers Act 1962, Privacy Act 1993.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Clean public toilet and washroom areas in a commercial hospitality environment.

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 made ready for use.
- Range materials include but are not limited to – cleaning cloths, cleaning solutions, deodorisers, sanitisers.
- 1.3 Correct cleaning materials are used for surface to be cleaned.
- 1.4 Toilet and washroom areas are cleaned and kept operational, hygienic, safe and fit for use, within allocated timeframes.
- 1.5 Maintenance requirements for toilet and washroom areas are identified and reported as required.

Outcome 2

Replenish washroom toiletry supplies in a commercial hospitality environment.

Performance criteria

- 2.1 Washroom toiletry supplies are replenished.

Outcome 2

Clean furnishings, fixtures, fittings, surfaces and floors within public areas in a commercial hospitality environment.

Range may include but is not limited to –
furnishings – hard, soft; window coverings;
fixtures and fittings – light switches, door handles;
surfaces – windows, sills, ceilings, walls, skirtings, bench tops, tables, chairs.

Performance criteria

- 3.1 Rubbish bins are cleaned and waste is disposed of in a safe and hygienic manner.
- 3.2 Cleaning equipment and materials are prepared and used.
- Range materials may include but are not limited to – cleaning cloths, cleaning solutions, deodorisers, sanitisers.
- 3.3 Furnishings, fixtures, fittings and interior surfaces are cleaned within allocated timeframes.
- 3.4 Public area layout is reset after cleaning and any lost property collected and recorded.
- 3.5 Maintenance requirements for public areas are identified and reported to relevant people as required.
- 3.6 Floor cleaning equipment and materials for floors and floor coverings are prepared and used.

3.7 Floor is cleaned within allocated timeframes.

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	25 January 2006	31 December 2013
Rollover and Revision	2	19 September 2008	31 December 2017
Review	3	20 November 2009	31 December 2017
Review	4	20 February 2014	31 December 2020
Review	5	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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.