

<b>Title</b>	<b>Provide a guest off-site laundry service in a commercial hospitality establishment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<p>This entry-level unit standard is for people working in a commercial hospitality establishment laundry area.</p> <p>People credited with this unit standard are able to provide a guest off-site laundry service in 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* refer to 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 – Hazardous Substances and New Organisms Act 1996, Health and Safety at Work Act 2015.
- 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 All tasks must be carried out in accordance with establishment requirements.
- 5 Evidence for the practical components of this unit standard must be gathered in the workplace.

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### Outcomes and performance criteria

#### Outcome 1

Provide a guest off-site laundry service in a commercial hospitality establishment.

#### Performance criteria

- 1.1 Guest laundry is collected and actioned in accordance with guest requirements.
- 1.2 Documentation and recording processes for guest laundry are maintained.

- 1.3 Communication is maintained with providers of off-site laundry services to ensure clear understanding of establishment requirements.
- 1.4 Guest laundry is returned in the condition and timeframe specified by the guest.
- 1.5 Guests are charged for laundry.

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<b>Replacement information</b>	This unit standard and unit standard 26023 replaced unit standard 14460.
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<b>Planned review date</b>	31 December 2027
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	20 November 2009	31 December 2017
Review	2	20 February 2014	31 December 2024
Review	3	2 March 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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 Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.