

Title	Clean and service a room in a hotel		
Level	3	Credits	25

Purpose	<p>This entry-level unit standard is for people working in a housekeeping role in a hotel.</p> <p>People credited with this unit standard are able to: prepare for cleaning and servicing a room; service a room; and clean and prepare a room for guest arrival, in a hotel.</p>
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Classification	Hospitality > Accommodation Services
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Available grade	Achieved
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Explanatory notes

- 1 Definitions

Collateral – guest compendium, stationery, magazines, information brochures.

Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.

Hotel – a hotel or a motel that provides a similar range of services.

Servicing a room – applies to a room where a guest is staying over.
- 2 Legislation to be complied with includes but is not limited to – the Health and Safety in Employment Act 1992, Innkeepers Act 1962, Privacy Act 1993, Resource Management Act 1991.
- 3 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and evidence requirements

Outcome 1

Prepare for servicing and cleaning a room in a hotel.

Evidence requirements

- 1.1 Room servicing plan is interpreted to determine servicing and cleaning priorities and workload requirements in accordance with establishment requirements.

Range requirements include but are not limited to – number of rooms to be serviced versus number of rooms to be cleaned, time allocations per room, guest departure times.

1.2 Any additional tasks are prioritised and added to the work plan in accordance with establishment requirements.

Range additional tasks may include but are not limited to – cleaning public areas, spring cleaning, mattress turning.

1.3 Any special guest requests are prioritised and added to the work plan in accordance with establishment requirements.

1.4 Trolley is restocked and prepared for use in accordance with establishment requirements.

Outcome 2

Service a room in a hotel.

Evidence requirements

2.1 Bed is remade in accordance with establishment requirements.

2.2 Placement of guest belongings is respected and any changes reset in accordance with establishment requirements.

2.3 Any guest requests are adhered to in accordance with establishment requirements.

2.4 Room supplies and collateral are replenished in accordance with establishment requirements.

2.5 Environmental sustainability requirements are adhered to in accordance with establishment requirements.

2.6 Bathroom is cleaned and hygiene requirements maintained in accordance with establishment requirements.

2.7 Waste is disposed of in accordance with establishment requirements.

2.8 Room condition is assessed and room serviced, where required, in accordance with establishment requirements.

Range servicing may include but is not limited to – dusting, vacuuming, stain removal, repositioning furniture.

2.9 Any maintenance requirements are identified and reported in accordance with establishment requirements.

2.10 Any suspicious behaviour or activity is identified and reported in accordance with establishment requirements.

2.11 Guest and room security is maintained during room servicing in accordance with establishment requirements.

- 2.12 Room is serviced and checked within allocated time guidelines in accordance with establishment requirements.

Outcome 3

Clean and prepare a room for guest arrival in a hotel.

Evidence requirements

- 3.1 Bed is stripped and remade in accordance with establishment requirements.
- 3.2 Room is checked for personal items and any misplaced items reported in accordance with establishment requirements.
- 3.3 Room supplies and collateral are replaced and/or replenished in accordance with establishment requirements.
- 3.4 Environmental sustainability requirements are adhered to in accordance with establishment requirements.
- 3.5 Bathroom is cleaned and hygiene requirements maintained in accordance with establishment requirements.
- 3.6 Room is dusted and vacuumed and any additional servicing requirements carried out in accordance with establishment requirements.
- 3.7 Room is returned to standard presentation in accordance with establishment requirements.
- 3.8 Waste is disposed of in accordance with establishment requirements.
- 3.9 Electrical equipment is checked to ensure it is functioning in accordance with establishment requirements.
- 3.10 Any maintenance requirements are identified and reported in accordance with establishment requirements.
- 3.11 Any suspicious behaviour or activity is identified and reported in accordance with establishment requirements.
- 3.12 Guest security is maintained during cleaning in accordance with establishment requirements.
- 3.13 Room is cleaned and checked within allocated time guidelines in accordance with establishment requirements.

Replacement information	This unit standard replaced unit standard 26024.
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Planned review date	31 December 2018
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	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 qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.