

Title	Maintain room servicing supplies and equipment in a commercial hospitality establishment		
Level	2	Credits	2

Purpose	<p>This unit standard is for people who are carrying out room-attendant duties in a commercial hospitality establishment.</p> <p>People credited with this unit standard are able to maintain room servicing supplies and equipment 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 Definitions
Equipment may include but is not limited to – cloths, chemicals, vacuum cleaner, buckets, toilet brush.
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.
Supplies may include but are not limited to – linen, shampoo, soap, tea, coffee, milk, tissues, toilet rolls.
- 2 Legislation relevant to this unit standard may include but is not limited to – Health and Safety at Work Act 2015.
- 3 This unit standard must be assessed against in a realistic workplace environment. The candidate must be under realistic time pressures, use relevant commercial equipment and have realistic customer/staff ratios.
- 4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Maintain room servicing supplies and equipment in a commercial hospitality establishment.

Performance criteria

- 1.1 Daily room servicing requirements are collected and verified.

- 1.2 Room servicing supplies are checked against daily room servicing requirements.
- 1.3 Room servicing equipment is checked against daily room servicing requirements.
- 1.4 Supplies are replenished to meet daily room servicing requirements.
- 1.5 Equipment is collected to meet daily room servicing requirements.
- 1.6 Room servicing supplies and equipment are handled and moved in a safe manner, preventing damage to equipment.

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Status information and last date for assessment for superseded versions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 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.