**UNIT TITLE:** PROVIDE HOUSEKEEPING SERVICES TO GUESTS  
**NOMINAL HOURS:** 15 hours

**UNIT NUMBER:** D1.HHK.CL3.01

**UNIT DESCRIPTOR:** This unit deals with skills and knowledge required to provide a range of general housekeeping services to guests that could arise during their stay at an accommodation establishment.

<table>
<thead>
<tr>
<th>ELEMENTS AND PERFORMANCE CRITERIA</th>
<th>UNIT VARIABLE AND ASSESSMENT GUIDE</th>
</tr>
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<tbody>
<tr>
<td><strong>Element 1: Receive housekeeping requests</strong></td>
<td><strong>Unit Variables</strong></td>
</tr>
<tr>
<td>1.1 Accept <em>housekeeping requests from guests</em></td>
<td>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</td>
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<tr>
<td>1.2 Accept <em>housekeeping requests from staff</em></td>
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<td>1.3 Record <em>housekeeping requests</em> according to enterprise requirements</td>
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<tr>
<td>1.4 Advise on time for provision/delivery of identified service or items to guest room</td>
<td>This unit applies to all industry sectors that provide housekeeping services to guests within the labor divisions of the hotel and travel industries and may include:</td>
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<tr>
<td><strong>Element 2: Service housekeeping requests</strong></td>
<td>1. Housekeeping</td>
</tr>
<tr>
<td>2.1 Liaise with other staff to obtain and/or deliver identified service or items</td>
<td><em>Housekeeping requests from guests</em> may include:</td>
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<tr>
<td>2.2 Locate and deliver required items to guest room</td>
<td>- instances where there has been a breakdown in normal room servicing and remedial service is required, such as rectification cleaning</td>
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<tr>
<td>2.3 <em>Set up equipment</em> in guest rooms</td>
<td>- removing unwanted or defective items from rooms</td>
</tr>
<tr>
<td>2.4 <em>Remove items</em> from guest rooms as required</td>
<td>- cleaning up spills</td>
</tr>
<tr>
<td><strong>Element 3: Provide advice to guests</strong></td>
<td>- extra equipment to cater for additional guests</td>
</tr>
<tr>
<td>3.1 Advise guests on services and items available through the housekeeping department</td>
<td>- replacement items to replace defective items</td>
</tr>
<tr>
<td>3.2 Advise guests on the use of items delivered to guest room, if required</td>
<td>- requests for information regarding in-house services and products</td>
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<td></td>
<td>- requests for information regarding local services, attractions, transport, shops, entertainment.</td>
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<td></td>
<td><strong>Housekeeping requests from staff</strong> may be related to:</td>
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<td></td>
<td>- room service</td>
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</table>
| 3.3 Demonstrate the use of items delivered to guest room, if required | • valet  
• concierge  
• maintenance.  

Record housekeeping requests may include:  
• use of appropriate guest contact skills  
• recording and confirming name and room number  
• use of appropriate internal form  
• apologizing, where appropriate  
• confirming detail of required service and/or items.  

Service or items could relate to:  
 • roll away beds  
 • additional pillows, blankets and bed linen  
 • additional towels, bath mats and face washers  
 • ironing boards  
 • supplementary ‘give-aways’ and room supplies  
 • facilitation of repairs and maintenance  
 • replacement batteries for remote control units  
 • response to lost and found situations  
 • small electrical appliances, including kettles and jugs, TV, video, hair dryers, irons, radios and alarm clocks  
 • telephones  
 • compendiums  
 • in-room promotional materials. |
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<tr>
<td>3.4 Liaise with other staff and departments to provide supplementary advice where appropriate</td>
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</tbody>
</table>

Element 4: Liaise with other departments  

4.1 Report malfunctions as required  

4.2 Advise management of dangerous or suspicious circumstances  

4.3 Participate in planning to enhance service delivery standards and equipment purchase |
Set up equipment may include:
- delivery of the item to the guest room
- entry to guest room in accordance with enterprise protocols
- removal of defective products/items
- placement/replacement of item
- testing of item to confirm correct operation.

Remove items may relate to:
- disconnection of defective/unwanted item
- physical removal from the guest room
- liaison with other department to facilitate removal of items, where necessary
- tagging and logging of defective items in accordance with internal and safety requirements.

Advise guests on services and items available may relate to:
- informing guests of alternatives available from housekeeping
- informing guests of items and services available through other departments.

Advise guests on the use of items delivered to guest room may relate to:
- consideration of operational and safety issues
- confirming guest’s understanding
- checking on additional guest needs.

Demonstrate the use of items delivered to guest room may relate to:
- confirming full operational effectiveness of items
- encouraging guest to confirm understanding by demonstrating their operational competency.

Report malfunctions may relate to:
- verbal notification to relevant personnel
- completion of required internal documentation, such as maintenance requests, out of order forms
- contacting external suppliers, repairers or contracted agencies.

**Dangerous or suspicious circumstances** may relate to:
- unacceptable guest behavior, such as intimidating, illegal, anti-social, violent, harassing behaviors
- unacceptable noise or dress
- guest numbers, such as too many guests in a room
- presence of drugs or weapons
- presence of black-listed persons
- discovery of members of the public in prohibited or restricted areas.

**Participate in planning** may relate to:
- identifying staff whose work is regularly the source of rectification cleaning
- identifying items and equipment that are subject to regular complaint or breakdown
- identifying items that are regularly requested.

**Assessment Guide**
The following skills and knowledge must be assessed as part of this unit:
- knowledge of the enterprise’s policies and procedures in regard to the delivery of guest services
- knowledge of standard housekeeping services and procedures
- knowledge of safety and security procedures relating to guests, and to staff working in guest rooms
- knowledge of appropriate written, verbal and non-verbal communication, interpersonal, guest service and rapport building skills
- ability to negotiate and use problem solving skills
<table>
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<tr>
<th>Knowledge and Skills</th>
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<tr>
<td>Knowledge of liaison skills with internal and external providers</td>
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<tr>
<td>Knowledge of research and acquisition skills to source items requested by guests</td>
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<tr>
<td>Ability to apply problem solving abilities to resolve guest issues</td>
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<tr>
<td>Knowledge of all items and services provided by the enterprise.</td>
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</table>

**Linkages To Other Units**

- Provide valet services to guests
- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Manage and resolve conflict situations
- Promote hospitality products and services
- Promote products and services to customers
- Receive and resolve customer complaints
- Provide advice to patrons on food and beverage services
- Provide room service
- Provide silver service
- Provide accommodation services
- Provide information about in-house services
- Provide housekeeping services to guests
- Clean and prepare rooms for in-coming guests
- Launder linen and guests’ clothes
- Provide for the safety of VIPs.
Critical Aspects of Assessment
Evidence of the following is essential:

- demonstrated ability to apply tact, discretion, diplomacy and etiquette
- demonstrated ability to take and record individual guest requests for special housekeeping services and items
- demonstrated ability to arrange a range of internal guest services and items
- preparedness to adapt standard service delivery to suit guest preferences and needs.

Context of Assessment
This unit may be assessed on or off the job:

- assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual’s work area or area of responsibility.

Resource Implications
Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods
The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- role plays
- third party reports completed by a supervisor
- project and assignment work.
## Key Competencies in this Unit

*Level 1 = competence to undertake tasks effectively*

*Level 2 = competence to manage tasks*

*Level 3 = competence to use concepts for evaluating*

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<tr>
<th>Key Competencies</th>
<th>Level</th>
<th>Examples</th>
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<tr>
<td>Collecting, organizing and analyzing information</td>
<td>1</td>
<td>Record guest service requirements</td>
</tr>
<tr>
<td>Communicating ideas and information</td>
<td>1</td>
<td>Communicate with guests and other personnel within the establishment</td>
</tr>
<tr>
<td>Planning and organizing activities</td>
<td>1</td>
<td>Liaise with other staff to deliver requested guest services/items</td>
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<tr>
<td>Working with others and in teams</td>
<td>1</td>
<td>Cooperate with others to facilitate service delivery</td>
</tr>
<tr>
<td>Using mathematical ideas and techniques</td>
<td>1</td>
<td>Determine quantities and calculate delivery times</td>
</tr>
<tr>
<td>Solving problems</td>
<td>1</td>
<td>Analyze problems and suggest solutions</td>
</tr>
<tr>
<td>Using technology</td>
<td>1</td>
<td>Operate in-room items</td>
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