

Title:	Introduction to Housekeeping
Level:	Entry Level 3
Credit value:	2
GLH	20
Unique Reference Number:	A/650/8487
Aim:	The aim of this unit is to provide learners with the knowledge and skills of the housekeeping role within a hospitality environment.
Assessment	Assessment of this unit will be through portfolio of evidence.

Learning outcomes

The learner will:

1. Understand the term 'housekeeping' and the different roles responsible for delivering housekeeping services.

Delivery content:

The aim of this learning outcome is to provide the learners with the knowledge to understand the term 'housekeeping' and the different roles responsible for delivering housekeeping services.

The learner will understand:

- The different **roles** required to deliver housekeeping services and their responsibilities.
- Different types of hospitality **settings** where housekeeping is required.
- List the **skills** required for different housekeeping **roles**.

2. Know how to clean a specified area.

Delivery content:

The aim of this learning outcome is to provide the learners with the knowledge of cleaning materials and equipment needed to clean a work area.

The learner will understand how to:

- Clean a specified area using the correct materials safely.

<ul style="list-style-type: none"> • Use correct equipment for the cleaning tasks. • Ensure an area is cleaned to the required standard. • Dispose of waste materials and used cleaning materials safely. 	
3. Be able to complete a room turnover.	
<p>Delivery content:</p> <p>The aim of this learning outcome is to provide learners with the knowledge and skills to complete a room turnover independently, following instructions.</p> <p>The learner will be able to:</p> <ul style="list-style-type: none"> • Strip the bedding off all beds within a room. • Remake all beds with clean bedding. • Remove and replace all towels in the bathroom. • Empty the bins within the room and replace the bin liners. • Replace and replenish toiletries and refreshments within a room. 	
<p>Scope of Training/Assessment</p> <p>The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.</p>	
Requirements	
Roles	<p>May include:</p> <ul style="list-style-type: none"> • Housekeeper • Housekeeping Manager • Head Housekeeper • Cleaner/ Maid • Live in housekeeper • Porter • Laundry Assistant
Hospitality settings	<p>May include:</p> <ul style="list-style-type: none"> • Hotels • Restaurants with lodging • B & B • Holiday parks • Domestic households • Holiday homes • Cruise ships
Skills	<p>May include:</p> <ul style="list-style-type: none"> • Good customer service • Patience • Perseverance • Flexible • Thorough/ Attention to detail

	<ul style="list-style-type: none"> • Good time management
Equipment	<p>Learners should be familiar with a range of cleaning equipment and materials required to clean a variety of surfaces. For example;</p> <ul style="list-style-type: none"> • Sprays/ dispensers/ pumps • Cleaning cloths/ sponges/ scourers • Mops/ buckets/ scrapers/ squeegees • Brushes • Vacuum cleaners • Buffers/ floor polishers and pads • Steam cleaners • Washing machine • Tumble dryer <p>Learners should be familiar with the equipment and the use, for example;</p> <ul style="list-style-type: none"> • Vacuum cleaner to clean carpets • Mop and bucket to clean hard floors • Different sprays for different surfaces • Different cloths for different surfaces
Dispose – waste materials and cleaning materials	<p>Learners should be familiar with a range of waste materials that they may encounter when cleaning e.g.</p> <ul style="list-style-type: none"> • Biological waste e.g. human waste, plasters, clothing, bedding • Food waste • Paper and cardboard waste <p>Learners should familiarise themselves with manufacturer's recommended guidelines of disposing of cleaning materials.</p>