

Unit 26: Principles of Carrying out Periodic Room Servicing and Deep Cleaning

Unit code: Y/502/8325

QCF Level 2: BTEC Specialist

Credit value: 2

Guided learning hours: 15

Unit aim

The aim of this unit is to enable learners to gain knowledge of how to undertake periodic room servicing, deep cleaning involving, for example turning mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork, and how to undertake periodic servicing and deep cleaning of bathrooms and toilets.

Unit introduction

Regular planned servicing and deep cleaning of guest bedrooms are essential in ensuring that the general fabric and condition of the room product (including all the furniture, fittings and equipment) is maintained in the best possible manner throughout its working life.

Learners will be introduced to how periodic room servicing and deep cleaning activities, such as turning mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork, are carried out. They will learn about the importance of following a schedule for periodic room servicing and deep cleaning, as well as being taught about the necessary stock for replacing items and documenting any items that are replaced.

Learners will be taught how to undertake periodic servicing and deep cleaning of bathrooms and toilets. They will look at ways to deal with unexpected problems when carrying out periodic and deep cleaning duties. Learners will recognise the importance of achieving high standards in terms of quality, health and safety and doing it within realistic timeframes.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
<p>1 Know how to undertake periodic room servicing</p>	<p>1.1 Describe the importance of following a schedule for periodic room servicing and deep cleaning in an organisation</p> <p>1.2 Describe the importance of inspecting the work area on completion of periodic room servicing</p> <p>1.3 Describe quality standards for the appearance and cleanliness of rooms</p> <p>1.4 Identify the correct procedures for dealing with items that need to be replaced</p> <p>1.5 Identify the correct procedures for dealing with items that have been replaced</p>
<p>2 Know how to undertake periodic deep cleaning</p>	<p>2.1 Describe the preparations needed to carry out periodic deep cleaning and its importance</p> <p>2.2 Identify the equipment and materials needed for periodic deep cleaning of rooms</p> <p>2.3 Identify procedures for using equipment and materials efficiently and safely</p> <p>2.4 Identify health and safety requirements for high dusting</p>
<p>3 Know how to undertake periodic servicing and deep cleaning of bathrooms and toilets</p>	<p>3.1 Identify the preparations needed to carry out periodic servicing and deep cleaning of bathrooms and toilets</p> <p>3.2 Identify materials and equipment needed to servicing and cleaning different areas of bathrooms and toilets</p> <p>3.3 Describe how to report areas and items that might need specialist maintenance</p> <p>3.4 Describe the types of unexpected situations that might occur when servicing and cleaning bathrooms and toilets</p>

Unit content

1 Know how to undertake periodic room servicing

Following a schedule for periodic room servicing and deep cleaning: business standards requirements; business standards achievement; efficiency measure and labour cost minimisation; room checklist; room status report; priority/non-priority (early service request, early-morning checkouts, other checkouts, rest of occupied rooms requiring service, request for late service); importance of following a schedule

Periodic room servicing and deep-cleaning activities: turning mattresses; changing soft furnishings (including blankets, bedspreads); changing curtains and drapes as required; checking electrical devices (including TV, radio, lights); use of dry and damp wet wiping methods

Inspecting the work area on completion of servicing: customer satisfaction; meeting business standards; methods of conducting inspection; factors which determine approach used; use of room checklists; importance of inspecting the work area on completion of servicing

Quality standards of rooms: intrinsic quality; condition; physical and personal comfort; attention to detail; guests' choice and ease of use

Procedures for replacement of items: obtaining necessary stock; completing necessary documentation; keeping records

2 Know how to undertake periodic deep cleaning

Preparations for periodic deep cleaning: use of appropriate protective clothing; use of appropriate equipment; moving furniture to clean underneath; protecting vulnerable surrounding areas; vacuuming under furniture and carpet edges; cleaning skirting boards and other paintwork; cleaning air vents and extractors; importance of preparing for carrying out periodic deep cleaning

Equipment and materials for periodic deep cleaning: equipment (vacuum cleaner, upholstery attachments, colour-coded cloths, mops and brushes); chemicals (multi-surface cleaner, polish, glass cleaner and detergents)

Procedures for use of equipment and materials safely: safe working practices; injury prevention (back and neck injury); equipment-damage prevention; legislation

Health and safety requirements for high dusting: use of appropriate equipment to get to the hard-to-reach places; removing the dust from the area with a vacuum cleaner; use of additional cleaning after vacuuming; use of appropriate protective clothing

3 Know how to undertake periodic servicing and deep cleaning of bathrooms and toilets

Preparations needed for servicing and cleaning of bathrooms and toilets: use of appropriate protective clothing; use of appropriate equipment and materials; cleaning air vents and extractors

Equipment and materials needed for servicing and cleaning bathrooms and toilets: equipment (sanitisers, detergents, toilet cleaners, multi-surface cleaners); materials (toilet brush, colour-coded cloths, mop and bucket); warning signs

Reporting area and items requiring specialist maintenance: procedures for reporting to maintenance (line manager, limit of authority); describing problem (importance-urgent, non-urgent, level of danger, electrical, non-electrical)

Unexpected situations: accident or death; guest comes into the room when cleaning; spillages; incorrect mixing of chemicals or wrong dilutions; blocked toilet or sink; shortage of supplies; unexpected leaks; smoking in non-smoking rooms

Essential guidance for tutors

Delivery

This unit introduces learners to the principles of carrying out periodic room servicing and deep cleaning.

This unit can be delivered through supervised practical activities as well as simulated classroom-based work. Learners will be taught the procedures used in periodic servicing and deep cleaning of bedrooms.

Tutors should introduce learners to the procedures, standards, materials and equipment and give learners opportunities to develop basic competency in the practical application and use of all materials and equipment.

Audio-visual materials and input from experienced practitioners, can be used to help deliver some aspects of this unit. Examples of professional cleaning of bedrooms and bathrooms may be accessed on the Internet (YouTube). Tutors can provide examples of scenarios that can be used to illustrate unexpected situations for learners to discuss. A look at the 'Trip Advisor' website, which collects customer feedback on aspects such as cleanliness, service and sleep quality can be a useful tool for learners to gain an appreciation from the customer's viewpoint. Peer observations can also be used in providing feedback on practical activities.

Outline learning plan

The outline learning plan has been included in this unit as guidance and can be used in conjunction with the delivery of multiple choice tests.

The outline learning plan demonstrates one way of planning the delivery and assessment of this unit.

Topic and suggested activities
Introduction to unit.
Group discussion about the principles of carrying out periodic room servicing and deep cleaning.
Tutors to introduce learners to how to undertake periodic room servicing, periodic deep cleaning and periodic servicing and deep cleaning of bathrooms and toilets.
Visits to hospitality businesses – learners find out about the importance of following a schedule for periodic room servicing and deep cleaning in an organisation, the importance of inspecting the work area on completion of periodic room servicing, quality standards for the appearance and cleanliness of rooms, and the correct procedures for dealing with items that need to be or have been replaced.

Topic and suggested activities
Visits to hospitality businesses – learners identify the preparations needed to carry out periodic deep cleaning and servicing of bathrooms and toilets, the equipment and materials needed for periodic deep cleaning of rooms, materials and equipment needed to service and clean different areas of bathrooms and toilets, how to report areas and items that might need specialist maintenance, and the types of unexpected situations that might occur when servicing and cleaning bathrooms and toilets.
Group discussion about procedures for using equipment and materials efficiently and safely, and health and safety requirements for high dusting.
Tutorial support and feedback.
Self-initiated learning time.

Assessment

Tutors should ensure that learners cover all the unit content.

Essential resources

Although this is a knowledge-based unit, learners should have access to suitable industrial cleaning equipment and materials in a mock or live guestroom facility, and safety equipment such as ladders (including step ladders). Learners should be able to see relevant experienced housekeeping staff demonstrating practical use of equipment and materials.

Centre libraries should have a selection of instructional materials that demonstrate the correct use of commercial vacuum cleaners, ladders and other equipment in the periodic servicing and deep cleaning of guest bedrooms.

Indicative resource materials

Textbooks

Health and Safety Executive – *Essentials of Health and Safety at Work, 4th Edition* (HSE Books, 2006) ISBN 9780717661794

Jones T – *Professional Management of Housekeeping Operations, 5th Edition* (John Wiley, 2007) ISBN 9780471762447

Journal

Caterer and Hotelkeeper – Reed Business Information

Websites

www.cleaningindustry.org	CSSA – Cleaning and Support Services Association
www.cleaning-matters.co.uk	<i>Cleaning Matters</i> – cleaning products, cleaning product news
www.people1st.co.uk	People 1st – Sector Skills Council for Hospitality, Leisure, Travel and Tourism
www.youtube.com/watch?v=5x688J_F3Kg&feature=related	Checking rooms after they have been cleaned by the room attendants