HOUSEKEEPING SERVICES

Source: National competency Standard
(Competency Standards Code No: H55S007)

National Certificate at NVQ Levels in the occupation of
HOUSEKEEPING SERVICES will be awarded to those who are competent in

U01+U02 +U07 +U10 +BU01+BU02+BU03+BU04 – H55S007Q1L3 - NVQ Level 3
U01+U03 +U07 +U10 +BU01+BU02+BU03+BU04 – H55S007Q2L3 - NVQ Level 3
U01+U05 +U07 +U08 +BU01+BU02+BU03+BU04 – H55S007Q3L3 - NVQ Level 3
U01+U03+ U04 +U05 +U06+U07+U08+U10+BU01+BU02+BU03+BU04 – H55S007Q4L4 - NVQ Level 4
U01+U05+ U06 +U07 +U08+U09+U10+BU01+BU02+BU03+BU04 – H55S007Q5L4 - NVQ Level 4



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Unit of Competency	Elements of Competence	Performance Criteria
01. Attend to pre-preparation of shift work H55S007U01	**1. Report to duty**	1.1 Sign attendance register at housekeeping office on time
		1.2 Attend shift briefing in proper uniform
		1.3 Follow proper grooming standards accordance with health & safety guidelines
	2. Attend Pre-Shift Briefing	2.1 Receive work assignment from supervisor
		2.2 Check Special attention required areas with supervisor
		2.3 Receive instruction regarding any special functions, VIP in house from supervisor
		2.4 Sign relevant keys and taken over as per the SOP according to area been allocated
	3. Arrange equipment and supplies	3.1 Identify required cleaning equipment, cleaning supplies and safety gears according to the work assigned
		3.2 Ensure functioning of cleaning equipment and tools for a smooth operation
		3.3 Arrange equipment and cleaning supplies according to the work to be carried out as per the SOPs
02. Clean and arrange public areas, administrative offices and back areas H55S007U02	**1. Observe assigned areas**	1.1 Check the assigned area to identify any situation needed for immediate attention
		1.2 Take corrective actions as identified and handled accordingly
		1.3 Report any reportable matter to the supervisor as per the SOP
	2. Carry out duties at assigned public areas, administrative offices and back areas	2.1 Display relevant signages the working area
		2.2 follow required health and safety practices as per the assigned areas
		2.3 Maintain cleanliness of the public wash rooms with adequate amount of supplies while adhering to hygiene and sanitation standards
		2.4 maintain cleanliness of main entrance and other areas floor

		2.5 Clean all the glass surfaces at assigned areas
		2.6 Check and clean any ash trays and garbage/dust bins regularly
		2.7 Dust all the fixtures, fittings, pictures, and furniture dusted and clean vacuum
		2.8 Clean and disinfect telephone and any other equipment used by guest
		2.9 Check and maintain any plant, flower arrangements in assigned areas
		2.10 Report any reportable matters to the supervisor
03. Handle uniforms H55S007U03	**1. Issue new uniforms**	1.1 Tag uniforms
		1.2 Issue new set of uniforms after obtaining the signature to new recruitments/ promotions/ outlet changes
		1.3 Update relevant documents
	2. Exchange of Uniforms	2.1 Wear required PPE and follow health & safety procedures
		2.2 Receive all the soiled uniforms from all the staff
		2.3 Issue fresh/clean uniforms to the staff according to soiled to fresh /clean for dirty/one to one basis
		2.4 Update uniform register
	3. Dispatch uniforms	3.1 Receive uniforms sorted according to the departments, degree of soiling and material
		3.2 Sort out uniform sent to the laundry for washing and dry cleaning
		3.3 Count pieces of soiled uniforms and hand over to the laundry
		3.4 Send the copy of soiled uniform list to the laundry and keep the original copy
	4. Inspect uniforms	4.1 Receive clean/fresh uniforms from laundry counted against the dispatched list
		4.2 Record any discrepancy and inform to the laundry and superior
		4.3 Inspect clean/Fresh uniforms for any damages, stains,creasing, and light uniform

		4.4 Record stained/ badly creased uniforms and send back to laundry for stain removal/ ironing
		4.5 Mend and remove damaged or light uniform from the operation
		4.6 Update necessary documents
	5. Store uniforms	5.1 Sort out Inspected uniforms according to departments
		5.2 Sort out uniforms stored in shelves folded or on hangers
		5.3 Store uniforms rested for one day
04. Handle linen H55S007U04	**1. Issue and exchange of linen**	1.1 Wear required PPE and health & follow safety procedures
		1.2 Receive Soiled linen from guest rooms, staff areas, food beverage outlets and banquets
		1.3 Issue fresh/clean linen to the guest rooms, staff areas, food and beverage outlets
		1.4 Issue fresh/clean linen to the banquets according to function sheet
	2. Dispatch linen	2.1 Sort linen received to the linen room according to the degree of soiling, type of washing, type of material and department
		2.2 Send sorted out linen to the laundry for washing
		2.3 Count pieces of soiled linen in presence of either parties and hand over to the laundry
		2.4 Send the copy of soiled linen list to the laundry and keep the original copy
	3. Inspect linen	3.1 Receive clean/Fresh linen from laundry counted against the dispatched list
		3.2 Record any discrepancy and inform to the laundry and superior
		3.3 Inspect clean/Fresh linen for any damages, stains, creasing and light linen
		3.4 Record stained/ badly creased linen and send back to laundry for stain removal/ ironing

		3.5 Mend damaged or light linen or remove from the operation
		3.6 Update necessary documents
	4. Store linen	4.1 Sort out inspected linen according to the type, department and colours
		4.2 Sort out linen bundled and store in relevant shelves
		4.3 Rest stored linen for one day
	5. Assist to maintain inventory	5.1 Take pre count of linen along with the relevant persons from user departments
		5.2 Take pre count of linen in the linen rooms and label as per the supervisor instructions
		5.3 Count physical inventory of different locations along with the relevant persons from account department on scheduled day avoiding repetition/double counting as per the supervisor instructions
		5.4 Assist documents/inventory records preparation
05. Handle guest laundry H55S007U05	**1. Collect laundry from guest rooms**	1.1 Answer telephone answered properly
		1.2 Receive required information and record regarding guest laundry to be collected
		1.3 Inform relevant persons to collect guest laundry or collected by him/herself according to the given information
		1.4 Receive guest laundry with laundry list while ensuring relevant information in the laundry list is filled by the guest
	2. Receive laundry directly collected by room attendants	2.1 Receive the laundry collected by room attendants at Laundry Valet area
		2.2 Recheck laundry list against received items while ensuring relevant information in the laundry list is filled by the guest

	3. Process guest laundry before sending for washing	3.1 Check all the items for any valuables, damages, stains and inform to the relevant party
		3.2 Receive and tag each item in the bag of laundry
		3.3 Record tagged laundry and send for washing
	4. Return washed guest laundry	4.1 Check washed items for any stains, missing buttons and damages
		4.2 Sort out items according to the room number and remove tags
		4.3 Prepare guest bill for washed laundry
		4.4 Fold items folded or hang according to the guest request in the laundry list
		4.5 Deliver items to the guest with the copy of the bill
06. Maintain housekeeping store H55S007U06	**1. Maintain stock levels and in orderly manner**	1.1 Identify available inventory items in the housekeeping operation
		1.2 Identify minimum, maximum and reorder levels for each item
		1.3 Update records/Bin cards when receiving and issuing are done
		1.4 Track, monitor misused/ mismanaged items and take corrective measures and/or communicate to immediate supervisor
		1.5 Clean store area and arrange in orderly manner
		1.6 Use specified areas for chemicals and other supplies storage
	2. Issue, order and receive housekeeping supplies	2.1 Order goods and supplies from main stores on stipulated dates and time
		2.2 Prepare requisitions for housekeeping supplies as per occupancy forecast and the balance stocks in hand

		2.3 Requisition for goods and supplies raised and approval obtained from authorized person
		2.4 Received goods and supplies checked for quality, quantity and price
		2.5 Ensure storage of goods and supplies with zero damage
		2.6 Any discrepancy and noticeable findings informed to superior as per organizational procedure
		2.7 Issue goods and supplies on a floor requisition as requested by housekeeping supervisor following First In First Out (FIFO)
		2.8 Update records accordingly
07. Communicate with internal and external customers H55S007U07	**1. Handle Telephone**	1.1 Answer calls promptly, clearly and politely
		1.2 Friendly assistance offered to the caller and the purpose of the call accurately established
		1.3 Details repeated to caller to confirm understanding
		1.4 Callers' enquiries responded to or transferred promptly to the appropriate location/person
		1.5 Requests accurately recorded and passed to the appropriate department/person for follow up
		1.6 Messages accurately relayed within designated timelines
	2. Coordinate and communicate with customers	2.1 Front office department coordinated for room status, arrival, departures, guest special requests, room discrepancy, or any other relevant information
		2.2 Maintenance/engineering department coordinated for maintenance defects as per the SOP
		2.3 Any other relevant departments coordinated and communicated for smooth operation
		2.4 External customers coordinated and communicated for smooth operation

	3. Deal with inquiries	3.1 All the inquiries handled professionally and documented
		3.2 Identified inquiries coordinated with relevant departments/sections and relevant authorities for proper action
		3.3 Relevant correspondence made and records updated
	4. Deal with comments and guest complaints	4.1 Guest comments acknowledged, appreciated and attended as per the SOPs
		4.2 Guest complain acknowledged, appreciated and attended as a service recovery mechanism
		4.3 All data recorded in relevant formats and records kept for future reference
		4.4 Follow up ensured to resolve the complaint and customer expectations met
8. Handle lost and found H55S007U08	**1. Record details of item in Lost & Found register**	1.1 Each item handed over, entered in the lost & found register
		1.2 A lost & found slip filled with same serial number and information as in the lost & found register
		1.3 Lost & found slip attached to the item and stored in Lost & Found cupboard/room/safe
		1.4 A copy of lost & found slip handed over to the founder
	2. Dispose of Items	2.1 Upo n inquiry regarding any item rightful owner identified
		2.2 If item is not available relevant to the inquiry, the guest informed
		2.3 Item handed over to the rightful owner receiving his details and signature in the Lost & Found register
		2.4 If there is no inquiry the item handed over to the finder after the stipulated period as per the SOPs
09. Handle housekeeping keys H55S007U09	**1. Issue and receive housekeeping keys**	1.1 All housekeeping related keys stored in an allocated secured area and maintained as per SOP

		1.2 All housekeeping related keys issued to authorized personnel as per the organizational procedures
		1.3 All housekeeping related keys checked and received as per the organizational procedures
		1.4 Key register maintained as per SOP
		1.5 Any reportable matters of keys recorded and reported to the superior, if found
	2. Maintain key inventory	2.1 Keys physically counted and checked against key summery sheet
		2.2 Missed keys searched and reported if not found
		2.3 Damaged keys identified and replaced/repaired as per the SOP
10. Follow shift closedown procedure H55S007U10	**1. Finish days' work**	1.1 Used equipment cleaned properly and stored at relevant store
		1.2 Any used items such as towels and cleaning cloths returned to the laundry through linen room
		1.3 Any remaining supplies stored at relevant places
		1.4 Any ash trays and garbage/dust bins checked and cleaned at end of the shift as per the SOP
		1.5 Trolley/carts parked at relevant places, if necessary
		1.6 Store rooms cleaned and rearranged for next day/shift operations
	2. Hand over shift	2.1 Any reportable messages / information recorded and reported to the supervisor and/or to the person who takes over the next shift as per the SOPs
		2.2 Keys and relevant documents handed over as per the SOPs

Related Knowledge for Housekeeping Services

01. **Attend to pre-preparation of shift work H55S007U01**

- Points to be clarified at the briefing related to the job
- Personal grooming practices
- Pest control methods
- Organizational procedures
- Hotel products
- Occupational health & safety
- Health & fire safety standards
- Personal attitudes such as courtesy and understanding etc.
- Emergency procedure
- Do's and Don'ts

02. **Clean and arrange public areas, administrative offices and back areas H55S007U02**

- Good housekeeping practices
- Personal grooming and hygiene
- Workplace hygiene
- Cleaning methods
- Cleaning agents and non-cleaning agents
- Different types of surfaces
- Waste disposal methods
- Maintenance and storing of cleaning tools and equipment
- Checklist, forms and formats
- Pest control methods
- Standard operational procedures
- Hotel products
- Lost and found procedures
- Occupational health & safety practices
- Health & fire safety standards
- Emergency procedure
- PPE

03. **Handle uniforms H55S007U03**

- Operational procedures
- Types of uniforms
- Computer based hotel operating systems
- Occupational health & safety
- Health & fire safety standards
- Personal attitudes such as courtesy and understanding etc.
- Emergency procedure
- Ergonomic practices
- PPE

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04. **Handle linen H55S007U04**

- Types of linen
- Operational procedures
- Occupational health & safety
- Health & fire safety standards
- Personal attitudes such as courtesy and understanding etc.
- Emergency procedure
- Ergonomic practices
- Quality standards (5S concept)
- PPE

05. **Handle guest laundry H55S007U05**

- Telephone etiquettes
- Types of fabric
- Laundry care labels
- Operational procedures
- Occupational health & safety
- Health & fire safety standards
- Personal attitudes such as courtesy and understanding etc.
- Emergency procedure
- PPE

06. **Maintain housekeeping store H55S007U06**

- Inventory procedure
- Storing methods
- Items used in housekeeping department
- Issuing and ordering techniques
- Room cost per occupied room
- Basic knowledge in handling and storing of chemicals
- Material Safety Data Sheet (MSDS)
- Pest control
- Evacuation procedure and fire safety
- Operational procedures
- Occupational health & safety
- Personal attitudes such as courtesy and understanding etc.
- Emergency procedure
- Ergonomic practices
- First aid
- PPE

07. **Communicate with internal and external customers H55S007U07**

- Telephone etiquettes
- Internal and external customers
- Record keeping
- Dealing with maintenance orders
- Dealing with guest requests
- Dealing with emergency procedure
- Property Management System (PMS)

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- Work ethics
- Organizational procedures
- Occupational health & safety procedures

08. **Handle lost and found H55S007U08**

- Lost & found procedure
- Organizational policies and procedures
- Packing and storing of lost and found items

09. **Handle housekeeping keys H55S007U09**

- Types of keys
- Key tagging and storing
- Key sealing procedure
- Key issuing and receiving procedure
- Key repairing and replacing process
- Key inventory procedure
- Organizational procedures
- Occupational health & safety
- Emergency procedure

10. **Follow shift closedown procedure H55S007U10**

- Cleaning and storing procedure
- Supplies handing over procedure
- Key handing over procedure
- Report damages, losses and left behind property
- Organizational procedures
- Occupational health & safety
- Health & fire safety standards
- Ergonomic practices
- Waste disposal methods
- Emergency procedure

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