

U12301**Prepare, maintain and clear function areas**

Unit Descriptor:

This unit describes the competence required to prepare, maintain and clear function areas.

The unit describes the essential abilities of:

- Ensuring that all furniture and furniture items are checked for cleanliness and damage
- Knowing why correct lifting and handling techniques should be used at all times
- Ensuring that presentation equipment is checked in advance of customer arrival.

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|----|-------------------------------------|-----|---|
| 1. | Prepare and maintain function areas | 1.1 | Guests are dealt with in a polite and helpful manner at all times. |
| | | 1.2 | Environmental control systems are checked for correct operation. |
| | | 1.3 | Furniture is clean and arranged according to function requirements. |
| | | 1.4 | Service items are clean, free from damage and arranged in accordance with guest requirements. |
| | | 1.5 | Presentation equipment is checked and arranged in accordance with guest requirements. |
| | | 1.6 | Room is clean and tidy and ready for use. |
| | | 1.7 | Service items are replenished to meet guest requirements. |
| | | 1.8 | Unexpected situations are dealt with effectively and the appropriate person(s) informed where necessary. |
| | | 1.9 | All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |

2. Clear function areas
 - 2.1 **Furniture** is clean and arranged or stored correctly.
 - 2.2 **Service items** are stored and disposed of correctly.
 - 2.3 **Environmental control** systems are checked as appropriate.
 - 2.4 Function room is left tidy and ready for cleaning.
 - 2.5 Room is secured from unauthorized access.
 - 2.6 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.7 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Prepare and maintain functions areas**A. Environmental control systems:** *(applies to Element 2 also)*

- (i) heating
- (ii) lighting
- (iii) ventilation or air conditioning
- (iv) music systems

B. Furniture:

- (i) chairs
- (ii) desks
- (iii) tables
- (iv) lecterns
- (v) notice boards

C. Function areas:

- (i) conferences
- (ii) meetings or seminars
- (iii) exhibitions
- (iv) banquets

D. Service items: *(Applies to Element 2 also)*

- (i) table covering
- (ii) glassware
- (iii) stationery
- (iv) decorative items

E. Unexpected situations:

- (i) damaged table items
- (ii) equipment failure
- (iii) customer incidents
- (iv) equipment breakages

Element 2: Clear function areas**F. Furniture:**

- (i) chairs
- (ii) tables
- (iii) coat rails
- (iv) notice boards

G. Unexpected situations:

- (i) customer incidents
- (ii) equipment breakages

UNDERPINNING KNOWLEDGE AND SKILLS**Health and safety**

1. Why function rooms must be secured from unauthorized access at all times.
2. Why conference rooms should be secured from unauthorized access at all times.
3. Why it is essential to check presentation equipment in advance of customer arrival.
4. Why all furniture and furniture items must be checked for cleanliness and damage.
5. Where and from whom details of the room layout can be obtained.
6. Why furniture should be stored correctly.
7. Why and to whom faults and damage must be reported.
8. Why and to whom breakages or damages should be reported.
9. Why correct lifting and handling techniques should be used at all times.

Administration

10. Where and from whom details of the room layout can be obtained.

Product Knowledge

11. Why service items must be replenished

EVIDENCE GUIDE**(1) Critical Aspect of Evidence**

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

- Totally through performance evidence in the form of observation **or**
- Performance evidence in the form of observation to cover performance criteria 1 - 5 and a minimum of two (2) items from the range of A, two (2) items from the range of B, two (2) items from the range of C **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Performance evidence in the form of observation to cover performance criteria 1, 2, 3, 4, 6, 7 and a minimum of two (2) items from the range of A, three (3) items from the range of B, two (2) items from the range of C, three (3) items from the range of D **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge should be assessed using questioning which may be oral, written or using visual aids.
- Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment

The following are examples of the types of evidence you could collect to prove your competence:

Examples of Performance Evidence

- Observation reports by your assessor of how you can prepare and maintain function areas.

Examples of Supplementary Evidence

- Answers to oral or written questions from your assessor.
- Witness statements from colleagues, line managers that provide evidence of how you prepare and maintain function areas.
- A personal statement describing how you prepare and maintain function areas.

(3) Context of Assessment

Evidence for this unit may come from assessment on-the-job or in a realistic working environment.