

U11102

Maintain housekeeping supplies

Unit Descriptor:

This unit describes the competence required to effectively maintain housekeeping supplies.

The unit describes the essential abilities of:

- Knowing what procedures to follow when discrepancies in deliveries/delivery documentation are identified
- Knowing what procedures to follow to handle and transport goods safely to storage areas

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

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|----|---|-----|--|
| 1. | Receive and check housekeeping supplies | 1.1 | Deliveries received of housekeeping supplies are checked undamaged and where relevant do not exceed 'use by' dates. |
| | | 1.2 | Deliveries comply with order and delivery documentation. |
| | | 1.3 | Any discrepancies identified with deliveries are accurately reported to the appropriate person. |
| | | 1.4 | Delivery documentation is accurately completed. |
| | | 1.5 | Housekeeping supplies remain undamaged during handling and transportation to storage areas. |
| | | 1.6 | Housekeeping supplies are handled safely and transported to storage areas. |
| | | 1.7 | Relevant safety procedures are correctly observed. |
| | | 1.8 | Receiving areas are kept clean tidy and free from rubbish and are secured from unauthorised access. |
| | | 1.9 | All tasks outside own area of responsibility are referred to the appropriate person. |

- 1.10 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
- 1.11 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
2. Store and issue housekeeping supplies
- 2.1 **Housekeeping supplies** are stored under correct **storage conditions** in line with manufacturers' instruction.
- 2.2 Housekeeping supplies are segregated and correctly stored under safe storage conditions.
- 2.3 Cleaning materials, machinery and equipment are handled safely to minimise risks in line with manufacturers' instructions.
- 2.4 Correct type and quantity of housekeeping supplies are issued to staff.
- 2.5 Stock rotation and issuing procedures are followed correctly.
- 2.6 Accurate and complete records of housekeeping supplies which have been received, stored and issued are maintained.
- 2.7 Low stocks levels of housekeeping supplies are reported to the appropriate person.
- 2.8 Storage areas are kept clean, tidy and free from rubbish and signs of pest infestation immediately reported.
- 2.9 Storage areas are secured from unauthorised access.
- 2.10 All tasks outside own area of responsibility are referred to the appropriate person.

- 2.11 **Unexpected situations** are dealt with effectively and the appropriate person(s) are informed where necessary.
- 2.12 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: Receive and check housekeeping supplies**A. Deliveries:**

- (i) from internal suppliers
- (ii) from external suppliers

B. Housekeeping supplies:

- (i) machinery
- (ii) cleaning materials
- (iii) guest supplies
- (iv) furnishings
- (v) fittings
- (vi) fixtures
- (vii) linen

C. Discrepancies:

- (i) quantity
- (ii) quality specifications

D. Unexpected situations:

- (i) failure of suppliers
- (ii) storage area found unsecured

Element 2: Store and issue housekeeping supplies**E. Housekeeping supplies:**

- (i) machinery
- (ii) cleaning equipment
- (iii) cleaning materials
- (iv) customer supplies
- (v) furnishings
- (vi) fixtures and fittings
- (vii) linen

F. Storage conditions:

- (i) lighting
- (ii) ventilation
- (iii) temperature
- (iv) cleanliness

G. Unexpected situations:

- (i) storage area found unsecured
- (ii) spillages of cleaning materials

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why damaged goods should not be accepted.
2. Why it is important to lift heavy or bulk items using approved safe methods.
3. Why it is important to keep receiving areas clean and tidy.
4. Why receiving areas need to be secured from unauthorised access.
5. Why storage conditions are important and what effect they have on housekeeping supplies.
6. What procedures to follow to correctly and safely store goods.
7. Why it is important to store housekeeping supplies under the correct conditions.
8. Why it is important to keep storage areas clean and tidy.
9. Why storage areas need to be secured from unauthorised access.
10. What procedures to follow to secure against pest infestation.

Procedures

11. What procedures to follow when discrepancies in deliveries/delivery documentation are identified.
12. What procedures to follow to handle and transport goods safely to storage areas.

Stock Control

13. Why a constant stock of housekeeping supplies should be maintained.
14. What the minimum and maximum stock levels are.
15. Why it is important to maintain accurate and complete records of items received, stored and issued.
16. Why correct stock rotation procedures are important.

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, 2, 4, 5, 6, 7 and a minimum of one (1) item from range A, three (3) items from range **B and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the range and performance criteria.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1, 2, 3, 4, 6, 8, 9 and a minimum of two (2) items from range A and three (3) items from range B; extracted evidence to include records of received, stored and issued housekeeping supplies **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 must 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 the assessor of how you receive and check housekeeping supplies.
- Observation reports by the assessor of how you store and issue housekeeping supplies.

Examples of Supplementary Evidence

- Answers to oral or written question from your assessor.
- Witness statements from colleagues, line managers that provide evidence of how you receive and check housekeeping supplies.
- Witness statements from colleagues, line managers that provide evidence of how you store and issue housekeeping supplies.
- A personal statement describing how you receive and check housekeeping supplies.
- A personal statement describing how you store and issue housekeeping supplies.

(3) Context of Assessment

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