

U12001**Service toilet, bathroom and public areas**

Unit Descriptor:

This unit describes the competence required to effectively service toilet, bathroom and public areas.

The unit describes the essential abilities of:

- Knowing what cleaning processes are appropriate to the given range of surfaces, toilet appliances and level of soilage
- Knowing what factors influence choice of cleaning equipment and material when cleaning toilet appliances and public areas
- Knowing why manufacturers' instructions should be followed when using cleaning equipment and materials to clean toilet appliances and public areas

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1	Clean toilet appliances	1.1	Guests are dealt with in a polite and helpful manner at all times.
		1.2	Preparation of work area has been correctly carried out ready for cleaning.
		1.3	Inside surfaces of toilet appliances are free from debris and removable marks.
		1.4	Exterior surfaces of toilet appliances are dry and free from dirt, debris and removable marks.
		1.5	Toilet appliances are free from blockages.
		1.6	Correct cleaning equipment and cleaning materials are used in line with manufacturers' instructions.
		1.7	Cleaning equipment is cleaned correctly and stored after use.
		1.8	Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
		1.9	All work is carried out in an organised and efficient manner in accordance with organisational procedures.

2. Clean bathroom appliances
 - 2.1 Guests are dealt with in a polite and helpful manner.
 - 2.2 Preparation of work area has been correctly carried out ready for cleaning.
 - 2.3 **Bathroom appliances, surfaces**, fixtures and fittings are dry and free from dirt debris and removable marks.
 - 2.4 Plugholes and overflows are free from blockages.
 - 2.5 Correct **cleaning equipment** and **cleaning materials** are used in accordance with manufacturer's instructions.
 - 2.6 Guests' personal property is dealt with in accordance with appropriate organisational procedures.
 - 2.7 Cleaning equipment is cleaned and correctly and stored after use.
 - 2.8 **Unexpected situations** are dealt with effectively and the appropriate persons are informed where necessary.
 - 2.9 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.
3. Clean public areas
 - 3.1 Guests are dealt with in a polite and helpful manner at all times.
 - 3.2 **Preparation of work area** has been correctly carried out ready for cleaning.
 - 3.3 Appropriate cleaning tools, supplies and materials are selected and used.
 - 3.4 All relevant safety procedures are observed in carrying out cleaning operations.
 - 3.5 Occupied **public areas** are cleaned without causing discomfort to guests and visitors.

- 3.6 Lost and found items are dealt with in accordance with organisational procedures.
 - 3.7 **Fixtures, equipment** and furnishings are clean, free of dirt, stains, spots, debris and smudges.
 - 3.8 Fixtures, equipment and furnishings are in good repair and arranged as instructed.
 - 3.9 Maintenance requests are expedited.
 - 3.10 Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
 - 3.11 All work is prioritised and carried out in an organised and efficient manner in accordance with safety and hygiene regulations and organisational procedures.
4. Replenish guest supplies and accessories
- 4.1 Guests are dealt with in a polite and helpful manner at all times.
 - 4.2 **Guest supplies and accessories** are replenished and arranged correctly.
 - 4.3 Guest supplies and accessories are clean and free from damage.
 - 4.4 Stocks of guest supplies and accessories are maintained at the required levels and shortages reported to the appropriate person.
 - 4.5 Waste bins are emptied and left clean and ready for use.
 - 4.6 **Waste** is handled correctly ready for **appropriate dispatch methods**
 - 4.7 **Unexpected situations** are dealt with effectively and the appropriate persons are informed where necessary.
 - 4.8 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: Clean toilet appliances**A. Preparation of work area :** *(Applies to Element 3 and 4 also)*

- (i) protective clothing worn
- (ii) hazard warning signs used
- (iii) protection of surrounding area

B. Surfaces: *(Applies to Element 2 also)*

- (i) plastic
- (ii) ceramic
- (iii) stainless steel

C. Toilet Appliances:

- (i) toilets
- (ii) urinal

D. Regulations:

- (i) legislation
- (ii) manufacturer
- (iii) supplier

E. Cleaning equipment:

- (i) toilet brush
- (ii) cloths (disposable/semi-disposable)

F. Cleaning materials:

- (i) neutral detergents – (general purpose cleaners)
- (ii) alkali detergents – (hard surface cleaners)
- (iii) toilet cleaners

G. Unexpected situations:

- (i) customer incidents
- (ii) damaged/unserviceable appliances

Element 2: Clean bathroom appliances**H. Bathroom appliances:**

- (i) basins/bathtubs
- (ii) spa baths
- (iii) showers/showerheads
- (iv) bidets

I. Cleaning equipment:

- (i) cloths (disposable/semi disposable)

J. Cleaning materials:

- (i) neutral detergents – (general purpose cleaners)
- (ii) alkali detergents – (hard surface cleaners)
- (iii) acid descaler

Element 3: Clean public areas**K. Public areas include:** *(Applies to Element 4 also)*

- (i) bathrooms
- (ii) offices
- (iii) lounge
- (iv) lobby

L. Fixtures/equipment: *(Applies to Element 4 also)*

- (i) ashtrays
- (ii) garbage bins
- (iii) chairs
- (iv) lighting fixtures
- (v) rugs
- (vi) pictures

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. Why protective clothing should be worn at all times.
2. Why cleaning equipment used in toilet and bathroom areas should not be used elsewhere.
3. Why cleaning equipment used in public areas should not be used elsewhere.
4. Why cleaning materials should not be mixed.
5. Why cleaning materials should be used at the correct strength.
6. Why manufacturers' instructions should be followed when using cleaning equipment and materials to clean bathroom and toilet appliances.
7. Why manufacturers' instructions should be followed when using cleaning equipment and materials to clean public areas.
8. Why all traces of cleaning materials should be removed from bathroom and toilet appliances and public areas.
9. Why it is important to place hazard warning signs.
10. Why waste should be handled and disposed of correctly.
11. Why it is important to correctly identify waste.

Customer Care

12. What factors influence choice of cleaning equipment and materials when cleaning toilet appliances.
13. What cleaning processes are appropriate to the give range of surfaces, toilet appliances and level of soilage.

Product Knowledge

14. What factors influence choice of cleaning equipment and materials when cleaning bathroom appliances.
15. What factors influence choice of cleaning equipment and materials when cleaning public areas.
16. What cleaning processes are appropriate to the given range of surfaces, toilets, and bathroom appliances and level of soilage.
17. Why a constant stock of supplies and accessories should be maintained.

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, 3, 4, 5, 6,7 and a minimum of two (2) items from the range of A, one (1) item from the range of B, one (1) item from the range of C, all items from the range of D and two (2) items from the range of E **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 – 9 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, two (2) items from the range of D, two (2) items from the range of E **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 – 9 and a minimum of two (2) items from the range of A, two (2) items from the range of B, all 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 performance criteria and range.
- Performance evidence in the form of observation to cover performance criteria 1, 2, 4, 5 and a minimum of two (2) items from the range of A, all items from the range of B, four (4) items from the range of C, one (1) item from the range of D, two (2) items from the range of E **and** supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover 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) Method 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 assessors of how you clean toilet, bathroom appliances and public areas.
- Observation reports by your assessors of how you replenish guest supplies and accessories.
- Copies of written communication to and from colleagues and team members.

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 can clean toilets bathroom appliances and public areas.
- Witness statements from colleagues, line managers that provide evidence of how you replenish guest supplies and accessories.
- A personal statement describing how you can clean toilets, bathroom appliances and public areas.
- A personal statement describing how you can replenish guest supplies and accessories.

(3) Context of Assessment

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