

U12101**Prepare beds and handle linen and bed coverings**

Unit Descriptor:

This unit describes the competence required to effectively prepare beds and handle linen and bed coverings.

The unit describes the essential abilities of:

- Knowing why it is important to handle, sort and store soiled linen and bed coverings correctly
- Knowing why soiled linens and bed coverings should be kept separate from clean linen

ELEMENT	PERFORMANCE CRITERIA
	<i>To be competent you must achieve the following:</i>
1. Strip beds and handle linen and bed coverings	1.1 Guests are dealt with in a polite and helpful manner.
	1.2 All linen and bed coverings are removed from beds .
	1.3 Soiled linen and bed coverings are handled, sorted and stored correctly.
	1.4 Lost and found items are dealt with in accordance with organisational procedures.
	1.5 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
	1.6 All work is carried out in an organised and efficient manner in accordance with organisational procedures.
2. Collect and transport clean linen and bed coverings	2.1 Correct type and quantity of linen and bed coverings are collected from linen store and meet the organisational standards required.
	2.2 Linen and bed coverings not meeting the required standards are dealt with in accordance with appropriate organisational procedures
	2.3 Linen and bed coverings are transported correctly to appropriate areas.

- 2.4 Linen stores are secured from unauthorised access where necessary.
 - 2.5 **Unexpected situations** are dealt with effectively and the appropriate person(s) informed where necessary.
 - 2.6 All work is carried out in an organised and efficient manner in accordance with organisational procedures.
3. Prepare beds for guest use
- 3.1 Guests are dealt with in a polite and helpful manner.
 - 3.2 **Beds** are prepared ready to be made.
 - 3.3 Mattresses are turned as appropriate.
 - 3.4 Bed base, bed head, **linen and bed coverings** are clean and free from damage.
 - 3.5 Bed is made with correct linen and bed coverings.
 - 3.6 Bed is neat and smooth when finished and ready for guests' use.
 - 3.7 Guests' personal property is dealt with in accordance with appropriate organisational procedures.
 - 3.8 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
 - 3.9 All work is carried out in an organised and efficient manner in accordance with organisational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Strip beds and handle linen and bed coverings**A. Linen and bed coverings:**

- (i) sheets
- (ii) blankets
- (iii) bedspreads
- (iv) pillowcases/duvet
- (v) covers
- (v) waterproof sheets
- (vi) valances/mattress covers
- (vii) duvets/pillows

B. Beds: *(Applies to Element 3 also)*

- (i) double/single beds
- (ii) twin beds
- (iii) king size beds
- (iv) queen size beds
- (v) cots/folded beds

C. Unexpected situations: *(Applies to Element 3 also)*

- (i) customer/guests incidents
- (ii) damaged linen/bed coverings

Element 2: Collect and transport clean linen and bed coverings**D. Linen and Bed Coverings:** *(Applies to Element 3 also)*

- (i) sheets
- (ii) blankets
- (iii) bedspreads
- (iv) pillowcases/duvet
- (v) covers
- (vi) waterproof sheets
- (vii) valances/mattress covers
- (viii) duvets/pillows
- (ix) bathroom lines

E. Unexpected situations:

- (i) unavailability of clean linens and bed coverings
- (ii) linen store found unsecured

Element 3: Prepare beds for guest use

F. Guests:

- (i) new arrivals
- (ii) stay-over guests

UNDERPINNING KNOWLEDGE AND SKILLS**Health and safety**

1. Why protective clothing should be worn at all times.
2. Why soiled linen and bed coverings should be kept separate from clean linen.
3. Why it is important to carefully separate soiled linen.
4. Why it is important to handle, sort and store soiled linen and bed coverings correctly.
5. Why linen stores should be secured from unauthorized access.
6. Why it is important to check linen for cleanliness and quality.

Administration

7. What the organizational policy is for making and re-sheeting beds.

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 three (3) items from the range of A, five (5) 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 performance criteria and range.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1- 4 and a minimum of five (5) items from the range of A **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.
- Totally through performance evidence in the form of observation **or** performance evidence in the form of observation to cover performance criteria 1, 2 and a minimum of five (5) items from the range of A, one (1) item 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.
- 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 assessor of how you strip beds and handle linen and bed coverings.
- Observation reports by your assessors of how you collect and transport clean linen and bed coverings.
- Observation reports by your assessors of how you prepare beds for guest use.

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 strip beds and handle linens and bed coverings.
- Witness statements from colleagues, line managers that provide evidence of how you collect and transport clean linen and bed coverings.
- Witness statements from colleagues, line managers that provide evidence of how you prepare beds for guest use.
- A personal statement describing how you replenish supplies and accessories.
- A personal statement describing how you collect and transport clean linen and bed coverings.
- A personal statement describing how prepare beds for guest use.

(3) Context of Assessment

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