

Unit Title: Housekeeping In Hospitality
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJH135
Ofqual Unit Code: A/650/1249

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand housekeeping within the hospitality industry.	1.1	Describe the different types of establishments providing accommodation within the hospitality industry.
		1.2	Explain the purpose of housekeeping within the hospitality industry.
		1.3	Outline a range of housekeeping areas that would require cleaning and servicing.
2.	Understand how to maintain housekeeping supplies.	2.1	Describe how to check and receive housekeeping supplies.
		2.2	Describe how to safely store and issue housekeeping supplies.
3.	Understand that different cleaning requires a range of specialist equipment, chemicals and methods.	3.1	Identify manual and electrical equipment for use in different types of cleaning.
		3.2	Describe which cleaning products and materials are used for different cleaning methods/areas.
		3.3	Explain a legal requirement relating to safe working practices when using cleaning chemicals/equipment.
		3.4	Explain why it is important to wear protective clothing when using chemicals.
		3.5	Identify the warning signs used on cleaning chemical containers and what they mean.
		3.6	State why it is important to follow manufacturers' instructions for cleaning equipment and chemicals.
		3.7	Describe why work routines/cleaning rotas and sequences need to be followed.
4.	Understand how to safely dispose of waste when housekeeping.	4.1	Describe different types of waste and how it should be disposed of.
		4.2	State what materials and equipment are used for waste disposal.
5.	Understand the importance of a linen service in the hospitality industry.	5.1	Outline the reasons why a linen service is important in the hospitality industry.
		5.2	Explain why the selection and control of linen is important to

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Assessment Guidance:

NA

Additional Information:

NA
