

## Carry out periodic room servicing and deep cleaning

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### Overview

This standard is about carrying out periodic room servicing and deep cleaning. Examples of this could be turning mattresses, changing curtains, or high dusting. It is for housekeeping assistants and cleaning staff. They are important tasks that if not done could be identified by customers who can be very quick to comment, particularly on social media platforms.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Carry out periodic room servicing and deep cleaning

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## Performance criteria

You must be able to:

### **Carry out periodic room servicing**

1. Check timescales for planned room servicing and work out how much time you have for each task and room
2. Check you have the necessary information about the schedule and requirements for periodic room servicing
3. Request assistance for tasks that require more than one person to complete
4. Obtain the necessary stock to replace items in the room
5. Carry out the required periodic room servicing
6. Leave the room in the required condition
7. Follow the correct procedures for items you have replaced
8. Identify and report anything that needs specialist maintenance
9. Check the room according to organisation procedures

### **Carry out periodic deep cleaning**

10. Check timescales for planned deep cleaning and work out how much time you have for each task and room
11. Obtain the necessary information about the schedule and requirements for periodic deep cleaning
12. Request assistance for tasks that require more than one person to complete
13. Prepare areas for periodic deep cleaning
14. Choose the correct cleaning equipment and materials for each part of the area
15. Carry out periodic deep cleaning as required
16. Leave the room in the required condition
17. Identify and report any items that need specialist maintenance
18. Check the room according to organisational procedures

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## Knowledge and understanding

You need to know and understand:

### **For the whole unit**

1. The schedule for periodic room servicing and deep cleaning in your organisation and why timescales are important
2. Why it is important to follow this schedule
3. Why the work area needs to be inspected on completion
4. Your organisation's quality standards for the appearance and cleanliness of rooms
5. Areas and items that may need specialist maintenance, and how to report these

### **Carry out periodic room servicing**

6. How to identify items that need replacing and obtain the correct items
7. The correct procedures for dealing with items you have replaced

### **Carry out periodic deep cleaning**

8. The preparations that you need to carry out for periodic deep cleaning, and why these are important
9. The equipment and materials that you need for periodic deep cleaning, and how to obtain them
10. How to use the equipment and materials efficiently and safely
11. Health and safety requirements for high dusting

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## Scope/range

### **1. Periodic room servicing**

- 1.1 turning mattresses
- 1.2 changing curtains and drapes
- 1.3 changing other soft furnishings as required
- 1.4 any other organisational room servicing cleaning activity

### **2. Preparations**

- 2.1 use of appropriate protective clothing
- 2.2 move furniture to clean underneath
- 2.3 protect vulnerable surrounding areas

### **3. Periodic deep cleaning**

- 3.1 high dusting
- 3.2 vacuum under furniture and carpet edges
- 3.3 clean shower rails, plug traps, drains, gulleys and behind pedestals
- 3.4 clean pull cords, plugs and switches
- 3.5 clean skirting boards and other paintwork
- 3.6 clean air vents and extractors
- 3.7 any other organisational periodic deep cleaning activity

### **4. Checking**

- 4.1 self checking
- 4.2 supervisory checking

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## Glossary

### **Protective clothing**

For example, uniform and gloves

### **High dusting**

For example, lamp shades, light bulbs, picture rails

### **Specialist maintenance**

For example, replacing faulty items

### **Soft furnishings**

Including blankets, bedspreads and cushions

### **Curtains and drapes**

Including net curtains and shower curtains

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