

## Maintain housekeeping supplies

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### Overview

This standard is about receiving housekeeping supplies and checking for any discrepancies in deliveries. It also covers storing housekeeping supplies correctly and issuing the right supplies to other staff. It is for housekeeping assistants and linen store staff that would take in deliveries and issue supplies.

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

- Maintain housekeeping supplies

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### Performance criteria

You must be able to:

#### **Receive and check housekeeping supplies**

1. Present yourself positively to external and internal delivery staff
2. Receive deliveries of housekeeping supplies and check that they are not damaged and are within their use-by-date
3. Ensure that deliveries match orders and delivery notes
4. Complete delivery documents accurately
5. Handle and move housekeeping supplies to storage areas safely and without damage or loss
6. Keep receiving areas clean, tidy, hygienic and secure

#### **Store and issue housekeeping supplies**

7. Store housekeeping supplies under the correct storage conditions
8. Issue housekeeping supplies ensuring that they are handled in line with manufacturers' instructions
9. Follow stock rotation and issuing procedures
10. Report low levels of housekeeping supplies to the appropriate person
11. Keep storage areas clean, tidy and hygienic, reporting signs of pest infestation immediately
12. Secure storage areas against unauthorised access
13. Refer all tasks outside your area of responsibility to the appropriate person

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### Knowledge and understanding

You need to know and understand:

#### **For the whole unit**

1. Basic legal requirements relating to safe working practices when handling housekeeping supplies
2. The importance of working effectively and efficiently whilst remaining polite and professional

#### **Receive and check housekeeping supplies**

3. Why you should not accept damaged goods and what you should do if they are delivered
4. Safe lifting and handling techniques and why they are important
5. Why it is important to keep receiving areas clean and tidy
6. Why receiving areas need to be secure from unauthorised access
7. What procedures to follow when you identify discrepancies in deliveries/delivery documentation
8. What procedures to follow to handle and transport goods safely to storage areas

#### **Store and issue housekeeping supplies**

9. Why storage conditions are important and what effect they have on housekeeping supplies
10. What procedures to follow to correctly and safely store goods
11. Why it is important to store housekeeping supplies under the correct conditions – including clean and tidy
12. Why storage areas need to be secured from unauthorised access
13. What procedures to follow to proof storage areas for pest infestation
14. Why a constant stock of housekeeping supplies should be maintained
15. What the minimum and maximum stock levels are
16. Why it is important to maintain accurate and complete records of items received, stored and issued
17. Why correct stock rotation procedures are important
18. Why it is important to separate different kinds of stock, for example food and chemicals
19. The types of problems and unexpected situations that may happen when you are storing goods and how to deal with these.

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**Scope/range**

**1. Deliveries**

- 1.1 internal suppliers
- 1.2 external suppliers

**2. Housekeeping supplies**

- 2.1 equipment
- 2.2 materials
- 2.3 customer supplies

**3. Storage conditions**

- 3.1 lighting
- 3.2 ventilation
- 3.3 temperature
- 3.4 cleanliness

## Glossary

**Internal deliveries**

For example, from other departments in your organisation

**Pest infestation**

For example, rats, mice, cockroaches

**Receiving area**

Anywhere in your workplace where you receive deliveries

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