

## Clean and service a range of areas

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### Overview

This standard is about daily cleaning routines in order to maintain high standards and potentially avoid complaints. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste. It is for housekeeping assistants and cleaning staff. The cleanliness and maintenance of any establishment is an area that guests or customers can be very quick to comment on, particularly on social media platforms.

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

- Clean and service a range of areas

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## Performance criteria

You must be able to:

### **Clean and service toilet and bathroom areas**

1. Check timescales for planned workload
2. Prepare the bathroom and toilet area for cleaning
3. Choose the correct cleaning equipment and materials for each part of the toilet and bathroom area
4. Clean the toilet and surrounding areas correctly
5. Clean the bathroom appliances and surrounding areas correctly
6. Clean the floors, walls, mirrors and other areas correctly and leave the whole area tidy
7. Check environmental conditions are correct according to workplace requirements
8. Identify and report anything that needs maintenance or repair
9. Complete and pass on any records of your work correctly
10. Carry out a final check of the area to make sure it will satisfy the customer

### **Clean and service furnished areas**

11. Check timescales for planned workload
12. Prepare furnished areas for cleaning
13. Choose the correct cleaning equipment and materials for each part of the area
14. Clean the floor covering according to workplace procedures
15. Clean the furniture according to workplace procedures
16. Clean mirrors, wall coverings and any other surfaces and leave the whole area tidy
17. Identify and report anything that needs maintenance or repair
18. Complete and pass on any records of your work correctly
19. Carry out a final check of the area to make sure it will satisfy the customer

### **Dispose of waste**

20. Wear appropriate clothing
21. Prepare the waste for despatch making sure you handle it carefully
22. Sanitise the waste containers following your workplace procedures

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## Knowledge and understanding

You need to know and understand:

### **For the whole unit**

1. Why it is important to consider timescales when cleaning and servicing a range of areas
2. What to do if customers are present when you are cleaning rooms
3. Why it is important to prepare the area and yourself before cleaning and disposing of waste
4. The types of items in bathrooms and bedrooms that may need maintenance and repair
5. Why it is important to report items needing repair and who to report them to
6. Types of records you may need to keep in relation to cleaning
7. Why the work area needs to be inspected on completion
8. Why environmental conditions should be maintained appropriately

### **Clean and service toilet and bathroom areas**

9. Your organisation's standards for cleaning toilet and bathroom areas
10. Why hazard signs are sometimes needed in preparing the work area
11. What materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one
12. The types of unexpected situations that may happen when you are cleaning bathrooms and toilets and how to deal with these

### **Clean and service furnished areas**

13. Your organisation's standards for cleaning in furnished areas
14. Safe lifting and carrying techniques and why you should always use these
15. What materials and equipment are used for cleaning different furnished areas and how to choose the correct one
16. Why certain areas need to be kept secure from unauthorised access
17. The types of unexpected situations that may happen when you are cleaning furnished areas and how to deal with these

### **Dispose of waste**

18. How to identify different sorts of waste and how different sorts of waste should be disposed of
19. What materials and equipment are used for waste disposal
20. The types of problems and unexpected situations that may happen when you are disposing of waste and how to deal with these

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## Scope/range

### **1. Preparations**

- 1.1 use of personal protective equipment
- 1.2 use hazard signs
- 1.3 protect vulnerable surrounding areas

### **2. Waste**

- 2.1 hazardous waste
- 2.2 non-hazardous waste

### **3. Collection methods**

- 3.1 external collection
- 3.2 incineration/compression
- 3.3 recycling

### **4. Checking methods**

- 4.1 self check
- 4.2 supervisory check

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## Glossary

### **Protective clothing**

For example, uniform and gloves

### **Hazardous waste**

For example, chemicals and sharp objects

### **Non-hazardous waste**

For example, paper

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**Originating Organisation** People 1st

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**Relevant Occupations** Housekeeper; Room Attendant; Chamber Maid

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**Suite** Hospitality - Housekeeping and Front of House Reception

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