

Help to clean and maintain furnished areas

Overview

This standard is about preparing and cleaning surfaces such as wood, plastic and fabric. It also covers cleaning floors and floor coverings such as carpets, vinyl and cork. Finally the standard deals with servicing furnished areas, for example checking heating/lighting and emptying bins. It is for housekeeping assistants and cleaners who regularly clean these areas. The cleanliness and appearance of areas in all types of establishments plays a key part of ensuring guest satisfaction. Guests or customers can be very quick to comment particularly on social media platforms. This could be a lobby in a hotel, a guest area in a residential home, the dining room in a bed and breakfast as well as bedrooms.

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

- Help to clean and maintain furnished areas

Performance criteria

You must be able to:

Clean surfaces, furnishings, fixtures and fittings

1. Check timescales for planned workload
2. Prepare the work area for cleaning
3. Check and prepare cleaning equipment in line with the manufacturers' instructions prior to use
4. Clean surfaces, furnishings and fittings so that they are free from dust, debris and removable marks
5. Follow the manufacturers' instructions when using equipment and materials
6. Deal with cleaning equipment correctly after use
7. Convey a positive image of the organisation when coming into contact with customers and other members of staff

Clean floors and floor coverings

8. Check timescales for planned workload
9. Prepare the work area for cleaning
10. Check and prepare cleaning equipment and materials in line with the manufacturers' instructions prior to use
11. Clean floor and floor coverings safely and systematically
12. Check finished floors and floor coverings are dry and free from dust, dirt debris and removable marks
13. Dispose of waste and dirty water correctly and safely
14. Clean and store cleaning equipment and materials correctly after use
15. Convey a positive image of the organisation when coming into contact with customers and other members of staff

Service furnished areas

16. Check that heating, lighting and ventilation systems are set correctly
17. Check that furnished areas are free from unpleasant smells
18. Empty waste bins and leave them clean and ready for use
19. Prepare waste for collection, sorting it in line with environmental and sustainability procedures
20. Convey a positive image of the organisation when coming into contact with customers and other members of staff

Knowledge and understanding

You need to know and understand:

Clean surfaces, furnishings, fixtures and fittings

1. Why it is important to consider timescales when cleaning and maintaining furnished areas
2. Why it is important to convey a positive image of your organisation to customers and other staff whilst working
3. Why you should wear personal protective equipment when cleaning
4. Why you should not mix cleaning materials
5. Why you should put up hazard signs and protect surrounding areas
6. Why you should get rid of all traces of cleaning materials from interior surfaces, furnishings, fixtures and fittings
7. What precautions you should take when using ladders or moving furniture during cleaning
8. Why you should protect surrounding areas when cleaning interior surfaces, furnishings, fixtures and fittings
9. Why you should follow the manufacturer's instructions when using cleaning equipment and materials
10. How to deal with equipment when you have finished using it
11. How to identify and report equipment that needs repair or servicing
12. Basic legal requirements about the use of cleaning equipment and materials
13. What precautions should you take when working above hand height level

Clean floors and floor coverings

14. What dangers are caused by water coming into contact with electricity supplies or batteries when cleaning floors and floor coverings
15. What precautions you should take to avoid electrocution when cleaning floors and floor coverings
16. Why you should follow manufacturers' instructions when using cleaning equipment and materials to clean floors and floor coverings
17. How to avoid causing slips when cleaning floors and floor coverings
18. How to dispose of used cleaning materials safely and correctly

Service furnished areas

19. What the different environmental conditions are and why it is important to maintain them appropriately
20. Why waste should be handled and disposed of correctly
21. What the different ways of dealing with waste and why it is important to use the appropriate one
22. Why it is important to correctly identify waste and how you can identify

hazardous waste

Scope/range

1. Preparation of work area

- 1.1 use of personal protective equipment
- 1.2 put up hazard warning signs
- 1.3 protect surrounding areas

2. Surfaces, furnishings, fixtures and fittings

- 2.1 wood
- 2.2 plastic / vinyl / linoleum / laminate
- 2.3 glass
- 2.4 ceramic /stone / marble / granite
- 2.5 metal
- 2.6 painted surfaces
- 2.7 fabric

3. Equipment and materials

- 3.1 manual equipment
- 3.2 powered equipment
- 3.3 cleaning chemicals

4. Waste

- 4.1 hazardous
- 4.2 non-hazardous

5. Collection methods

- 5.1 external collection
- 5.2 incineration / compression
- 5.3 recycling

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