

Unit DT14 04 (1R5)

Receive, move and store customer and organisation property

This Unit has the following elements:

Element 1 (1R5.1)

Receive customer property

Element 2 (1R5.2)

Handle, move and store customer and organisation property

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

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Unit Summary

This Unit is about storing luggage, coats and other items. It also covers moving things such as furniture and electrical equipment and keeping them secure.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ dealing with customers
- ◆ taking and storing customer property
- ◆ keeping records
- ◆ moving equipment and luggage by trolley and by hand
- ◆ keeping storage areas clean and secure

What some of the words in this Unit mean	
Appropriate member of staff	the person who supervises you or is responsible for dealing with the customer
Customers	these could be people staying at the place where you work or people using the place for events such as conferences, banquets, meetings etc
Customer property	for example, luggage and other belongings that customers wish to be stored safely until they collect them
Hygienic	for example, no spilt food or drink, no evidence of pests such as mice, rats or cockroaches
Organisation	the place where you work
Storage areas	places where you store property
Suspicious items	anything you think could be illegal or cause harm and damage

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Element 1 (1R5.1)

Receive customer property

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Deal with your customers quickly, politely and helpfully	
②	Take customer property and give them a receipt when necessary	
③	Keep customer property secure	
4	Report any suspicious customer property to an appropriate member of staff	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Customer property, at least two required from the following:</i>						
luggage						
coats and other items of clothing						
valuables						

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Element 1 (1R5.1)

Receive customer property

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

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Element 2 (1R5.2)

Handle, move and store customer and organisation property

What you must do (circled numbers must be observed)		Assessor initials/date
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Choose the safest and best way to move the property	
②	Lift and move property safely without injuring yourself or others or causing damage	
3	Make sure you do not lose any property	
④	Move property to the right place at the right time	
5	Make sure no-one takes the property without permission	
6	Fill in any storage records correctly	
⑦	Keep your storage area: <ul style="list-style-type: none"> ◆ secure ◆ clean ◆ tidy ◆ hygienic 	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
Property , at least three required from the following:						
customer property						
furniture						
electrical equipment						
luggage						
other property						
Ways of moving property , at least one required from the following:						
carrying it						
using a trolley						
Places to which property is moved , at least two required from the following:						
customer accommodation						
public areas						
storage areas						

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Element 2 (1R5.2)

Handle, move and store customer and organisation property

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DT14 04 (1R5)**Receive, move and store customer and organisation property**

What you must know for the Unit	
Element 1 (1R5.1) Receive customer property	
K1	Your organisation's responsibilities for storing customer property
K2	Why it is important to deal with customers quickly, politely and helpfully
K3	The right way to greet and deal with customers
K4	The right way to take property from the customer
K5	Why it might be important to give the customer a proper receipt for their property
K6	How to recognise a suspicious item of property and what you should do about it
Element 2 (1R5.2) Handle, move and store customer and organisation property	
K7	How to decide whether to move property by carrying it or by using a trolley
K8	The types of injuries that could happen when lifting and moving different types of property
K9	Lifting and handling techniques you should use to stop you injuring yourself and others and damaging property
K10	Appropriate clothing and footwear when handling heavy or dirty property
K11	How to avoid losing property when you are moving and storing it
K12	How to avoid losing someone taking property without permission
K13	Where you should store customers' property
K14	The types of problems that may happen when you are moving property and what to do about these
K15	Why it might be important to keep storage records and how to fill these in
K16	Why you should keep storage areas secure, clean, tidy and hygienic and how you should do this
K17	The types of problems you might come across with storage areas and what to do about these problems

<p>Knowledge evidence retained</p>

Assessor signature: _____

Date: _____

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Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback