

Unit DR9Y 04 (1R6)

Service public areas at front of house

This Unit has the following elements:

Element 1 (1R6.1)

Clean public areas

Element 2 (1R6.2)

Help to keep public areas neat, tidy and in good order

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 cleaning public areas as lobbies, lifts, entrances and public toilets, using suitable equipment. It also covers keeping these areas clean and tidy, for example by emptying bins and ashtrays, arranging furniture and keeping displays tidy and up-to-date.

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

- ◆ cleaning public areas
- ◆ putting up warning signs
- ◆ storing equipment and materials
- ◆ acknowledging customers
- ◆ emptying waste bins
- ◆ tidying furniture and display areas

What some of the words in this Unit mean	
Chemical warning signs	signs on bottles that tell you what type of chemicals you are using
Faults	for example, lights not working, damage to furniture and fixtures etc
Hazard warning signs	signs that warn other people that you are cleaning and that floors may be wet and slippery
Organisation	the place where you work
Protective clothing	for example, overalls and gloves

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Element 1 (1R6.1)

Clean public areas

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 right cleaning equipment and materials for the area you are cleaning	
2	When necessary, put up hazard warning signs	
③	When necessary, wear protective clothing	
④	Clean off dust, dirt, debris and removable marks from the surfaces you are cleaning	
⑤	Store your cleaning equipment correctly and safely after use	
6	Get rid of used cleaning materials safely	

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>Public areas, at least three required from the following:</i>						
lobby						
passenger lifts						
corridors and stairways						
front entrance						
eating and drinking areas						
<i>Cleaning equipment, at least three required from the following:</i>						
mops and buckets						
brooms and brushes						
vacuum cleaners						
cloths						
<i>Cleaning materials, at least three required from the following:</i>						
water						
detergent						
polish						
chemicals						
<i>Surfaces, at least four required from the following:</i>						
steps/ramps						
floors/floor coverings						
glass surfaces						
furniture						
toilet appliances						
cushions/curtains and fabrics						
metal						
plastic						

Unit DR9Y 04 (1R6)**Service public areas at front of house****Element 1 (1R6.1)****Clean public areas**

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

Unit DR9Y 04 (1R6)

Service public areas at front of house

Element 2 (1R6.2)

Help to keep public areas neat, tidy and in good order

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	Empty waste containers and get rid of waste correctly	
②	Arrange furniture neatly	
③	Keep displays neat, tidy and up-to-date	
4	Spot and report any faults in the area to the 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>Waste containers, at least one required from the following:</i>						
waste bins						
ashtrays						
<i>Furniture, at least two required from the following:</i>						
chairs						
tables						
lighting fixtures and fittings						
<i>Displays, at least two required from the following:</i>						
public notices						
magazines/brochure racks						
plants/floral decorations						
pictures						

Unit DR9Y 04 (1R6)**Service public areas at front of house****Element 2 (1R6.2)****Help to keep public areas neat, tidy and in good order**

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

Unit DR9Y 04 (1R6)**Service public areas at front of house**

What you must know for the Unit	
For the whole Unit	
K1	Your organisation's standards for cleaning and tidying and why you should work to these
K2	How to acknowledge customers correctly when you are working front of house
Element 1 (1R6.1) Clean public areas	
K3	How to choose the right cleaning equipment and materials for the areas and surfaces that you clean
K4	When and how you should use hazard warning signs when you are cleaning
K5	When you should wear protective clothing and what type of protective clothing to wear
K6	How to dispose of used cleaning material correctly and why
K7	The different chemical warning signs you will come across and what they mean
K8	The types of problems that may happen when you are cleaning and how to deal with these yourself or report them
Element 2 (1R6.2) Help to keep public areas neat, tidy and in good order	
K9	Why front of house areas need to be clean, tidy and well maintained
K10	Types of waste that you deal with and how to get rid of it correctly and safely
K11	How you should arrange the furniture in front of house areas
K12	The types of displays you are responsible for
K13	Why it is important to keep displays neat and tidy and well-stocked
K14	How to keep displays neat, tidy and up-to-date
K15	The types of things that may need fixing in the front of house areas: how to spot and report them
K16	The types of problems that may happen when you are working front of house and how to deal with these

<p>Knowledge evidence retained</p>

Assessor signature: _____

Date: _____

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

Assessor Feedback