

Unit DT0R 04 (1R8)

**Prepare, service and clear meeting and
conference rooms**

This Unit has the following elements:

Element 1 (1R8.1)

Prepare and service meeting and conference rooms

Element 2 (1R8.2)

Clear meeting and conference rooms

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:** _____

Unit DT0R 04 (1R8)

Prepare, service and clear meeting and conference rooms

Unit Summary

This Unit is about setting up a room for a meeting or conference. It covers checking heating and lighting equipment, setting out furniture and equipment, and arranging and restocking items such as stationary, drinks and glassware in function rooms. It also covers clearing and locking the room after use.

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

- ◆ dealing with customers
- ◆ checking heating and lighting
- ◆ arranging furniture and other equipment
- ◆ making sure the room and tables are clean and tidy
- ◆ restocking items such as drinks, glasses and stationary
- ◆ clearing the room after use
- ◆ locking up

What some of the words in this Unit mean	
Organisation	the place where you work
Other audio-visual equipment	for example, sound systems
Security procedures	procedures for locking and unlocking rooms and keeping an eye open for suspicious people

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Element 1 (1R8.1)

Prepare and service meeting and conference rooms

What you must do (circled numbers must be observed)		Assessor initials/date
①	Check that heating and lighting systems are working	
②	Follow instructions for arranging furniture and equipment	
③	Make sure table items are clean, undamaged and laid out as the customer asked	
④	Check that equipment is ready for the customer to use	
⑤	Keep the room clean, tidy and well stocked	
⑥	Make sure the room is secure during breaks	

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>Instructions, both required from the following:</i>						
spoken						
written						
<i>Equipment, at least three required from the following:</i>						
screens						
projectors						
flip charts						
other types of audio-visual equipment						
<i>Table items, at least three required from the following:</i>						
table covering						
glassware						
pens and paper						
refreshments						
decorations						

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Element 1 (1R8.1)

Prepare and service meeting and conference rooms

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

Unit DT0R 04 (1R8)

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Element 2 (1R8.2)

Clear meeting and conference rooms

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	Neatly arrange the furniture, equipment and table items that should stay in the room	
②	Store other furniture, equipment and table items in the right place	
③	Leave the room ready for cleaning	
4	Reset heating and lighting systems	
⑤	Lock the room as required	

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>Equipment, at least three required from the following:</i>						
screens						
projectors						
flip charts						
other types of audio-visual equipment						
<i>Table items, at least three required from the following:</i>						
table covering						
glassware						
pens and paper						
refreshments						
decorations						

Unit DT0R 04 (1R8)**Prepare, service and clear meeting and conference rooms****Element 2 (1R8.2)****Clear meeting and conference rooms**

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

Unit DT0R 04 (1R8)**Prepare, service and clear meeting and conference rooms**

What you must know for the Unit	
For the whole Unit	
K1	Your organisation's standards for customer care and how to liaise with customers during conferences and meetings
K2	Your organisation's security procedures
Element 1 (1R8.1) Prepare and service meeting and conference rooms	
K3	Where you should get instructions about how to arrange the room
K4	Why all furniture and furniture items must be checked for cleanliness and damage
K5	Why you must use correct lifting and handling techniques when moving furniture and other heavy items
K6	How to control heating and lighting systems
K7	How to check equipment such as screens, projectors, flipcharts and other audio-visual equipment
K8	Where to find items that might need replacing such as flip chart tablets, pens, paper and refreshments
K9	Why you must make sure that conference and meeting rooms are secure when not in use
K10	The types of problems that may happen when you are preparing and servicing meeting and conference rooms and how to deal with these
Element 2 (1R8.2) Clear meeting and conference rooms	
K11	How to arrange the room when a meeting or conference is over
K12	Where you should store furniture, equipment and other items that do not stay in the room
K13	How to make sure the room is ready for cleaning
K14	Types of problems that may happen when you are clearing rooms and how to deal with these
Knowledge evidence retained	

Assessor signature: _____**Date:** _____

Unit DT0R 04 (1R8)**Prepare, service and clear meeting and conference rooms**

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

Assessor Feedback