

**Unit DT8G 04 (2HK7)**

**Carry out periodic room serving and deep cleaning**

This Unit has the following elements:

**Element 1 (2HK7.1)**

**Carry out periodic room servicing**

**Element 2 (2HK7.2)**

**Carry out periodic deep cleaning**

**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 DT8G 04 (2HK7)

## Carry out periodic room serving and deep cleaning

### Unit Summary

This Unit is about carrying out periodic deep cleaning of hotel rooms. It covers activities such as turning mattresses, changing curtains, high dusting, cleaning carpet edges, skirting boards and paintwork.

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

- ◆ following your schedule for periodic room servicing and deep cleaning
- ◆ obtaining the necessary stock for replacing items in the rooms
- ◆ following the correct procedures for items you have replaced
- ◆ preparing areas for deep cleaning
- ◆ carrying out deep cleaning
- ◆ rearranging the room in the correct way
- ◆ identifying and reporting items and areas that may need specialist maintenance

What some of the words in this Unit mean	
<b>Protective clothing</b>	for example, uniform and gloves
<b>High dusting</b>	for example, lamp shades, light bulbs, picture rails
<b>Specialist maintenance</b>	for example, replacing faulty items
<b>Soft furnishings</b>	including blankets and bedspreads
<b>Curtains and drapes</b>	including net curtains and shower curtains

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**Element 1 (2HK7.1)**

**Carry out periodic room servicing**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Make sure you have necessary information about the schedule and requirements for <b>periodic room servicing</b>	
②	Obtain the necessary stock to replace items in the room	
③	Carry out the required <b>periodic room servicing</b>	
④	Leave the room in the required condition	
⑤	Follow the correct procedures for items you have replaced	
6	Identify and report anything that needs specialist maintenance	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Periodic room servicing, at least two required from the following:</i></b>						
turning mattresses						
changing curtains and drapes						
changing other soft furnishings as required						

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**Element 1 (2HK7.1)**

**Carry out periodic room servicing**

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

**Unit DT8G 04 (2HK7)**

**Carry out periodic room serving and deep cleaning**

**Element 2 (2HK7.2)**

**Carry out periodic deep cleaning**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Make sure you have the necessary information about the schedule and requirements for <b>periodic deep cleaning</b>	
②	<b>Prepare</b> areas for <b>periodic deep cleaning</b>	
③	Choose the correct cleaning equipment and materials for each part of the area	
④	Carry out <b>periodic deep cleaning</b> as required	
⑤	Leave the room in the required condition	
6	Identify and report any items that need specialist maintenance	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Preparations, at least two required from the following:</i></b>						
wearing appropriate protective clothing						
moving furniture to clean underneath						
protecting vulnerable surrounding areas						
<b><i>Periodic deep cleaning, at least four required from the following:</i></b>						
high dusting						
vacuuming under furniture and carpet edges						
cleaning shower rails, plug traps, drains, gulleys and behind pedestals						
cleaning pull cords, plugs and switches						
cleaning skirting boards and other paintwork						
cleaning air vents and extractors						

**Unit DT8G 04 (2HK7)****Carry out periodic room serving and deep cleaning****Element 2 (2HK7.2)****Carry out periodic deep cleaning**

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

**Unit DT8G 04 (2HK7)****Carry out periodic room serving and deep cleaning**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	The schedule for periodic room servicing and deep cleaning in your organisation
K2	Why it is important to follow this schedule
K3	Why the work area needs to be inspected on completion
K4	Your organisation's quality standards for the appearance and cleanliness of rooms
K5	Areas and items that may need specialist maintenance and how to report these
<b>Element 1 (2HK7.1) Carry out periodic room servicing</b>	
K6	How to identify items that need replacing and obtain the correct items
K7	The correct procedures for dealing with items you have replaced
<b>Element 2 (2HK7.2) Carry out periodic deep cleaning</b>	
K8	The preparations that you need to carry out for periodic deep cleaning and why these are important
K9	The equipment and materials that you need for periodic deep cleaning and how to obtain them
K10	How to use the equipment and materials efficiently and safely
K11	Health and safety requirements for high dusting

Knowledge evidence retained

**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