

**Unit D9DX 04 (HS17)**

**Maintain the housekeeping service**

This Unit has the following elements:

**Element 1 (HS17.1)**

**Prepare the housekeeping service**

**Element 2 (HS17.2)**

**Supervise the running of the housekeeping service**

**Element 3 (HS17.3)**

**Help to review and improve the housekeeping service**

**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 D9DX 04 (HS17)

## Maintain the housekeeping service

### Unit Summary

The quality of the housekeeping service can make an enormous difference to a guest's overall experience. Guests expect their rooms to be clean, tidy and well maintained, with all the facilities they expect, on hand and in good order. If the service is not well planned and organised, and carried out by friendly, sensitive and efficient staff, a guest's enjoyment of their stay can be seriously undermined.

You have a very important responsibility for the overall experience that the guest receives and, therefore, the likelihood of the guest returning, and recommending the establishment to others.

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

- ◆ planning what equipment, supplies and staff you need for the housekeeping service
- ◆ obtaining these resources
- ◆ helping to improve housekeeping procedures
- ◆ briefing and debriefing staff
- ◆ checking staff appearance
- ◆ making sure staff follow the housekeeping procedures
- ◆ dealing with problems
- ◆ record keeping
- ◆ collecting feedback from staff and customers
- ◆ using this feedback to improve the service

What some of the words in this Unit mean	
<b>Customers</b>	these could include individual customers or other departments in your organisation
<b>Motivate</b>	helping staff to feel enthusiastic about their jobs and keen to achieve high standards
<b>Legislation/legal requirements</b>	all aspects of law and regulations that affect the housekeeping service; these may include: health and safety or data protection
<b>Limits of your authority</b>	what you can and cannot do according to your organisation's procedures
<b>Records</b>	these could be paper-based or computerised
<b>Resources</b>	the equipment, supplies and staff that you need in your area of responsibility
<b>Supplies</b>	this could include linen, cleaning materials and other types of stock
<b>Variations to normal work routines</b>	when the work of staff needs to change; this may come about as a result of requests from your own department, other departments, management or customers

## Unit D9DX 04 (HS17)

## Maintain the housekeeping service

### Element 1 (HS17.1)

### Prepare the housekeeping service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you have sufficient staff with the necessary skills to maintain the housekeeping service	
2	Make sure your staff have the resources they need, when they need them	
3	Schedule these <b>procedures</b> to take place at required <b>intervals</b>	
4	Encourage your staff to ask questions if there is information they do not understand	
5	Ensure your staff's personal presentation follows organisational policy	
6	Brief your staff on standards of acceptable behaviour	
7	Brief your staff on how to communicate with customers and other staff	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Ensuring the following <b>resources</b> are available, <b>all</b> required from the following:</i>						
equipment						
supplies						
time						
<i>Helping to determine and communicate <b>procedures</b> covering the following, at least <b>two</b> required from the following:</i>						
the expected condition of customer rooms, public and staff areas when ready for use						
the replenishment of customer and staff supplies						
fault reporting						
<i>Scheduling procedures covering the following <b>intervals</b>, at least <b>three</b> required from the following:</i>						
daily						
weekly						
monthly						
yearly						

**Unit D9DX 04 (HS17)****Maintain the housekeeping service****Element 1 (HS17.1)****Prepare the housekeeping service**

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

## Unit D9DX 04 (HS17)

## Maintain the housekeeping service

### Element 2 (HS17.2)

### Supervise the running of the housekeeping service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Check that your staff follow the correct housekeeping <b>procedures</b> at the required <b>intervals</b>	
2	Deal with any <b>problems</b> that may disrupt the housekeeping service	
3	Inform your staff and customers about any changes to the service that may affect them	
4	Make sure the required <b>records</b> are completed and processed	
5	Make sure the housekeeping service complies with relevant legislation and organisational policy	

What you must cover (minimum requirement for observation/products of work in <b>italic and bold</b> )	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Ensuring staff follow <b>procedures</b> for, at least <b>three</b> required from the following:</i>						
correct behaviour						
correct ways of communicating with customers and staff						
the expected condition of customer rooms, public and staff areas when ready for use						
the restocking of customer and staff supplies						
fault reporting						
<i>Making sure <b>procedures</b> are covered at the following <b>intervals</b>, at least <b>three</b> required from the following:</i>						
daily						
weekly						
monthly						
yearly						
<i>Dealing with <b>problems</b> relating to, at least <b>one</b> required from the following:</i>						
equipment						
supplies						
staff						
customers						
<i>Completing the following <b>records</b>, at least <b>three</b> required from the following:</i>						
room status report						
room checklists						
maintenance reports						
periodic cleaning records						
special requirements						
customer feedback forms						
complaint reports						
incident reports						

**Unit D9DX 04 (HS17)****Maintain the housekeeping service****Element 2 (HS17.2)****Supervise the running of the housekeeping service**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
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5		
6		

## Unit D9DX 04 (HS17)

## Maintain the housekeeping service

### Element 3 (HS17.3)

### Help to review and improve the housekeeping service

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Collect <b>feedback</b> from staff and customers	
2	Record <b>feedback</b> from staff and customers and pass it on to the <b>relevant people</b> following your organisation's requirements	
3	Monitor procedures and review them to ensure the service meets <b>the needs of customers</b>	
4	Recommend improvements to procedures when necessary	
5	Support your recommendations with evidence including what the <b>implications of change</b> may be	

What you must cover (minimum requirement for observation/products of work 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 projects, questioning, work-based assignments, and expert witness testimony						
<i>Collecting and recording the following types of <b>feedback</b>, both required from the following:</i>						
verbal						
written						
<i>Passing on feedback to the following <b>relevant people</b>, at least <b>two</b> required from the following:</i>						
your staff						
other departments						
managers						
<i>Ensuring the service meets the <b>needs of customers</b> in terms of, at least <b>three</b> required from the following:</i>						
quality of service						
efficiency of service						
special requirements						
adequate supplies						
<i>Outlining possible <b>implications of change</b> covering, at least <b>three</b> required from the following:</i>						
quality of service						
efficiency of service						
flexibility to meet special requirements						
staff workload						
impact on other departments						
staff training needs						

**Unit D9DX 04 (HS17)****Maintain the housekeeping service****Element 3 (HS17.3)****Help to review and improve the housekeeping service**

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



**Unit D9DX 04 (HS17)****Maintain the housekeeping service**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	The roles and responsibilities of different people in your organisation and department for procedures in relation to the housekeeping service
K2	How legislation affects housekeeping procedures
K3	How the housekeeping service integrates with other departments
K4	The problems that may arise if the housekeeping service and other departments do not work together
<b>Element 1 (HS17.1) Prepare the housekeeping service</b>	
K5	How your organisation's policies can affect the development of procedures for the housekeeping service
K6	How to allocate work to staff to ensure standards are maintained
K7	How to choose appropriate methods to brief your staff, for example verbal instructions, written instructions, demonstrations or diagrams
K8	How to monitor the allocation and use of resources
K9	The different cleaning agents and other materials used in the housekeeping service
K10	How to use and store cleaning agents and other materials used in the housekeeping service
K11	How to care for the different materials that are used in the housekeeping service
K12	How different surfaces should be cared for
K13	Standards of personal presentation, customer care and behaviour for staff
<b>Element 2 (HS17.2) Supervise the running of the housekeeping service</b>	
K14	How to monitor the work of the housekeeping service
K15	The types of problems that may occur in the housekeeping service and how to deal with and report these
K16	Why it is important to evaluate information before you report it
K17	The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each
K18	The limits of your authority when dealing with problems
<b>Element 3 (HS17.3) Help to review and improve the housekeeping service</b>	
K19	Why you should maintain confidentiality when collecting feedback
K20	How to report feedback
K21	Why feedback from customers and staff is essential in improving services and the overall management of the organisation
K22	How feedback from customers and staff should be obtained
K23	Why you should review procedures and how to do so
K24	How to identify and suggest possible ways of improving the housekeeping service
K25	How to alter work allocation in response to feedback
K26	How to give feedback to staff in a way that motivates them

**Unit D9DX 04 (HS17)****Maintain the housekeeping service**

<b>What you must know for the Unit (cont)</b>	
<b>Element 3 (HS17.3) Help to review and improve the housekeeping service (cont)</b>	
K27	What the legal requirements are in relation to storing information about customers, staff and their comments
K28	Why the implications of legal requirements need to be regularly reviewed

**Unit D9DX 04 (HS17)****Maintain the housekeeping service**

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

Knowledge evidence retained

Assessor Feedback

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_