

Unit PPLHSL17 (HK74 04) Supervise Housekeeping Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about the maintenance of the housekeeping service and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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Unit PPLHSL17 (HK74 04) Supervise Housekeeping Services

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Schedule housekeeping procedures to take place at intervals which are suitable for maintaining the standards of the housekeeping service.  2 Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines.  3 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.  4 Ensure your staff follow the housekeeping procedures, maintain the appearance of the accommodation and public areas, conduct and present themselves according to organisational requirements and standards.  5 Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience.  6 Ensure the housekeeping service complies with legal requirements, industry regulations, professional codes and organisational policies.  7 Inform your staff and customers about any changes to the service that may affect them.  8 Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the portering and concierge service when they occur, finding practical ways to overcome barriers.  9 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.  10 Monitor and review procedures to ensure the service meets the needs of customers.  11 Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements.  12 Give feedback to staff to help them improve their performance where appropriate.  13 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:  a cost effectively  b time efficiently  c ethically |

Unit PPLHSL17 (HK74 04) Supervise Housekeeping Services

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | **Scope/Range** | | |
| **What you must do** | | | | | | | | | | | | | **What you must cover:** | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **a** | **b** | **c** |
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Unit PPLHSL17 (HK74 04) Supervise Housekeeping Services

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| **Knowledge and understanding** | | | **Evidence reference**  **and date** |
| **What you must know and understand** | | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | | |
| 1 | **How to plan activities required to operate efficient housekeeping services** | |  |
| 1.1 | The roles and responsibilities of different people in your organisation and department for procedures in relation to the housekeeping service. |  |
| 1.2 | How legislation affects housekeeping procedures. |  |
| 1.3 | The economic importance of an effective customer focused housekeeping service to the organisation and its staff members. |  |
| 1.4 | How your organisation's policies can affect the development of procedures for the housekeeping service. |  |
| 1.5 | Standards of personal presentation, customer care and behaviour for staff. |  |
| 1.6 | What the legal requirements are in relation to storing information about customers, staff and their comments. |  |
| 1.7 | Why the implications of legal requirements need to be regularly reviewed. |  |
| 2 | **How to work out what resources are needed to operate efficient housekeeping services** | |  |
| 2.1 | How the housekeeping service integrates with other departments and the problems that may arise if the housekeeping service and other departments do not work together. |  |
| 2.2 | How to allocate work to staff and monitor responsibilities to ensure standards are maintained. |  |
| 2.3 | How to identify training needs and ensure that staff have the skills and knowledge to carry out their work effectively. |  |
| 3 | **How to operate efficient housekeeping services** | |  |
| 3.1 | How to choose appropriate methods to brief your staff, including; verbal instructions, written instructions, demonstrations or diagrams. |  |
| 3.2 | How to give feedback to staff in a way that motivates them. |  |
| 3.3 | The different cleaning agents, materials and tools used in the housekeeping service and how to use and store these. |  |
| 3.4 | How the different surfaces and materials in your area of responsibility should be cleaned/cared for. |  |

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|  | **How to operate efficient housekeeping services (cont)** | |  |
| 3.5 | The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each. |  |
| 3.6 | Why it is important to review procedures and how to do so. |  |
| 3.7 | How to identify and suggest possible ways of improving the housekeeping service. |  |
| 3.8 | The health and safety standards that need to be followed with regards to the housekeeping service and the impact that a breach of these standards could have on customers, staff and the organisation. |  |
| 4 | **How to monitor housekeeping services** | |  |
| 4.1 | How to monitor the allocation and use of resources. |  |
| 4.2 | How to monitor the work of the housekeeping service. |  |
| 4.3 | The types of problems that may occur in the housekeeping service and how to deal with and report these. |  |
| 4.4 | The limits of your authority when dealing with problems. |  |
| 5 | **How to gather and act on feedback** | |  |
| 5.1 | Why you should maintain confidentiality when collecting feedback. |  |
| 5.2 | How to report feedback. |  |
| 5.3 | The importance of collecting feedback from staff and customers. |  |
| 5.4 | Procedures for obtaining and recording feedback from customers and staff and why it is essential to the improvement of services and the overall management of the organisation. |  |
| 5.5 | How to alter work allocation in response to feedback. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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