

Unit PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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)** |  |

Unit PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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| **Unit overview** |
| This unit is about carrying out periodic room servicing and deep cleaning. Examples of this could be turning mattresses, changing curtains, or high dusting. It is for housekeeping assistants and cleaning staff. They are important tasks that if not done could be identified by customers who can be very quick to comment, particularly on social media platforms.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Carry out periodic room servicing and deep cleaning |

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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 PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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| **Performance criteria** | |
| **You must do:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1–7, 9–16 and 18 by directly observing the candidate’s work.  PCs 8 and 17 may be assessed by alternative methods if observation is not possible. | |
| **Carry out periodic room servicing**  **1 Check timescales for planned room servicing and work out how much time you have for each task and room.**  **2 Check you have the necessary information about the schedule and requirements for periodic room servicing..**  **3 Request assistance for tasks that require more than one person to complete**  **4 Obtain the necessary stock to replace items in the room.**  **5 Carry out the required periodic room servicing.**  **6 Leave the room in the required condition.**  **7 Follow the correct procedures for items you have replaced.**  8 Identify and report anything that needs specialist maintenance.  **9 Check the room according to organisation procedures.** | **Carry out periodic deep cleaning**  **10 Check timescales for planned deep cleaning and work out how much time you have for each task and room.**  **11 Obtain the necessary information about the schedule and requirements for periodic deep cleaning.**  **12 Request assistance for tasks that require more than one person to complete.**  **13 Prepare areas for periodic deep cleaning.**  **14 Choose the correct cleaning equipment and materials for each part of the area.**  **15 Carry out periodic deep cleaning as required.**  **16 Leave the room in the required condition.**  17 Identify and report any items that need specialist maintenance.  **18 Check the room according to organisational procedures.** |

Unit PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **1** | **2** | **3** | | **4** | | **5** | | **6** | | **7** | | **8** | | **9** | | **10** | | **11** | | **12** | | **13** | | **14** | | **15** | | **16** | | **17** | | **18** | |
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Unit PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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| **Scope/Range** | | | |
| **What you must cover:** | | | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | | | |
| **two** from:  a turning mattresses  b changing curtains and drapes  c changing other soft furnishings as required  d any other organisational room servicing cleaning activity | **all** of the following:  e using appropriate protective clothing  f moving furniture to clean underneath  g protecting vulnerable surrounding areas | **five** from:  h high dusting  i vacuuming under furniture and carpet edges  j cleaning shower rails, plug traps, drains, gulleys and behind pedestals  k clean pull cords, plugs and switches  l clean skirting boards and other paintwork  m clean air vents and extractors  n any other organisational periodic deep cleaning activity | **one** from:  o self-checking  p supervisory checking |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | | | |

Unit PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** | | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** | **p** |
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Unit PPL2HK7 (HL2F 04) Carry Out Periodic Room Servicing and Deep Cleaning

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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). | |
| **For the whole unit** | | |
| 1 | The schedule for periodic room servicing and deep cleaning in your organisation and why timescales are important. |  |
| 2 | Why it is important to follow this schedule. |  |
| 3 | Why the work area needs to be inspected on completion. |  |
| 4 | Your organisation's quality standards for the appearance and cleanliness of rooms. |  |
| 5 | Areas and items that may need specialist maintenance, and how to report these. |  |
| **Carry out periodic room servicing** | | |
| 6 | How to identify items that need replacing and obtain the correct items. |  |
| 7 | The correct procedures for dealing with items you have replaced. |  |
| **Carry out periodic deep cleaning** | | |
| 8 | The preparations that you need to carry out for periodic deep cleaning, and why these are important. |  |
| 9 | The equipment and materials that you need for periodic deep cleaning, and how to obtain them. |  |
| 10 | How to use the equipment and materials efficiently and safely. |  |
| 11 | Health and safety requirements for high dusting. |  |

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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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