

Unit PPL2HK3 (HL2L 04) Maintain Housekeeping Supplies

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 receiving housekeeping supplies and checking for any discrepancies in deliveries. It also covers storing housekeeping supplies correctly and issuing the right supplies to other staff. It is for housekeeping assistants and linen store staff that would take in deliveries and issue supplies.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Maintain housekeeping supplies |

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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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| **Performance criteria** | |
| **You must do:** | |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess Performance Criteria (PC) 1–9 and 11–13 by directly observing the candidate’s work. PC 10 may be assessed by alternative methods if observation is not possible. | |
| **Receive and check housekeeping supplies**  1 Present yourself positively to external and internal delivery staff.  2 Receive deliveries of housekeeping supplies and check that they are not damaged and are within their use-by-date.  3 Ensure that deliveries match orders and delivery notes.  4 Complete delivery documents accurately.  5 Handle and move housekeeping supplies to storage areas safely and without damage or loss.  6 Keep receiving areas clean, tidy, hygienic and secure. | **Store and issue housekeeping supplies**  7 Store housekeeping supplies under the correct storage conditions.  8 Issue housekeeping supplies ensuring that they are handled in line with manufacturers' instructions.  9 Follow stock rotation and issuing procedures.  10 Report low levels of housekeeping supplies to the appropriate person.  11 Keep storage areas clean, tidy and hygienic, reporting signs of pest infestation immediately.  12 Secure storage areas against unauthorised access.  13 Refer all tasks outside your area of responsibility to the appropriate person. |

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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: | | | |
| **one** from:  a internal suppliers  b external suppliers | **two** from:  c equipment  d materials  e customer supplies | **three** from storage conditions:  f lighting  g ventilation  h temperature  i cleanliness | Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

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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** | **d** | **e** | **f** | **g** | **h** | **i** |
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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 | Basic legal requirements relating to safe working practices when handling housekeeping supplies. |  |
| 2 | The importance of working effectively and efficiently whilst remaining polite and professional. |  |
| **Receive and check housekeeping supplies** | | |
| 3 | Why you should not accept damaged goods and what you should do if they are delivered. |  |
| 4 | Safe lifting and handling techniques and why they are important. |  |
| 5 | Why it is important to keep receiving areas clean and tidy. |  |
| 6 | Why receiving areas need to be secure from unauthorised access. |  |
| 7 | What procedures to follow when you identify discrepancies in deliveries/delivery documentation. |  |
| 8 | What procedures to follow to handle and transport goods safely to storage areas. |  |
| **Store and issue housekeeping supplies** | | |
| 9 | Why storage conditions are important and what effect they have on housekeeping supplies. |  |
| 10 | What procedures to follow to correctly and safely store goods. |  |
| 11 | Why it is important to store housekeeping supplies under the correct conditions — including clean and tidy. |  |
| 12 | Why storage areas need to be secured from unauthorised access. |  |
| 13 | What procedures to follow to proof storage areas for pest infestation. |  |
| 14 | Why a constant stock of housekeeping supplies should be maintained. |  |
| 15 | What the minimum and maximum stock levels are. |  |
| 16 | Why it is important to maintain accurate and complete records of items received, stored and issued. |  |
| 17 | Why correct stock rotation procedures are important. |  |
| 18 | Why it is important to separate different kinds of stock, for example food and chemicals. |  |
| 19 | The types of problems and unexpected situations that may happen when you are storing goods and how to deal with these. |  |

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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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