

Unit PPL1HK1 (HL2Y 04) Collect Linen and Make Beds

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 stripping and making beds, handling linen and bed coverings, as well as collecting bed coverings and moving them to the rooms. It is for people who regularly service bedrooms and make beds such as room attendants.  The way a bed is presented can assist in creating a welcoming atmosphere across all types of establishments including hotels, residential homes or bed and breakfasts. Depending on the establishment customers or guests may now be given more choice in terms of pillows or bed linen further expanding on the guest experience.  When you have completed this unit you will be able to demonstrate your understanding of and ability to:   * Collect linen and make beds |

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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) 1–13 by directly observing the candidate’s work. | |
| **Collect clean linen and bed coverings**  **1 Check timescales for planned workload and plan work accordingly.**  **2 Choose and collect the bed and bathroom linen and bed coverings that you need for your work schedule.**  **3 Ensure the linen and bed coverings meet your organisation's standards.**  **4 Handle and move the linen and bed coverings safely.**  **5 Keep your linen store safe and secure.** | Strip and make beds  **6 Check timescales for planned workload and plan work accordingly.**  **7 Strip all linen and bed covering from the beds.**  **8 Handle and store soiled linen and bed coverings correctly.**  **9 Prepare the bed ready for making.**  **10 Check the bed base, bed head, linen and bed coverings are clean and not damaged.**  **11 Make the bed with the right linen and bed coverings depending on the type of customer and their personal requirements if known.**  **12 Leave the bed neat, smooth and ready for use.**  **13 Deal with customers’ personal property according to your organisation's procedures.** |

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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** |
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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: | | |
| **four f**rom:  a sheets or duvet covers  b blankets or duvets  c bedspreads or throws  d pillow cases  e waterproof sheets  f valances or mattress protectors  g pillows  h bathroom linen  i cushions or cushion covers | **one** from:  j double or single beds  k cots or folding beds  l zip and link beds  m sofa beds | **one** from:  n new customer  o stay over customer |
| 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** | **Scope/Range** | | | | | | | | | | | | | | |
| **What you must cover** | | | | | | | | | | | | | | |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** | **m** | **n** | **o** |
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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 | Safe lifting and handling techniques and why you should always use them. |  |
| 2 | Your organisation's standards for linen and bed coverings. |  |
| 3 | Why you should keep soiled linen separate from clean linen.. |  |
| **Collect clean linen and bed coverings** | | |
| 4 | Why you must keep your linen and linen store secure |  |
| 5 | Why it is important to check linen to make sure it is clean and up to standard. |  |
| 6 | The types of problems that may happen when you are choosing and collecting linen from the linen store and how to deal with these. |  |
| **Strip and make beds** | | |
| 7 | The correct way to deal with soiled linen. |  |
| 8 | The right way to sort different fabrics. |  |
| 9 | Your organisation's procedures for making and re-sheeting beds. |  |
| 10 | Why it is important to use the right sized linen. |  |
| 11 | Why it is important to use the correct type of pillow or bed linen for individual customers or guests. |  |
| 12 | The types of problems or unexpected situations — including customer incidents — that may happen when stripping and making beds and how to deal with these. |  |
| 13 | How to spot and what procedures to use, if encountering bedbugs or other infestations. |  |
| 14 | What the environmental implications connected to the use of bed and bathroom linen are. |  |
| 15 | What the procedures are for reporting damage. |  |

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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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