Unit PPL1FOH8 (HL3H 04) Prepare, Service and Clear Meeting and Conference

 Rooms

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 PPL1FOH8 (HL3H 04) Prepare, Service and Clear Meeting and Conference Rooms

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| **Unit overview** |
| This unit is about ensuring meeting and conference rooms are prepared, serviced and cleared according to organisational procedures. It is for conference porters, receptionists and possibly night porters. It covers checking heating and lighting equipment, setting out furniture and equipment, and arranging and restocking items such as stationery, drinks and glassware in function rooms. It also covers clearing and locking the room after use. |

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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 PPL1FOH8 (HL3H 04) Prepare, Service and Clear Meeting and Conference Rooms

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1–15 by directly observing the candidate’s work. PC 16 may be assessed by alternative methods if observation is not possible. |
| **Prepare and service meeting and conference rooms**1 Collect any information supplied on the requirements for the customer from the relevant department or person.2 Liaise with the meeting/conference organiser as necessary.3 Check that heating and lighting systems are working.4 Follow instructions for arranging furniture and equipment.5 Check that table items are clean, undamaged and laid out as the customer requested.6 Check that equipment is ready for the customer to use.7 Keep the room clean, tidy and well stocked.8 Replenish any items as required during breaks.9 Secure the room as requested during breaks. | **Clear meeting and conference rooms**10 Arrange the furniture and table items that should stay in the room.11 Store other furniture, equipment and table items in the right place.12 Collect any dirty crockery and glassware as per organisational procedures.13 Turn off any electrical equipment as per organisational procedures.14 Leave the room ready for cleaning.15 Reset heating and lighting systems.16 Lock the room if required to do so. |

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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: |
| **both:**(a) spoken instructions(b) written instructions**three** from:(c) screens(d) projectors(e) flip charts(f) other types of audio-visual equipment | **three** from:(g) table coverings(h) glassware(i) pens and paper(j) refreshments(k) decorationsEvidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. |

Unit PPL1FOH8 (HL3H 04) Prepare, Service and Clear Meeting and Conference Rooms

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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** |
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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must cover** |
| **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** |
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Unit PPL1FOH8 (HL3H 04) Prepare, Service and Clear Meeting and Conference Rooms

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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 | Your organisation's standards for customer care and how to liaise with customers during conferences and meetings |  |
| 2 | Your organisation's security procedures |  |
|  | **Prepare and service meeting and conference rooms** |  |
| 3 | Where you should get instructions about how to arrange the room |  |
| 4 | Why all furniture and furniture items must be checked for cleanliness and damage |  |
| 5 | Why you must use correct lifting and handling techniques when moving furniture and other heavy items |  |
| 6 | How to control heating and lighting systems |  |
| 7 | How to check equipment such as screens, projectors, flipcharts and other audio-visual equipment |  |
| 8 | Where to find items that might need replacing such as flip chart tablets, pens, paper and refreshments |  |
| 9 | Why you must make sure that conference and meeting rooms are secure when not in use |  |
| 10 | The types of problems that may happen when you are preparing and servicing meeting and conference rooms and how to deal with these |  |
|  | **Clear meeting and conference rooms** |  |
| 11 | How to arrange the room when a meeting or conference is over |  |
| 12 | Where you should store furniture, equipment and other items that do not stay in the room |  |
| 13 | How to make sure the room is ready for cleaning |  |
| 14 | Types of problems that may happen when you are clearing rooms and how to deal with these |  |

Unit PPL1FOH8 (HL3H 04) Prepare, Service and Clear Meeting and Conference Rooms

# Supplementary evidence

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