

Unit PPL1FOH6 (HL3K 04) Service Public Areas at Front of House

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 cleaning and maintaining areas such as lobbies, lifts, entrances and public toilets, using suitable equipment. It is for receptionists and cleaning staff. |

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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** |
| **What you must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1 and 3-10 by directly observing the candidate’s work. PCs 2 and 11 may be assessed by alternative methods if observation is not possible. |
| **Clean public areas****1 Choose the right cleaning equipment and materials for the area you are cleaning.**2 Erect hazard warning signs if required in the working area.**3 Wear personal protective equipment appropriate to the area and cleaning materials being used.****4 Clean dust, dirt, debris and removable marks from the surfaces you are cleaning.****5 Store your cleaning equipment correctly and safely after use.****6 Dispose of used cleaning materials safely according to organisational procedures.****7 Address customers or guests accordingly and politely as appropriate.****Help to keep public areas neat, tidy and in good order****8 Empty waste containers and dispose of waste correctly.****9 Arrange furniture neatly according to organisational standards.****10 Keep displays neat, tidy and up-to-date.**11 Spot and report any faults in the area to the appropriate member of staff. |

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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** |
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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: |
| **three** public areas from:(a) lobbies(b) passenger lifts(c) corridors and stairways(d) front entrances(e) eating and drinking areas**three** types of cleaning equipment from:(f) mops and buckets(g) brooms and brushes(h) vacuum cleaners (i) cloths**three** types cleaning material from :(j) water(k) detergent(l) polish(m) chemicals**four** surfaces from:(n) steps or ramps(o) floors or floor coverings(p) glass surfaces(q) furniture(r) cushions or curtains and fabrics(s) metal(t) plastic | (u) **waste containers****two** types of furniture from:(v) chairs(w) tables(x) lighting fixtures and fittings**two** displays from:(y) public notices(z) magazines or brochure racks(aa) plants or floral decorations(bb) pictures(cc) digital displays(dd) vending machinesEvidence 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** | **p** | **q** | **r** | **s** | **t** | **u** | **v** | **w** | **x** |
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| **Evidence reference** | **Evidence description** | **Date** | **Scope/Range** |
| **What you must cover** |
| **y** | **z** | **aa** | **bb** | **cc** | **dd** |
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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 cleaning and tidying and why you should work to these |  |
| 2 | How to acknowledge customers correctly when you are working front of house |  |
| 3 | How to choose the right cleaning equipment and materials for the areas and surfaces that you clean |  |
| 4 | When and how you should use hazard warning signs when you are cleaning |  |
| 5 | When you should wear personal protective equipment and what type of personal protective equipment to wear |  |
| 6 | How to dispose of used cleaning materials correctly and why |  |
| 7 | The different chemical warning signs you will come across and what they mean |  |
| 8 | The types of problems that may happen when you are cleaning and how to deal with these yourself or report them |  |
|  | **Help to keep public areas neat, tidy and in good order** |  |
| 9 | Why front of house areas need to be clean, tidy and well maintained |  |
| 10 | Types of waste that you deal with and how to get rid of it correctly and safely |  |
| 11 | How you should arrange the furniture in front of house areas |  |
| 12 | The types of displays you are responsible for |  |
| 13 | Why it is important to keep displays neat and tidy and well-stocked |  |
| 14 | How to keep displays neat, tidy and up-to-date |  |
| 15 | The types of things that may need fixing in the front of house areas; how to spot and report them |  |
| 16 | The types of problems that may happen when you are working front of house 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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