

27. Do you know how to make any of the above?

Ask someone at your hotel to show you how to make at least one hot drink and make a note of it here:

28. Can you answer the following guest questions:

- 1) Does your hotel serve Ceylon tea?
- 2) Where is the coffee from?
- 3) Do you have decaf?
- 4) Is coffee grown here in Sri Lanka?
- 5) Do you have soy milk?
- 6) How do you make Sri Lankan tea?

29. Why is it important to be able to answer guest questions about food and beverage?

Basic Hospitality Skills Multi-Tasker Course



Unit 8

Prepare and Serve Dispensed and
Instant Hot Drinks

Assessment Criteria

This Unit will take approximately **30 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 8 Prepare and Serve Dispensed and Instant Hot Drinks

Unit No. & Credits: **Unit 8 – 3 Credits**

Unit Name: **Prepare and Serve Dispensed and Instant Hot Drinks**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to prepare equipment and work area for service	<p>1.1 Prepare the preparation, service and other equipment ready for use</p> <p>1.2 Clean the work areas, leaving them tidy and ready for use</p> <p>1.3 Make sure that preparation, service and other equipment is clean and free from damage</p> <p>1.4 Store sufficient drink ingredients and accompaniments ready for use</p>/4	<p>Signature</p> <p>Date</p>
2	Understand how to prepare equipment and work area for service	<p>2.1 Describe safe and hygienic working practices when preparing and serving hot drinks</p> <p>2.2 State why drinks, ingredients and accompaniments must be available and ready for immediate use</p> <p>2.3 State why it is important to check for damage in all work areas and service equipment before taking orders</p> <p>2.4 Outline the types of unexpected situation that may occur when preparing areas and equipment for the preparation of hot drinks and how to deal with</p>/4	<p>Signature</p> <p>Date</p>
3	Be able to prepare and serve hot drinks	<p>3.1 Identify customer requirements</p> <p>3.2 Provide customers with accurate information on drinks as required</p> <p>3.3 Promote company drinks to customers at all appropriate times</p> <p>3.4 Make the drinks using the correct equipment and ingredients</p>/6	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 8 Prepare and Serve Dispensed and Instant Hot Drinks

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>3.5 Serve the drink in company style, offering the correct accompaniments</p> <p>3.6 Clean preparation and serving equipment after use and tidy the preparation and serving area</p>		
4	Understand how to prepare and serve hot drinks	<p>4.1 Describe safe and hygienic working practices when preparing and serving hot drinks</p> <p>4.2 State why information about products given to customers should be accurate</p> <p>4.3 Describe what the different techniques are for mixing and preparing different types of beverages to customer requirements</p> <p>4.4 State why and to whom all customer incidents should be reported</p> <p>4.5 Explain why and to whom all breakages and spillages should be reported</p> <p>4.6 State why customers' and service areas should be kept clean, tidy and free from rubbish and used equipment</p>/6	<p>Signature</p> <p>Date</p>

Optional Units
Housekeeping

Basic Hospitality Skills Multi-Tasker Course



Unit 9

Collect Linen and Make Beds

Workbook

This Unit will take approximately **21 hours** to complete

9:1 & 9:2

Instructions:

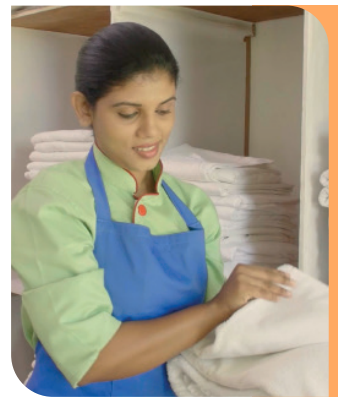
1. Have the following study tools; Videos, Workbook Unit 9 and Manual.
2. Watch Video Clip 9.1 and 9.2.
3. Answer questions 1 – 10.

QUESTIONS

1a. What is the Senior Staff preparing to do?

1b. Give two reasons why it is important to check the bed before stripping it?

-
-



2. Why does Senior Staff carefully separate soiled linen from clean linen? Write 'T' for True and 'F' for False.

- a) because clean linen can pick up dirt from soiled items
- b) to avoid cross-contamination and infections
- c) so he can leave work early

3. What is your organisation's standard for the collection of bed linen (for example, is it exchanging clean for dirty (ie. for 6 dirty sheets you return, you collect 6 clean sheets?)

4. How many sheets and pillow cases are used for each bed at your hotel?

5. What size beds does your hotel have?

Read the Manual, Section 2 and Section 5. Then answer the following questions:

6. Why is the linen store / cupboard locked?

- a) preventing theft
- b) keeping control of stock movement
- c) adhering to health and safety legislation
- d) all of the above

7. Give two reasons why it is important to check if the linen in the linen store is clean and up to standard?

-
-

8. Describe three problems that might happen when choosing and collecting linen from the linen store and how to deal with them.

	Unexpected Problem	Solution
1		
2		
3		

9. Which of the following are safe lifting and handling techniques for carrying a load of linen?

- a) Thinking before lifting/handling
- b) keeping the load close to the waist
- c) adopting a stable position
- d) getting a good hold
- e) starting in a good posture
- f) not flexing the back any further while lifting
- g) avoiding twisting the back or leaning sideways
- h) keeping the head up when handling
- i) not lifting or handling more than can be easily managed
- j) putting down, then adjusting
- k) all of the above

10. Explain why it is important to follow the techniques described above.

Instructions:

1. Have the following study tools; Videos, Workbook Unit 9 and Manual.
2. Watch Video Clip 9.3.
3. Answer questions 11 – 19.

QUESTIONS

11. How many stages of bed-making can you see? Put the following sequence of actions for making a bed in the correct order, number them 1 – 5.
- a) Handle and store soiled linen and bed coverings correctly ____
 - b) Make the bed to your hotel's standards with the correct linen and bed coverings ____
 - c) Strip all linen and bed coverings from beds ____
 - d) Make sure the bed base, bed head, linen and bed coverings are clean and not damaged ____
 - e) Leave bed neat, smooth and ready for use ____

Read the Manual, Section 2 and Section 5. Then answer the following questions:

12. Making a bed: Match the picture with the text in the boxes.

() Hold the corner in place with you free hand and fold the top drape over. You want the fold on the top drape to form a 45-degree angle. Repeat on the opposite corner of the mattress.

() Make a mitre corner on one side of the mattress at the foot of the bed. Grab and lift the draping sheet from the side about 16 inches from the foot of the bed.

() Stand at the foot of the bed and spread the top sheet over the fitted sheet. The end of the sheet with the large hem goes at the head of the bed. Leave a small space between the top of the sheet and the head of the bed.

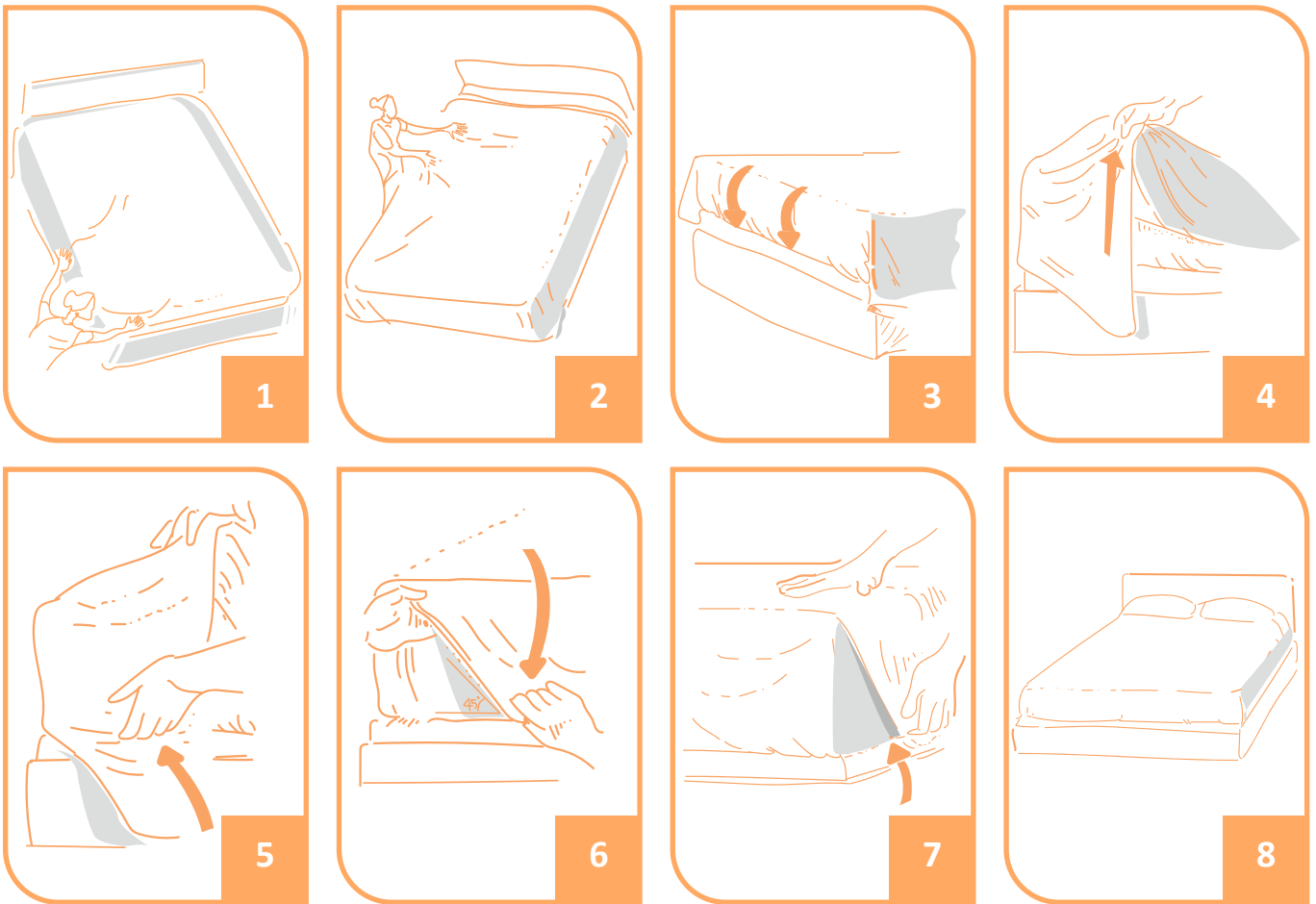
() Repeat process with the blanket. Put pillow in the case and back on the head of the bed. Add comforter. Smooth everything down.

() At the foot of the bed, tuck the end of the sheet between mattress and box springs. Ensure the sheet lays smoothly between the two.

() Spread out the bottom, fitted sheet and fit corners of the sheet around the corners of the mattress.

() Tuck in the sheet on both sides of the bed.

() Tuck in triangleshaped lower drape between the mattress and the box springs.



13. Write down what your hotel's policy is on dealing with customers' personal property left on a bed (if the guest is still staying in the hotel, not for check out rooms). For example, it should be placed on a side table or it should be placed on the made bed.

14. Which of the following is NOT a way to sort different fabrics. Circle the answer.

- a) By type of material
- b) By price
- c) By colour
- d) By degree of soiling

15. Find out your hotel's procedures for making and re-sheeting beds and write it here:

16. State two reasons why it is important to use the correct sized linen.

-
-

17. Describe two unexpected situations, including customer incidents, that may happen when stripping and making beds and how to deal with them.

Unexpected Situation/Problem	Solution

18. How do you spot bedbugs or other infestations? Write 'T' for True and 'F' for False

- a) Rusty or reddish stains on bed sheets or mattresses caused by bed bugs being crushed.
- b) Dark spots (about this size: • ...)
- c) Eggs and eggshells, which are tiny (about 1mm) and pale yellow skins that nymphs shed as they grow larger.
- d) Live bed bugs.

19. What procedures does your hotel use if there are bedbugs or other infestations. Find out and write it here.

Basic Hospitality Skills Multi-Tasker Course



Unit 9

Collect Linen and Make Beds

Assessment Criteria

This Unit will take approximately **21 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 9 Collect Linen and Make Beds

Unit No. & Credits: **Unit 9 – 3 Credits**

Unit Name: **Collect Linen and Make Beds**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to collect clean linen and bed coverings	<p>1.1 Choose and collect the linen and bed coverings needed for work schedule</p> <p>1.2 Make sure the linen and bed coverings meet organisational standards</p> <p>1.3 Handle and move the linen and bed coverings safely</p> <p>1.4 Keep linen store safe and secure</p>/4	<p>Signature</p> <p>Date</p>
2	Understand how to collect linen and bed coverings	<p>2.1 Describe safe lifting and handling techniques and why they should always be used</p> <p>2.2 State organisational standards for collection of linen and bed coverings</p> <p>2.3 State why soiled linen should be kept separate from clean linen</p> <p>2.4 State why linen and linen store must be secure</p> <p>2.5 State why it is important to check linen to make sure it is clean and up to standard</p> <p>2.6 Outline the types of problems that may happen when choosing and collecting linen from the linen store and how to deal with them</p>/6	<p>Signature</p> <p>Date</p>
3	Be able to strip and make beds	<p>3.1 Strip all linen and bed covering from beds</p> <p>3.2 Handle and store soiled linen and bed coverings correctly</p> <p>3.3 Get bed ready for making</p> <p>3.4 Make sure the bed base, bed head, linen and bed</p>/6	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 9 Collect Linen and Make Beds

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>coverings are clean and not damaged</p> <p>3.5 Make the bed to premise's standards with the correct linen and bed coverings</p> <p>3.6 Leave bed neat, smooth and ready for use</p> <p>3.7 Deal with customers' personal property according to organisational procedures</p>		
4	Know how to strip and make beds	<p>4.1 State the correct way to deal with soiled linen</p> <p>4.2 State the right way to sort different fabrics</p> <p>4.3 State organisation's procedures for making and resheeting beds</p> <p>4.4 State why it is important to use the right sized linen</p> <p>4.5 Outline the types of unexpected situations – including customer incidents- that may happen when stripping and making beds and how to deal with them</p> <p>4.6 Describe how to spot and what procedures to use if encountering bedbugs or other infestations</p>/6	<p>Signature</p> <p>Date</p>

Basic Hospitality Skills Multi-Tasker Course



Unit 10

Clean Windows from the Inside

Workbook

This Unit will take approximately **16 hours** to complete

10:1 & 10:2

Instructions:

1. Have the following study tools; Videos, Workbook Unit 10 and Manual.
2. Watch Video Clip 10.1 and 10.2.
3. Answer questions 1 – 8.



QUESTIONS

1. How do you prepare to clean a window? The following shows the Senior Staff preparing to clean the window. Write 'T' for True and 'F' for False.


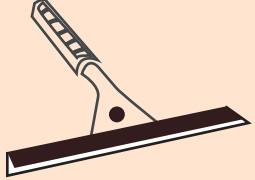
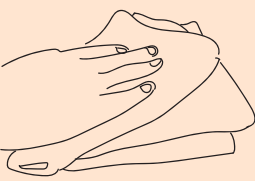
- a) Prepares the working area and equipment
- b) Closes all the doors
- c) Keeps the curtain closed
- d) Inspects the surface to be cleaned
- e) Chooses the correct cleaning materials appropriate to the task
- f) Wears gloves
- g) Brushes dust and dirt off from around the glass surface
- h) all of the above

2a. What equipment does the Senior Staff use to clean the window?

Label all the cleaning supplies below and put a ✓ next to the cleaning supplies needed to clean a window.

	Name	Is this used to clean windows from the inside?
		
		



2b. How many cloths does the Senior Staff use and why?

3. Find out your organisation's policy for cleaning windows and write it below (for example, how often do windows need to be cleaned and what chemicals and equipment are used)

4. Why does the Senior Staff wear gloves?



Read the Manual, Section 2. Then answer the following questions:

5. Answer the following questions. Write 'T' for True and 'F' for False

- a) Protective clothing such as gloves should be worn as protection from harmful chemicals
- b) Cleaning materials should not be mixed as it can be dangerous
- c) It is important to follow manufacturers' instructions when using cleaning equipment and materials to get the best results
- d) It is important to report to the relevant person any dirt that cannot be removed because it allows the problem to be fixed and standards maintained
- e) It is important to leave frames and sills dry at the end of cleaning in order to prevent the growth and spread of mould and mildew, maintain appearance and avoid attraction of dirt

6. Match the following problems that could occur when cleaning windows with the correct solution.

Number 1 has been done for you.

Problem that might occur	Possible solution
1. Damage to equipment	Put a "At Work" sign up and get more cleaning supplies from the Supplies Cupboard ____
2. Spillage	Report the damage to the Manager and get replacement equipment that is in good order __1__
3. Accidental injury	Ask a co-worker to help you ____
4. Shortage of cleaning materials	Politely inform them that you will be cleaning the windows and request they move. ____
5. Heavy furniture that needs to be moved	Report damage to the Manager as the damaged glass could be dangerous to guests ____
6. Customers near the windows that need to be cleaned	Ask your Manager what the hotel's policy is. Use a step ladder or long pole, if appropriate ____
7. Window is above hand reach height	Report the injury to the manager and seek medical care, if required ____
8. Damaged glass	Place a Caution sign next to it and immediately mop the area dry ____
9. Dirt that cannot be easily removed	Report to the Manager ____

7. Give two reasons why it is important to prepare windows and surrounding areas for cleaning?

-
-

8. Put a ✓ next to the types of equipment you could use to clean loose dirt and dirt that is hard to remove?

Equipment and Cleaning Materials	✓
Sponge	
Colour-code cloths	
Rubber scraper	
Glass cleaner	

Basic Hospitality Skills Multi-Tasker Course



Unit 10

Clean Windows from the Inside

Assessment Criteria

This Unit will take approximately **16 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 10 Clean Windows From Inside

Unit No. & Credits: **Unit 10 – 2 Credits**

Unit Name: **Clean Windows From Inside**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to prepare to clean windows from inside	1.1 Prepare working area and equipment 1.2 Inspect the surface to be cleaned 1.3 Identify any damaged or loose surfaces 1.4 Report damaged or loose surfaces to the relevant person and ask for advice 1.5 Choose cleaning materials and methods that are appropriate to the work schedule, the type of dirt and the surface to be cleaned/5	Signature
2	Know how to prepare to clean windows from inside	2.1 State organisation's standards for cleaning windows 2.2 State how frequently windows should be cleaned 2.3 State why protective clothing should be worn when cleaning 2.4 State why cleaning materials should not be mixed 2.5 State why manufacturers' instructions should be followed when using cleaning equipment and materials 2.6 Outline the types of problems that occur when cleaning windows and how to deal with them 2.7 State what to do if window areas are above hand reach height 2.8 State why it is important to prepare windows and/10	Signature

Multi-tasker Basic Hospitality Skills Course

Unit 10 Clean Windows From Inside

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>surrounding areas for cleaning</p> <p>2.9 State why loose or damaged surfaces should be identified and reported</p> <p>2.10 State the types of equipment and materials that should be used for loose dirt and dirt that is hard remove</p>		
3	Be able to clean the inside surface of windows	<p>3.1 Apply the cleaning agent to the surface in a controlled way, following the manufacturers' instructions and recommendations</p> <p>3.2 Loosen dirt that is stuck on to the surface without causing damage</p> <p>3.3 Clean thoroughly and remove any dirt without damaging the surface</p> <p>3.4 Report any dirt that you cannot remove to the relevant person</p> <p>3.5 Leave windows and glass dry and smear free</p> <p>3.6 Make sure that frames and sills are dry</p> <p>3.7 Put the work area back as found</p>/7	<p>Signature</p> <p>Date</p>
4	Know how to clean the inside surface of windows	<p>4.1 State why dirt that cannot be removed should be reported</p> <p>4.2 State why frames and sills should be left dry</p>/2	<p>Signature</p> <p>Date</p>

Basic Hospitality Skills Multi-Tasker Course



Unit 11

Cleaning and Servicing a Range of
Housekeeping Areas

Workbook

This Unit will take approximately **28 hours** to complete

Instructions:

1. Have the following study tools; Videos, Workbook Unit 11 and Manual.
2. Watch Video Clip 11. 1 and 11.2.
3. Answer questions 1- 8.

QUESTIONS

1. Which of the following does the Senior Staff do to prepare to clean and service the toilet and bathroom area?
 - a) Ventilates the room
 - b) Chooses the correct cleaning materials appropriate to the task
 - c) Wears gloves
 - d) all of the above
2. Watch the video again and write down the order in which the Senior Staff cleans the toilet and bathroom area (number them 1-10). Number 1 is done for you.

Action	Number (1-10)
Sweep and mop the floor	
Open the window	1
Wipe the mirror	
Wear gloves	
Wipe screen	
Clean the basin	
Replace amenities and bathroom mat	
Scrub the toilet bowl	
Clean bathroom door and leave it open	
Replace towels and dustbin liner	
Clean the walls	
Clean the fixtures	

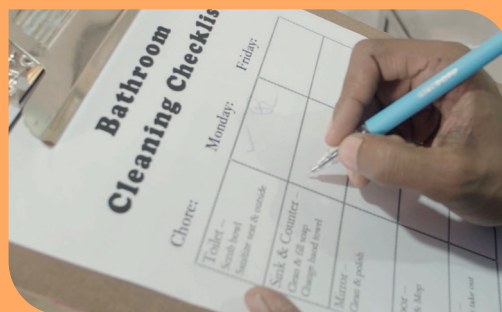


3. Name the cleaning supplies, including personal protective equipment, cleaning products and cleaning equipment, the **Senior Staff** used to clean and service the toilet and bathroom areas and write their purpose in the table below.

Name	Purpose

4. What is the clipboard for?

Write down the types of records that your hotel needs you to keep in relation to cleaning.



Read the Manual, Section 2 and Section 5. Then answer the following questions:

5. Write down your hotel's standards for cleaning toilets and bathroom areas (for example, how often should they be cleaned, how often are towels changed, what cleaning products are used, etc)

6. Circle the hazard signs that might be useful when preparing the work areas?



7. Why does the Senior Staff wear gloves?

8. Look at the following statements. Write 'T' for True and 'F' for False.

- a) If a customer is present when cleaning a room, you should ask them if they wish to have the room cleaned now, or if they want you to come back later.
- b) Items in need of repair should be reported to a Manager so that standards can be maintained.
- c) It is important to inspect the work area on completion to ensure high standards are maintained.
- d) Keeping a record of work areas cleaned is not important.
- e) It is important to leave frames and sills dry at the end of cleaning in order to prevent the growth and spread of mold and mildew, maintain appearance and avoid attraction of dirt

Instructions:

1. Have the following study tools; Videos, Workbook Unit 11 and Manual.
2. Watch Video Clip 11.3.
3. Answer questions 9- 22.

QUESTIONS

9. Watch the video and write down the order in which the Senior Staff cleans the furnished area (number the actions 1-9). Number 1 has been done for you.

Action	Number (1-9)
Checks and cleans the AC filter.	1
Dusts the television and the stand it rests on.	
Dusts the table and chairs, beginning with the top and working down to the base and legs.	
Carries out a final check –looks around, nods and smiles.	
Sweeps and mops the floor, starting from the far side of the room, working towards the door.	
Dusts and polishes the mirror using a spray glass cleaner and a clean cloth.	
Dusts and polishes the dresser, and night stand, opens the drawers and dusts the inside surfaces and the legs.	
Cleans the closet. Dusts the shelves and wipes down the closet rod.	
Cleans and dusts the telephone using a spray disinfectant.	

10. Write down your hotel's standards for cleaning furnished areas (for example, how often should they be cleaned, what cleaning products and equipment are used, etc.)

Read the Manual, Section 2 and Section 5. Then answer the following questions:

11. What is the safe lifting and carrying technique you should use when lifting/moving heavy furniture?
Why is it important to follow this technique?

12. What is turndown service?

- a) coming into a guest bedroom in the early evening and preparing the room for the night
- b) Saying no to a guest's unreasonable request
- c) Putting bed linen out to dry in the sun

13. What is your hotel's policy for turndown service? (Do you offer turndown service, if so, which of the following services are included—top sheet is pulled back to make it easier for the guest to get into bed; damp towels are changed for fresh towels; room is tidied up; garbage cans are emptied; chocolate is left on pillow)

14. Here is a cleaning bucket. What items should go in it for cleaning a furnished area?

Put a ✓ next to the necessary items.

- ☐ mobile phone
- ☐ air freshener
- ☐ all-purpose cleaner
- ☐ bathroom cleaner
- ☐ tea, coffee and sugar
- ☐ sachets
- ☐ brushes
- ☐ cleaning cloths
- ☐ dishwashing liquid



- ☐ morning snack
- ☐ purse/wallet
- ☐ toilet cleaner
- ☐ toilet rolls
- ☐ two-way radio
- ☐ water bottle.
- ☐ dustpan and shovel
- ☐ disposable gloves

15. What is this?

16. Do you know how to access it and remove it? If not, who do you ask?

17. Why is it very bad for it to be dirty?



18. How can you clean it?

19. What cleaning products and equipment are used in your workplace? Fill in this table.

To clean this ...	I use these cleaning products	I use this cleaning equipment
Bath and shower		
Bathroom vanity bench and basin		
Bathroom floor		
Toilet		
Air conditioner		
Fridge		
Furniture		
Light fittings		
Phone		
Appliances		
Windows		
Blinds and curtains		
Pictures		

20. Certain areas such as the supplies cupboard and stores need to be kept secure from unauthorized access. Why is this important? Circle the right answer.

- a) preventing theft
- b) keeping control of stock movement
- c) adhering to health and safety legislation
- d) reducing costs
- e) all of the above

21. What is your hotel's policy on towels? How many towels are provided, what sizes? Is a bathmat provided? How often are the towels changed?

22. What washroom amenities does your hotel provide guests? (for example, extra rolls of toilet paper, complementary shampoo, conditioner, soap, toothbrush, shower cap, etc.)

Instructions:

1. Have the following study tools; Videos, Workbook Unit 11 and Manual.
2. Watch Video Clip 11. 4.
3. Answer questions 23- 26.

QUESTIONS

23. How does the Senior Staff protect himself? Write down 3 examples of personal protective clothing you should wear when disposing of waste?

- a)
- b)
- c)

**Read the Manual, Section 3. Then answer the following questions:**

24. How should you prepare waste for dispatch? Write 'T' for True and 'F' for False.
- a) Plastic, Paper, Cans and Food Waste should be separated and stored in separate colour-coded bins
 - b) All kinds of waste should be burned
 - c) Food Waste can be turned into compost for the garden
 - d) Waste should be piled outdoors
 - e) Waste containers must be regularly cleaned and sanitized

25. What are some problems and unexpected situations that may happen when disposing of waste and how can you deal with them. Give two examples.

Problem	Solution
1.	
2.	

26. Group the following under hazardous waste or non-hazardous waste and put a ✓ next to it if it is recyclable:

Food waste, sharp objects, glass, cardboard, tins, plastics, glass, newspapers, cleaning chemicals, batteries.

Hazardous waste	Non-hazardous waste

Basic Hospitality Skills Multi-Tasker Course



Unit 11

Cleaning and Servicing a Range of
Housekeeping Areas

Assessment Criteria

This Unit will take approximately **28 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 11 Cleaning and Servicing a Range of Housekeeping Areas

Unit No. & Credits: **Unit 11 – 3 Credits**

Unit Name: **Cleaning and Servicing a Range of Housekeeping Areas**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to clean and service toilet and bathroom areas	<p>1.1 Prepare working area and equipment</p> <p>1.2 Inspect the surface to be cleaned</p> <p>1.3 Identify any damaged or loose surfaces</p> <p>1.4 Report damaged or loose surfaces to the relevant person and ask for advice</p> <p>1.5 Choose cleaning materials and methods that are appropriate to the work schedule, the type of dirt and the surface to be cleaned</p>/5	<p>Signature</p> <p>Date</p>
2	Know how to prepare to clean windows from inside	<p>2.1 State organisation's standards for cleaning windows</p> <p>2.2 State how frequently windows should be cleaned</p> <p>2.3 State why protective clothing should be worn when cleaning</p> <p>2.4 State why cleaning materials should not be mixed</p> <p>2.5 State why manufacturers' instructions should be followed when using cleaning equipment and materials</p> <p>2.6 Outline the types of problems that occur when cleaning windows and how to deal with them</p> <p>2.7 State what to do if window areas are above hand reach height</p>/10	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 11 Cleaning and Servicing a Range of Housekeeping Areas

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>2.8 State why it is important to prepare windows and surrounding areas for cleaning</p> <p>2.9 State why loose or damaged surfaces should be identified and reported</p> <p>2.10 State the types of equipment and materials that should be used for loose dirt and dirt that is hard remove</p>		
3	Be able to clean the inside surface of windows	<p>3.1 Apply the cleaning agent to the surface in a controlled way, following the manufacturers' instructions and recommendations</p> <p>3.2 Loosen dirt that is stuck on to the surface without causing damage</p> <p>3.3 Clean thoroughly and remove any dirt without damaging the surface</p> <p>3.4 Report any dirt that you cannot remove to the relevant person</p> <p>3.5 Leave windows and glass dry and smear free</p> <p>3.6 Make sure that frames and sills are dry</p> <p>3.7 Put the work area back as found</p>/7	<p>Signature</p> <p>Date</p>
4	Know how to clean the inside surface of windows	<p>4.1 State why dirt that cannot be removed should be reported</p> <p>4.2 State why frames and sills should be left dry</p>/2	<p>Signature</p> <p>Date</p>

Basic Hospitality Skills Multi-Tasker Course



Unit 12

Use of Different Chemicals and
Equipment in Housekeeping

Workbook

This Unit will take approximately **33 hours** to complete

Instructions:

1. Have the following study tools: Videos, Workbook Unit 12 and Manual.
2. Watch Video Clip 12.1.
3. Answer questions 1 – 6.

QUESTIONS

1. What is Vioja doing wrong? Circle the correct answer.
 - a) She is not dressed professionally
 - b) She does not wear appropriate protective clothing
 - c) She doesn't choose the correct cleaning equipment appropriate to the task
 - d) She doesn't prepare and use the chemicals in line with the manufacturer's instructions
 - e) She does not store the chemicals securely
 - f) all of the above



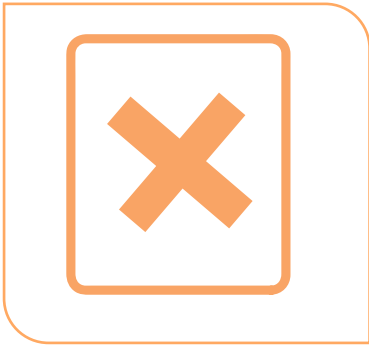
2. Write down 5 things the Senior Staff is doing right.

-
-
-
-
-



Read the Manual, Section 2. Then answer the following questions:

3. Draw lines to match the danger with the warning sign:



Can catch fire



Can cause death



Causes a rash



Burns through the table

4. Write the correct cleaning job/s that can be performed with the following chemical cleaning agents.

Name of Chemical Cleaner	Cleaning job
Multi-surface cleaner	
Toilet cleaner	
Glass cleaner	
Air freshener	
Washing up liquid	
Floor polish	

5. Look at the following statements. Write 'T' for True and 'F' for False.

- a) Protective clothing should be worn when handling chemicals to reduce exposure to hazards
- b) Gloves, face masks, closed shoes and hard hats are examples of protective clothing
- c) It is not important to follow manufacturers' instructions for cleaning chemicals
- d) It can be dangerous to mix certain types of chemicals together as it may produce toxic gasses
- e) Legal requirements should be followed to avoid accidents and to remain safe on the job
- f) Work routines and sequences need to be followed in order to maintain good standards and customer satisfaction.
- g) Before using chemicals protect the surrounding areas, ventilate the room, use hazard and warning signs, remove rubbish and debris and collect the required equipment

6. How would you address the following problems or unexpected situations that may happen when are preparing and using chemicals? Match the Problem to the Solution. Number has been done for you.

Problem/Unexpected Situation	Solution
1. Customer comes into room when cleaning	Report to the Manager __
2. Spillage	Explain the situation to the customer and request their permission to continue _1_
3. Harmful fumes	Ventilate the area and leave immediately __
4. Accident	Assist if you can /report to the Manager __
5. Shortage of supplies	Using the correct safety equipment, mop up the spill __

Instructions:

1. Have the following study tools; Videos, Workbook Unit 12 and Manual.
2. Watch Video Clip 12.2
3. Answer questions 7 – 16.

QUESTIONS

7. What should you consider before and when using electrical cleaning equipment?

Fill in the following table:

Guidelines for using cleaning equipment safely	Important because ...?
1. Never use equipment if you are not sure how to use it.	
2. Always follow the manufacturer's instructions.	
3. Always check that equipment is clean and safe to use before you use.	
4. Don't lift heavy equipment. Ask for help. If possible, use ramps or lifts.	
5. Don't leave equipment lying around.	
6. If equipment is not working properly or is damaged, don't use it. Tell your supervisor.	
7. Don't let electric cords trail behind you.	
8. Unplug electrical equipment when it is not being used.	
9. Don't use electrical equipment near water.	
10. Put equipment away in its correct place after you have finished with it.	
11. Choose the correct equipment for the job	



Read the Manual, Section 2. Then answer the following questions:

8. Would you use a floor polisher to remove sand and leaves from an outside path?
Why/why not?

9. Would you use a toilet brush to get into the difficult corners in the bathroom?
Why/why not?

10. Group the following according to whether they are manual or electrical equipment:

Mop, floor polisher, sponge, , colour-coded cloths, broom, dust pan, vacuum cleaner, brush.

Manual Equipment	Electrical Equipment

11. Where are the cleaning chemicals/agents and equipment kept in your workplace?

12. Look at the cleaning equipment in your workplace. Find 3 items that are new to you and write down what each item is used for. Ask your trainer or supervisor to help you.

Equipment	What it is used for

13. What are some problems and unexpected situations that may happen when using manual cleaning equipment and how can you deal with them. Give two examples.

Unexpected Situation/Problem	Solution
1.	
2.	

14. Some electrical cleaning equipment can be heavy. State 3 safe handling and lifting techniques you can use to protect yourself from injury?

- a)
- b)
- c)

15. What are some problems and unexpected situations that may happen when using electrical cleaning equipment and how can you deal with them. Give two examples.

Unexpected Situation/Problem	Solution
1.	
2.	

16. Where can you find out information about basic legal requirements relating to safe working practices when using cleaning chemicals, manual equipment and electrical equipment?

Basic Hospitality Skills Multi-Tasker Course



Unit 12

Use of Different Chemicals and
Equipment in Housekeeping

Assessment Criteria

This Unit will take approximately **33 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 12 Use of Different Chemicals and Equipment in Housekeeping

Unit No. & Credits: **Unit 12 – 4 Credits**

Unit Name: **Use of Different Chemicals and Equipment in Housekeeping**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to work using different chemicals	<p>1.1 Choose correct chemicals for areas going to be cleaned</p> <p>1.2 Wear appropriate protective clothing</p> <p>1.3 Prepare and use chemicals in line with the manufacturers' instructions, using the correct equipment</p> <p>1.4 Store chemicals securely</p> <p>1.5 Complete relevant documentation in line with organisational procedures</p>/5	<p>Signature</p> <p>Date</p>
2	Understand how to work using different chemicals	<p>2.1 State the basic legal requirements relating to safe working practices when using cleaning chemicals</p> <p>2.2 Describe the warning signs used on cleaning chemical containers and what they mean</p> <p>2.3 State how to select appropriate chemicals for a full range of cleaning jobs</p> <p>2.4 State why it is important to wear protective clothing when using chemicals</p> <p>2.5 State why it is important to follow manufacturers' instructions for cleaning chemicals</p> <p>2.6 Explain why it is dangerous to mix certain types of chemicals together</p> <p>2.7 State what might happen if relevant legal requirements for this sort of work are not followed</p>/11	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 12 Use of Different Chemicals and Equipment in Housekeeping

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>2.8 State why work routines and sequences need to be followed</p> <p>2.9 Described what precautions should be made to the work area before using chemicals</p> <p>2.10 State documents that should to be completed when using chemicals</p> <p>2.11 Outline the types of problems and unexpected situations that may happen when preparing and using chemicals and how to deal with these</p>		
3	Be able to work using manual equipment	<p>3.1 Choose correct equipment for areas going to be cleaned</p> <p>3.2 Prepare areas for cleaning</p> <p>3.3 Use equipment safely, correctly and where appropriate using correct chemicals</p> <p>3.4 Leave areas clean, tidy and free from debris</p> <p>3.5 Store equipment in line with organisational procedures</p>/5	<p>Signature</p> <p>Date</p>
4	Understand how to work using manual equipment	<p>4.1 State the basic legal requirements relating to safe working practices when using manual cleaning equipment</p> <p>4.2 Explain how to choose manual cleaning equipment for the types of cleaning to be carried out</p> <p>4.3 State why it is important to follow manufacturers' instructions for manual equipment</p> <p>4.4 State why the equipment should be cleaned and stored correctly after use</p> <p>4.5 Outline the types of problems and unexpected</p>/5	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 12 Use of Different Chemicals and Equipment in Housekeeping

Task No.	Task		Achievement	Successful Observation/ Assessment
		situations that may happen when preparing and using manual cleaning equipment and how to deal with these		
5	Be able to work using manual equipment	<p>5.1 Choose the correct equipment and chemicals for the area to be cleaned</p> <p>5.2 Check that equipment is safe to use</p> <p>5.3 Select and use correct attachments for equipment</p> <p>5.4 Use equipment, attachments and chemicals in line with manufacturers' instructions</p> <p>5.5 Store equipment and attachments correctly and in line with the manufacturers' instructions</p>/5	<p>Signature</p> <p>Date</p>
6	Know how to work using electrical equipment	<p>6.1 State current relevant legislation relating to safe working practices when using cleaning chemicals and electrical equipment</p> <p>6.2 State the main dangers when using electrical equipment and how to avoid these</p> <p>6.3 Describe safe handling and lifting techniques</p> <p>6.4 State why safe carrying and lifting techniques should be used</p> <p>6.5 State what factors need to be taken into account when using electrical equipment</p> <p>6.6 Describe the types of problems and unexpected situations that may happen when preparing and using electrical cleaning equipment and how to deal with these</p>/6	<p>Signature</p> <p>Date</p>

Basic Hospitality Skills Multi-Tasker Course



Unit 13

Clean Maintain and Protect Semi-Hard
and Hard Floors

Workbook

This Unit will take approximately **23 hours** to complete

13:1& 13:2

Instructions:

1. Have the following study tools; Videos, Workbook Unit 13 and Manual.
2. Watch Video Clip 13.1 and 13.2.
3. Answer questions 1 – 14.

QUESTIONS

1. How does the Senior Staff prepare to clean the tiled area? Circle all that apply.

- a) Considers the risk to self and others and places a caution sign in the work area
- b) Wears appropriate protective clothing
- c) Dresses professionally
- d) Leaves furniture in the room
- e) Opens the window
- f) Selects the correct equipment for the job
- g) Selects the correct cleaning chemical/agent for the job.

2a. What is the order in which the Senior Staff cleans the tiled floor?

2b. Watch the video again. How does the Senior Staff remove dust and debris?

3. What container is used to collect dust in?



Read the Manual, Section 2. Then answer the following questions:

4. Colour coding is more important than you may think when it comes to cleaning.

Mark the following statements about colour coding True or False.

- a) Colour coding is a system of using a certain colour of cloth or mop and bucket in a particular area or for a specific purpose.
- b) Colour coding is important to prevent cross contamination
- c) It is okay to use the same coloured cloth to clean the toilet and the kitchen counter
- d) Colour coding is used because it makes cleaning more fun

5. Write down 3 factors that could affect how to clean a semi-hard or hard floor

-
-
-

6. Should you remove personal items when you are at work? If yes, where should you store these items?

7. Why is it important to follow the restrictions for use of cleaning equipment? What could happen if you do not follow these safety measures?

8. What does the Senior Staff use to remove the chewing gum on the floor?

9. What should you do if you encounter a mysterious spillage?

10. How can a typical spillage be removed?

11. What are some common types of spillages you have encountered at work (write 3 types)

-
-
-

12. Group the following into semi-hard or hard floors:

Linoleum, Wood, Rubber sheets, Ceramic Tiles, Cement, Terrazzo, Stone

Semi-Hard Floor	Hard Floor

13. What types of floors do you have to clean, maintain and protect at your establishment ?

14. Write a step-by-step description (10 steps) of how you clean a tiled floor or how you clean and polish a cement floor

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Basic Hospitality Skills Multi-Tasker Course



Unit 13

Clean Maintain and Protect Semi-Hard
and Hard Floors

Assessment Criteria

This Unit will take approximately **23 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 13 Clean, Maintain and Protect Semi-Hard and Hard Floors

Unit No. & Credits: **Unit 13 – 4 Credits**

Unit Name: **Clean, Maintain and Protect Semi-Hard and Hard Floors**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Understand how to prepare to clean semihard and hard floors	<p>1.1 State types of semi-hard and hard floors</p> <p>1.2 Explain the process for preparing to clean hard floors</p> <p>1.3 State the importance of maintaining personal hygiene when cleaning</p> <p>1.4 State the importance of removing personal items and where these should be stored</p> <p>1.5 State the importance of wearing appropriate personal protective equipment and for others to see it being worn</p> <p>1.6 State the importance of checking health and safety instructions against organisational requirements</p> <p>1.7 Explain why it is important to follow the checks and restrictions for use of deep cleaning equipment</p> <p>1.8 State what could happen if the right safety measures are not taken</p> <p>1.9 State the importance of colour coding</p> <p>1.10 State factors which would affect how to clean a semi-hard or hard floor</p>/7	<p>Signature</p> <p>Date</p>
2	Understand how to clean semi-hard and hard floors	<p>2.1 State the importance of removing large items of debris by hand before beginning cleaning</p> <p>2.2 Describe the safe handling techniques which should be used for removing large items of debris</p>/11	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 13 Clean, Maintain and Protect Semi-Hard and Hard Floors

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>2.3 State methods for removing loose dust and debris</p> <p>2.4 Explain how to select a method for removing loose dust and debris</p> <p>2.5 State which containers to put dust and debris into</p> <p>2.6 Describe how different types of spillages can be identified</p> <p>2.7 Describe the importance of reporting body fluids and spillages that you cannot identify</p> <p>2.8 Give reasons why body fluids or spillages that are unidentified should not be cleaned until instructions to do so have been issued</p> <p>2.9 State methods that could be used to remove spillages</p> <p>2.10 Explain how to select a method to clean up spillages</p> <p>2.11 State the importance of disposing of unused cleaning solutions correctly</p>		
3	Understand how to treat semihard and hard floors	<p>3.1 State methods of treatment for semi-hard and hard floors and the most effective and economical to use for the task</p> <p>3.2 Explain how to select the most appropriate place to carry out test cleans</p> <p>3.3 Explain why test cleans should be carried out before applying treatments</p> <p>3.4 Describe the circumstances under which equipment and surfaces should be pretreated</p> <p>3.5 Explain why treatments should be applied evenly</p>/7	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 13 Clean, Maintain and Protect Semi-Hard and Hard Floors

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>3.6 State the importance of reporting any stains that cannot be removed</p> <p>3.7 State the importance of leaving the floor:</p> <ul style="list-style-type: none"> - free of ground-in soil - neutralised - free of protective coatings 		
4	Understand how to protect hard floors	<p>4.1 State the range of protective coatings available</p> <p>4.2 Describe how to select an appropriate protective coating</p> <p>4.3 Explain how to decide on the number of protective coatings which should be applied</p> <p>4.4 State the importance of applying the coating and burnishing evenly</p> <p>4.5 Describe the correct method of disposing of unused protective coatings</p> <p>4.6 State the importance of putting things back as you found them when cleaning is complete</p>/6	<p>Signature</p> <p>Date</p>
5	Be able to prepare clean semi-hard and hard floors	<p>5.1 Prepare the work area and equipment so that the task can be completed efficiently, correctly and safely</p> <p>5.2 Select the appropriate personal protective equipment for use when cleaning floors</p> <p>5.3 Select the correct equipment for the work area and the most effective treatment to use</p> <p>5.4 Report damaged and deteriorated floor surfaces that may require restoration</p>/7	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 13 Clean, Maintain and Protect Semi-Hard and Hard Floors

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>5.5 Identify and note any factors that may affect how the floor is cleaned</p> <p>5.6 Identify any additional requirements that need to be applied other than supervisors' instructions</p> <p>5.7 Ventilate the area during cleaning</p>		
6	Be able to clean semi-hard and hard floors	<p>6.1 State current relevant legislation relating to safe working practices when using cleaning chemicals and electrical equipment</p> <p>6.2 Report any bodily fluid or spillages that cannot be identified according to organisational requirements</p> <p>6.3 Select a method for clearing up spillages that is correct for:</p> <ul style="list-style-type: none"> - the floor - the size of the spillage - the type of spillage <p>6.4 Select equipment and cleaning agents that are right for the floor taking into account the amount of ground-in soil</p> <p>6.5 Soften ground-in soil and stains before attempting to remove them</p> <p>6.6 Conduct a test clean in an area where marks are least likely to be noticed</p> <p>6.7 Apply the treatment safely according to manufacturer's instructions without over wetting or damaging the surface</p> <p>6.8 Report stains that cannot be removed</p> <p>6.9 Dispose of unused cleaning treatments and waste products in line with organisational requirements</p>/9	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 13 Clean, Maintain and Protect Semi-Hard and Hard Floors

Task No.	Task		Achievement	Successful Observation/ Assessment
7	Be able to protect hard floors	<p>7.1 Select an appropriate protective coating and equipment for the floor surface</p> <p>7.2 Apply the correct number of protective coatings evenly and systematically to the floor, following manufacturer's instructions</p> <p>7.3 Leave the floor dry and free of dust</p> <p>7.4 Dispose of unused materials correctly and return items to the correct place</p> <p>7.5 Dispose of waste correctly</p> <p>7.6 Reinststate the work area</p>/6	<p>Signature</p> <p>Date</p>

Basic Hospitality Skills Multi-Tasker Course



Unit 14

Employment and Responsibilities in
the Hospitality, Leisure and Tourism
Sector

Workbook

This Unit will take approximately **16 hours** to complete

Instructions:

1. Have the following study tools; Videos, Workbook Unit 14 and Manual.
2. Watch Video Clip 14.1.
3. Answer questions 1 – 6.

QUESTIONS

1. Through this course personal safety, health, hygiene have been talked about. Understanding the importance of these issues is part of your rights and responsibilities as an employee. Can you answer the following questions?

- How many hours a week do you work?
- How many weeks of annual leave do you get every year?
- What time do you start and finish work?
- Do you work on weekends?
- Have you informed yourself of health, safety issues and career opportunities?

If you know the answer to these questions then you understand some of your employee rights and you are being a responsible employee.

Read the Manual, Section 6. Then answer the following questions:

2. Why is it important to understand one's rights?
3. Explain what "equality" means?
4. Explain what "diversity" means?
5. Does your hotel have procedures for health and safety? What are they?
6. Where can you get advice on employment rights and responsibilities?

Instructions:

1. Have the following study tools; Videos, Workbook Unit 14 and Manual.
2. Watch Video Clip 14.2.
3. Answer questions 7 –15.

QUESTIONS

7. Be proud of the work you do. It is an important job because you are part of a team.

Describe your job and its responsibilities:

8. It is also important to always improve your skills.

What kind of skills would you like to gain from the hotel industry / hospitality sector?

9. How do you and your hotel help your community?

My Job-

My Hotel-

Read the Manual, Section 6. Then answer the following questions:

10. Your hotel is part of a wider community. What community issues affect your hotel?

11. How can your hotel work towards ideas for solutions?

12. Does your hotel have a code of conduct (or house rules)? What are they?

13. Where can you get support and information?

14. You are part of a vibrant and growing industry. What is your role in this industry?

15. Think about your career.

What would you like to achieve by working in this industry?



Basic Hospitality Skills Multi-Tasker Course



Unit 14

Employment and Responsibilities in
the Hospitality, Leisure and Tourism
Sector

Assessment Criteria

This Unit will take approximately **16 hours** to complete

Multi-tasker Basic Hospitality Skills Course

Unit 14 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Unit No. & Credits: **Unit 14 – 2 Credits**

Unit Name: **Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Know employer and employee rights, responsibilities and own organisational procedures	<p>1.1 State employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health and Safety and other relevant legislation</p> <p>1.2 State importance of having employment rights and responsibilities</p> <p>1.3 Describe organisational procedures for health and safety, including documentation</p> <p>1.4 Describe organisational procedures for equality and diversity, including documentation</p> <p>1.5 Identify sources of information and advice on employment rights and responsibilities, including Access to Work and Additional Learning Support</p>/5	<p>Signature</p> <p>Date</p>
2	Understand how to clean semi-hard and hard floors	<p>2.1 Describe the role played by own occupation within organisation and industry</p> <p>2.2 Describe career pathways available to them</p> <p>2.3 State types of representative body related to the industry, their main roles and responsibilities and their relevance to the industry</p> <p>2.4 Identify sources of information and advice on own industry, occupation, training and career</p>/6	<p>Signature</p> <p>Date</p>

Multi-tasker Basic Hospitality Skills Course

Unit 14 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector

Task No.	Task		Achievement	Successful Observation/ Assessment
		2.5 Describe principles, policies and codes of practice used by own organisation and industry 2.6 Describe issues of public concern that affect own organisation and industry		

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