

Basic Hospitality Skills Multi-Tasker Course



Unit 6

Serve Food at Table

Answer Sheet

This Unit will take approximately **31 hours** to complete

6:1

Instructions:

1. Have the following study tools; Videos, Workbook Unit 6 and Manual.
2. Watch Video Clip 6.1.
3. Answer questions 1 – 5.

QUESTIONS

1. Food service should be a pleasant experience for the guest.

How does Saman make the guests comfortable?

He greets them with a smile and shows them to a table.

He brings the menus promptly.

He answers the guest's question(s) quickly.

He listens to the guest carefully. He takes the order, repeats the order and writes it down.



2. Have you ever taken a food order before? Was it difficult?

3. The following are examples of language for taking an order. Put a cross next to the examples that are not polite.

"Order now Sir/Madam?" X

"May I take your order?"

"Are you ready to order?"

"Would you like to order now?"

"Yes?" X

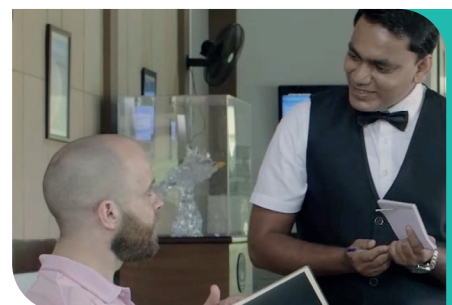
4. How can you make sure to get the order correct?

Listen carefully.

Have a numbering system in your head so you know which guest ordered what.

Write it down clearly.

Repeat the order back to the guest/ confirm the order.



Read the Manual, Section 4 and Section 7. Then answer the following questions.

5. How can you make the guests' dining experience special?

- Use appropriate language.
- Be respectful.
- Listen carefully.
- Pay attention to what is going on in the dining room.
- Be prompt – do not make the guest wait.
- Fix any problems immediately if you can.
- Offer seasonal dishes.
- Try and supply what the guest's request but be clear and polite when you cannot fulfill a request.
- Greet returning guests by his/her name if you know it.

6:2

Instructions:

1. Have the following study tools; Videos, Workbook Unit 6 and Manual.
2. Watch Video Clip 6.2.
3. Answer questions 6 – 14.

QUESTIONS

6. What is Saman explaining to the guest?

The guest is asking about the specials on the menu board.

7. The guest had a question. Did Saman have an answer?

Yes, he did.

8. Why did Saman know the answer?

Saman knew the answer because he checked/confirmed with Chef before food service started.

9. During food service in your hotel is there a daily specials menu?



Read the Manual, Section 4 and Section 7. Then answer the following questions:

10. Why should menus be checked before use?

Menus should be checked for damage or dirtiness. If the menus are not presentable to the guest this problem has to be dealt with right away.

Menus should be checked for accuracy. If some dishes are not served any more or the menu is out of date, this will be confusing for the guest.

11. Why is it important to know/promote what is on your hotel's menu/special's menu?

So that I can answer any questions about the menu from the guest.

So that I can promote/suggest special dishes or seasonal dishes to the guest and maximize the order.

12. Why is it important to know what the ingredients of the different dishes are?

So I can answer any questions from the guest about ingredients in the dishes. Then the guest can make the best choice for him/her.

13. Write the meaning of the following words:

A La Carte- from the menu, made to order and priced individually

Buffet- from the buffet, food is displayed, no portion control, fixed price

Table d'hote- a set course with a fixed price

14. Look at your hotel's A La Carte menu. Give 2 examples for each of the following if possible:

Starter / Hors d'oeuvres- French fries, papadam

Main Course- spaghetti, burger, rice and curry

Side dish / Accompaniment- French fries, coleslaw

Dessert- biscuit pudding, watalapan

Soup- chicken soup, rasam

Salad- Ceasar salad, potato salad

Beverages- Coca Cola, Cream Soda

6:3

Instructions:

1. Have the following study tools; Videos, Workbook Unit 6 and Manual.
2. Watch Video Clip 6.3.
3. Answer questions 15 – 23.

QUESTIONS

Watch the video again.

15. What do you notice about the serving of the rice and curry?

He is holding the plate and spoon correctly. He is serving from the (guest's) left.

16. What do you notice about Vinoja's serving of the curries?

She lays them carefully in the centre of the table.

17. What do you think Vinoja asks the guest before she leaves?

She asks if the guests need anything else.

Read the Manual, Section 4 and Section 7. Then answer the following questions:

18. Write "plated" or served at the table" next to the following dishes.

	"Plated" or "served at the table"	Serve/Clear from the guest's left / right
Spaghetti Bolognaise	plated	Serve and clear from the right
Rice and Curry	served at the table	Serve from the left and clear from the right
Salad	plated	Serve and clear from the right
Fried Noodles	served at the table	Serve from the left and clear from the right

19. A condiment is a food item that is added to food to enhance the taste. Cross out the items that are not condiments from the following list. Then write which menu item each condiment could be used with.

Salt - anything

Pepper - anything

Mustard – burgers, sausages

~~Milk~~

~~Egg~~

Tomato ketchup – French fries, cutlets

Lunu dehi – rice and curry, hoppers

~~Mango juice~~

Mango chutney – rice and curry

Mayonnaise – battered fish, sandwiches

~~Onion~~

Olive Oil



20. In food service there are many kinds of equipment.

Can you list the different items you may need?

napkins, water glasses, forks, salad forks, knives, butter knives, spoons, soup spoons, dessert spoons, cups, saucers, main dish plates, side plates

21. Why is it important that food is presented according to what the menu states?

If the guest orders a dish from the menu he/she will expect the dish to look like how it is described on the menu. If the food is not presented according to the menu then the guest will become confused/annoyed.

22. If a guest orders fish and chips, what equipment/accompaniments/condiments should be prepared?

Fill in the table below:

	Equipment/Accompaniments/Condiments
Fish and Chips	Main course plate, fork and knife, chips mayonnaise or tartare sauce
Burger with Fries	Main course plate, fork and knife, fries, tomato ketchup/mustard.
Seafood fried rice	Main course plate, spoon.
Spaghetti Carbonara	Main course plate, a fork and spoon, pepper mill, extra parmesan

23. Choose two items from your hotel's menu and describe how they should be served.

1)

2)

Instructions:

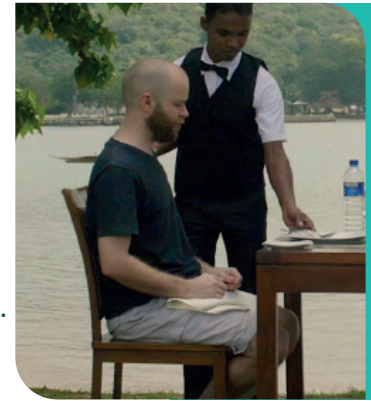
1. Have the following study tools; Videos, Workbook Unit 6 and Manual.
2. Watch Video Clip 6.4.
3. Answer questions 24 – 34.

QUESTIONS

24. What does Vinoja do when the guest drops a fork?

She picks it up immediately so it does not become a safety hazard.

She replaces with a new spoon which she serves in a napkin to keep it clean.



25. What does the Senior Staff do when he notices the guest may need more rice?

He asks the guest if he/she would like more.

Then she/he replaces brings a fresh bowl of curry.

26. Why does Senior Staff ask the guest before clearing away the dishes?

It is important and polite to make sure the guest has finished before clearing the table.

Otherwise the guest may become annoyed or angry because he/she has not finished his/her food.

27. What does Vinoja do in the kitchen? Why is this important?

She is putting the food waste in the food waste bin or container.

She is putting the food service items in the correct washing containers.

It is important to deal with food waste quickly to prevent food safety hazards from cross contamination and pests.

It is important to separate food service items for washing to prevent damage or breakage to the items. It also makes drying, polishing and stacking easier.

28. What is Senior Staff doing at the end of the video?

He is serving tea/coffee.

He is placing the tea/coffee service items on the table.



Read the Manual, Section 4 and Section 7. Then answer the following questions:

29. Review: What are the food safety and hygiene procedures should you follow when you are serving your guests?

Hands should be washed and dried before food service begins. All workstation equipment should be clean, dry and polished. The dining area should be tidy and clean. When serving drinks, hold glasses from the bottom. When serving food, hold plates correctly and firmly. There should be no objects on the floor which may cause accidents. Tables that guests have vacated should be cleared, cleaned and prepared for the next guests quickly. Any food spillage should be dealt with quickly. Table surfaces should be tidied up before dessert/tea/coffee is served.

30. Dining areas should constantly be kept tidy and free from rubbish and food waste. Look at the following reasons why this is important and circle the correct answer:

- a. It's important because your guest wants to eat in a clean space.
- b. It's important because a clean space prevents food contamination.
- c. It's important because it gives a good impression of the hotel.
- d. It's important because it deters pests such as flies.
- e. All of the above.**

31. A good workstation must always be stocked and maintained with food service equipment and linen. Why?

If the guest needs extra food service items, or a new table needs to be set up quickly, it is important that all the items are available at the workstation so the work can be done quickly, smoothly and professionally.

32. During food service the guest may need assistance. Look at the following statements and write Ö next to the statements that are connected to food service:

- a) The guest needs a drinks menu. ✓**
- b) The guest asks where the washroom is. ✓**
- c) The guest wants to know where the pool is.
- d) The guest wants to know what is in the seafood salad. ✓**
- e) The guest cannot find the remote control for the air conditioner in the room.
- f) The guest needs a new napkin. ✓**
- g) The guest needs a hair dryer.
- h) The guest has never had Sri Lankan food before. ✓**
- i) The guest has an allergy to milk. ✓**

33. How would you deal with the situation in d), and h).

d) I would list all the ingredients in the seafood salad. If I do not know the answer to the question I will go and find out from Cook Sir.

h) I would try my best to explain what kind of Sri Lankan food there is on the menu and try to explain different ingredients to the guest.

34. Here are some situations that might happen when taking orders or serving food. How would you deal with these situations?

	How would you deal with this situation?
A guest has arrived alone but is expecting more people later.	Greet the guest and be the first to ask if he/she is dining alone. Some useful phrases: Table for one? How many people in your party?
A guest is taking a long time to decide what to order.	Ask the guest if he/she would like more time and say that you will come back later. Then return to the same guest in 3-4 minutes. Or you can ask what the guest feels like eating and recommend a dish. Some useful phrases: Would you like some more time Sir/Madam? Shall I come back later? Are you ready to order Sir/Madam?
A guest would like some alcohol but your hotel has no alcohol license.	Apologize to the guest and say that that hotel has no license to serve alcohol. Offer other drinks such as juices and soft drinks. Some useful phrases: I am very sorry Sir/Madam, but we do not have a license to sell alcohol. How about a soft drink?
Soup has spilt all over the guest's table.	Immediately attend to the table – if possible move the guest(s) to a table that is already prepared. Move any items for the guest(s) such as drinks, other dishes. If this is not possible, apologize, get help from your co-workers, remove all items from the top of the table and remove table cloth. Make sure new table cloth is on stand by and replace table cloth and all other items. If there is no table cloth, clear the soup with a clean cloth. Do not rush. Do not knock over other items.
You serve curry but the guest has forgotten to tell you that he/she is allergic to coconut milk.	Do not panic and be kind. Point out the curries that have coconut milk in them. Offer to have another curry made without coconut milk in case many of the dishes have coconut milk in them. Some useful phrases: This curry has no coconut milk. Can we offer you an extra curry without coconut milk Sir/Madam?

Basic Hospitality Skills Multi-Tasker Course



Unit 7

Convert a Room for Dining

Assessment Criteria

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

Unit Summary

This unit is about converting an empty, but appropriate room so that it is suitable for dining purposes. It also covers returning the room to its original state.

Assessment Methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to set up food dining areas	<p>1.1 Ensure number of staff required are available to prepare food dining areas, and inform the proper person when more staff are required</p> <p>1.2 Prioritise work and carry out in an efficient manner</p> <p>1.3 Identify items requiring moving, the number of people needed to move each item and the amount of time required to do so</p> <p>1.4 Move items not required in a safe way and pack away as required</p> <p>1.5 Set up necessary dining and service equipment in a safe and hygienic manner to meet organisational requirements, using required number of people to move each item</p> <p>1.6 Clean any unhygienic dining or service equipment or dining areas</p>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Know how to set up food dining areas	<p>2.1 State why it is important to lift heavy or bulky items using approved safe methods</p> <p>2.2 Describe safe methods for lifting and carrying</p> <p>2.3 Describe how to determine how many staff are needed for lifting and carrying different items</p> <p>2.4 State what equipment commonly needs to be moved</p> <p>2.5 Describe what specific packing requirements certain equipment may have</p> <p>2.6 Describe the organisation's table layouts</p> <p>2.7 Describe the organisation's service structure</p> <p>2.8 State why, and to whom, problems such as damaged, dirty or missing equipment should be reported</p>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to return food dining area to its original state	<p>3.1 Ensure that the required number of staff are available to clear the food dining areas and inform the proper person when more staff are required</p> <p>3.2 Prioritise work and carry out in an efficient manner</p> <p>3.3 Clean surfaces and service equipment where required</p> <p>3.4 Move dining equipment and service equipment in an orderly manner ensuring they are packed away correctly</p> <p>3.5 Safely return any items to their proper place</p> <p>3.6 Ensure that area is left as required by organisational standards</p>			
4 Understand how to return food dining area to its original state	<p>4.1 State what materials and equipment are used for clearing different types of surfaces in food dining areas</p> <p>4.2 State why work area needs to be inspected on completion</p> <p>4.3 State what information is required in order to clean food dining surfaces</p>			

Assessment requirements/evidence requirements

Set up food dining areas

The assessor **must** assess assessment criteria 1.2, 1.3 and 1.5 by directly observing the learner's work.

For assessment criterion 1.1, 'ensure the required number of staff are available' must be observed. However, where there is no naturally occurring evidence for 'informing the right person when more staff are required', the assessor may assess the learner through questioning or witness testimony for this aspect.

The assessor may assess assessment criteria 1.4 and 1.6 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **two** from **dining equipment**
 - a) tables
 - b) chairs
 - c) service surface

- at least **three** from **service equipment**
 - a) customer cutlery
 - b) service apparatus
 - c) customer plates/bowls
 - d) condiments

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Assessment requirements/evidence requirements

Return food dining area to its original state

The assessor **must** assess assessment criteria 3.2, 3.4, 3.5 and 3.6 by directly observing the learner's work.

For assessment criterion 3.1, 'ensure the required number of staff are available' must be observed. However, where there is no naturally occurring evidence for 'informing the right person when more staff are required', the assessor may assess the learner through questioning or witness testimony for this aspect.

The assessor may assess assessment criterion 3.3 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **two** from **dining equipment**
 - a) tables
 - b) chairs
 - c) service surface
- at least **three** from **service equipment**
 - a) customer cutlery
 - b) service apparatus
 - c) customer plates/bowls
 - d) condiments

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Basic Hospitality Skills Multi-Tasker Course



Unit 7

Convert a Room for Dining

Answer Sheet

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

Instructions:

1. Have the following study tools; Videos, Workbook Unit 7 and Manual.
2. Watch Video Clip 7.1.
3. Answer questions 1 – 11.

QUESTIONS

1. What do you think the Manager, Saman, Vinoja and the Senior Staff are discussing?

They are planning how to prepare the area for food service. They are deciding who is doing what, who is helping who and what everyone is responsible for.

2. Why is it dangerous to lift and carry furniture by yourself?

If you try to do it yourself you might get a back injury which will prevent you from working.

3. What else is Saman doing wrong (2 things)?

He does not place the rattan chairs and coffee table in an organized manner.

He has left the furniture in front of the staircase/stairwell, which is a fire/emergency hazard.

4. What is Vinoja doing and why?

Vinoja is making sure the area is clean and hygienic for food service.

5. When preparing an area for food service what is important to remember?

- The food service area should be clean.
- All irrelevant furniture should be put away.
- Food service (dining) tables and chairs should be used.
- Everyone should work as a team.



Read the Manual, Section 4. Then answer the following questions:

6. What is the safe method for lifting and carrying furniture?

If you are carrying something by yourself, bend your knees (not your back), get your arms under for a secure hold, and straighten your knees.

If you are carrying something with another person, first decide the direction to take, decide who is at the front and who is at the back. Then make sure you are both bending the knees and reaching under for a secure hold. Communicate with each other.

7. There are many kinds of furniture in a hotel that might need moving from time to time. Fill in the table below to think about how certain items need to be moved.

	How many people needed?	How to prepare for lifting/carrying
Bed	2-3	Bed should be stripped of linen and dismantled first.
Television	2	Wrap in packing or in original packaging if possible.
Large set of drawers	2-4	Cover with sheet or packing to prevent scratches
Refrigerator	2-4	Wrap in packing or original packaging if possible.

8. If you had to clean an outdoor area for food service what would be the cleaning items you would prepare? Make a list.

Broom/dust pan

Mop/bucket

Hazard sign

Window squeegee

Dry cloth

Wet cloth

Sanitizing liquid

Newspaper for collecting outside dirt or bird poo

9. Where are your hotel cleaning items kept?

10. Do you know which chemicals to use for which table surfaces?

How can you get the information?

No – read the bottle labels of cleaning agents and liquids.

Ask the Manager or someone experienced.

11. Look at the following cleaning items. Cross out any items that would not be necessary for cleaning and outdoor area for food service:

Broom & dustpan

Mop & Bucket

Floor cleaning liquid

~~Wax machine~~

Window squeegee

Cleaning cloths (dry and wet)

Table surface sanitizing liquid

~~Vacuum cleaner~~

~~Scrubbing brush~~

Hazard sign

~~Rubbish Bins~~

~~Bin Bags~~

Instructions:

1. Have the following study tools; Videos, Workbook Unit 7 and Manual.
2. Watch Video Clip 7.2.
3. Answer questions 12 – 15.

QUESTIONS

12. Watch the video and complete the sentences:

- a) Saman should not run because **it is dangerous and can cause an accident.**
- b) Everyone is washing their hands because **you should wash your hands before meal service.**
- c) The Senior Staff is polishing cutlery because **doing so will remove any fingerprints and remove germs.**
- d) Saman is checking the hot water kettle because **if it does not work it must be reported and a new kettle must be had before meal service opens.**
- e) Saman and the Senior Staff are preparing food service trays for table lay up because **if they do not prepare the trays before food service it will be easy to forget some items and they will waste time coming and going.**

13. Why is it important to have everything prepared before food service?

Being well prepared improves efficiency, especially if the kitchen or the workstation/sideboard is far away from the converted space.



Read the Manual, Section 4. Then answer the following questions:

14. Why is important to do a last check before dining service opens to the guests?

A last inspection or a last check is important to make sure everything looks correct, clean, neat and organized. It helps make sure that all items are in their place and all items that should not be there have been removed. It helps give a professional impression to the guests.

15. What would be on your checklist if you were in charge of checking an area prepared for dining service?

- Have we moved the furniture out?
- Have we put in food service tables and chairs?
- Is everything clean?
- Is the area clean?
- Are the table surfaces clean?
- Is there a tea or coffee service today?
- Where shall we put it?
- Is the coffee and tea service surface clean?
- Do I have everything I need from the workstation to lay the tables?
- How do the food service items look? Are they clean?

7:3

Instructions:

1. Have the following study tools; Videos, Workbook Unit 7 and Manual.
2. Watch Video Clip 7.3.
3. Answer questions 16– 21.

QUESTIONS

16. Write a list of the actions that you see in the video from beginning to end.

Items on the table are cleared away using trays.

Table linen is removed

Tea and coffee service items are removed.

Table surfaces are cleaned.

Dining tables and chairs are removed.

Original furniture is restored.

Final cleaning of floor area begins.

Food service items are returned to their positions in the workstation.

17. Is this list of actions useful for you? Why?

Because it gives me a plan of action that is easy to remember and follow.

18. Why is it important to restore the area to its former state?

The area is not a permanent food service area/dining room.

19. Can you remember the list of cleaning items from page 2 of this workbook? List the necessary items below.

Broom & dustpan

Mop & Bucket

Floor cleaning liquid

Window squeegee

Cleaning cloths (dry and wet)

Table surface sanitizing liquid

Hazard sign



Read the Manual, Section 4. Then answer the following questions:

20. If during your inspection of the area after it has been restored to its original state, you see a damaged item what action should you take? Look at the following items and write the action you should take:

Damaged item/equipment	Action to take
A table cloth that is torn	Remove item, report and dispose of or recycle.
A crack in the wall under the window	Report only. Follow up.
One of the rattan chairs is missing	Report and replace with another (rattan) chair immediately.

21. In your hotel who would be in charge of final inspection of the room after food service is over?

Who would be in charge of cleaning the surfaces?

Who is charge of cleaning food service equipment?

Who is in charge of the kitchen?

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

Unit Summary

This unit is about preparing basic equipment such as small dispensing machines, kettles, urns, coffee and tea pots. The unit also covers the preparation and service of hot drinks such as coffee, tea and hot chocolate.

Assessment Methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to prepare equipment and work area for service	1.1 Prepare the preparation, service and other equipment ready for use 1.2 Clean the work areas, leaving them tidy and ready for use 1.3 Make sure that preparation, service and other equipment is clean and free from damage 1.4 Store sufficient drink ingredients and accompaniments ready for use			
2 Understand how to prepare equipment and work area for service	2.1 Describe safe and hygienic working practices when preparing and serving hot drinks 2.2 State why drinks, ingredients and accompaniments must be available and ready for immediate use 2.3 State why it is important to check for damage in all work areas and service equipment before taking orders 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 them			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to prepare and serve hot drinks	3.1 Identify customer requirements 3.2 Provide customers with accurate information on drinks as required 3.3 Promote company drinks to customers at all appropriate times 3.4 Make the drinks using the correct equipment and ingredients 3.5 Serve the drink in company style, offering the correct accompaniments 3.6 Clean preparation and serving equipment after use and tidy the preparation and serving area			
4 Understand how to prepare and serve hot drinks	4.1 Describe safe and hygienic working practices when preparing and serving hot drinks 4.2 State why information about products given to customers should be accurate 4.3 Describe what the different techniques are for mixing and preparing different types of beverages to customer requirements 4.4 State why and to whom all customer incidents should be reported 4.5 Explain why and to whom all breakages and spillages should be reported 4.6 State why customers' and service areas should be kept clean, tidy and free from rubbish and used equipment			

Assessment requirements/evidence requirements

Prepare work areas and equipment for service

The assessor **must** assess assessment criteria 1.1–1.4 by directly observing the learner's work.

There must be performance evidence, gathered through observing the learner's work for:

- at least **one** from **preparation equipment**

- a) small vending machines
- b) urns/kettles
- c) coffee pots
- d) tea pots

- at least **two** from **service equipment**

- a) cutlery
- b) glassware
- c) crockery
- d) trays

- at least **one** from **other equipment**

- a) dish washers
- b) fridges/freezers
- c) thermometers

- at least **two** from **drinks**

- a) coffee
- b) hot chocolate
- c) tea

- at least **three** from **drink ingredients**

- a) coffee bags/pods/capsules
- b) pre-ground coffee beans
- c) instant coffee
- d) syrups
- e) chocolate powder
- f) loose tea
- g) tea bags
- h) fruit/herbal tea

Assessment requirements/evidence requirements

- at least **two** from **drink accompaniments**
 - a) sugar
 - b) milk
 - c) dusting/topping powder
 - d) cream

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Prepare and serve hot drinks

The assessor **must** assess assessment criteria 3.1, 3.2, 3.4, 3.5 and 3.6 by directly observing the learner's work.

The assessor may assess assessment criterion 3.3 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **two** from **drinks**
 - a) coffee
 - b) hot chocolate
 - c) tea
- at least **one** from **preparation equipment**
 - a) small vending machines
 - b) kettles
 - c) urns
 - d) coffee pots
 - e) tea pots
- at least **two** from **service equipment**
 - a) cutlery
 - b) glassware
 - c) crockery
 - d) trays

Assessment requirements/evidence requirements

- at least **three** from **drink ingredients**
 - a) coffee bags/pods/capsules
 - b) pre-ground coffee beans
 - c) instant coffee
 - d) syrups
 - e) chocolate powder
 - f) loose tea
 - g) tea bags
 - h) fruit/herbal tea

- at least **two** from **drink accompaniments**
 - a) sugar
 - b) milk
 - c) dusting/topping powder
 - d) cream

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Basic Hospitality Skills Multi-Tasker Course



Unit 8

Prepare and Serve Dispensed and
Instant Hot Drinks

Answer Sheet

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

Instructions:

1. Have the following study tools; Videos, Workbook Unit 8 and Manual.
2. Watch Video Clip 8.1.
3. Answer questions 1– 4.

QUESTIONS

1. Why does Saman check if the area is clean?

Saman does this to make sure there are no spills or rubbish in the area. This gives a good impression of the hotel's hygiene standards to the guests.

2. The list below shows the items for a hot drinks service. What is missing? (4 items)

Electric hot water kettle
Coffee cups
Tea cups
Instant coffee bags
Tea bags
Creamers
Saucers
Tea spoons
Water bottles
Sugar bowl



3. What does Saman do with the electric kettle?

He is adding water and boiling it by switching the kettle on and disposes the boiled water.

4. Why does he do this?

He does this to make sure the kettle is working normally. The boiling water also helps sanitize the kettle.

8:2

Instructions:

1. Have the following study tools; Videos, Workbook Unit 8 and Manual.
2. Watch Video Clip 8.2.
3. Answer questions 5– 10.

QUESTIONS

5. What is Vinoja doing and why?

Match Vinoja's actions with the reason for her action:

- 1) Vinoja unplugs and washes/rinses the electric kettle. (e)
 - 2) Vinoja replaces the old amenities on the tea/coffee tray with new ones. (a)
 - 3) Vinoja removes the used tea cups. (b)
 - 4) Vinoja removes the chipped tea cup from the room. (d)
 - 5) She checks the amenities tray before she leaves. (f)
 - 6) Vinoja reports the chipped cup to the Manager. (c)
- a. She does this to keep the amenities area tidy and clean. It is also important to only use food items that are within their use-by date. This ensures food hygiene and safety.
 - b. She does this because it has to be cleaned.
 - c. All damaged items must be reported to the Manager so the appropriate action can be taken (inventory).
 - d. She does this because it is a health hazard. If a guest uses a chipped cup he/she might cut his/her lip. Damaged items need to be reported.
 - e. She does this because it is important to check and clean all electrical equipment before use. This ensures hygiene and safety.
 - f. She does this in order to make sure the amenities are well presented, well-stocked, clean and ready for use.
- 6.a. If your hotel provides a tea/coffee amenity tray in the guest rooms, what is your hotel's procedure for used cups and glasses?

Trainee's own answer

6. b. Is there an electric kettle in all the guest rooms in your hotel? If so, what should you remember about electrical equipment?

Electrical equipment must be handled with care, must be checked from time to time to make sure it is working properly. If it is a complex machine appropriately trained people only should use it.

7. Some hotels have a tea and coffee corner with an electric kettle or hot water dispenser. If your hotel is using a hot water dispenser what is the procedure for using and maintaining it?

Read the manual to know how it is to be deep cleaned.

Use correct cleaning agent and cloth to wipe down and sanitize outer surfaces.

Read the Manual, Section 4. Then answer the following questions:

8. Why is it important for tea and coffee service items to be ready for immediate use by the guest?

You must not keep the guest waiting. Always be prepared. If tea or coffee is ordered it can be made promptly if all the service items are ready to be used.

9. Why is it important to check for any area, surface and equipment damage?

All damage must be reported to the Manager. This is to ensure quick and correct action to fix the damaged surface or equipment. Prompt action reduces the risk of accidents and health hazards.

10. Look at the following situations. Describe what you would do in these situations:

	Procedure for dealing with the situation
Electric kettle is broken	Replace with a working kettle. Inform the Manager or kitchen staff.
Electric kettle has soup/food inside it.	Replace with a new kettle. Take dirty kettle away for deep cleaning.
There are no teaspoons in the amenities tray in the guest room.	Replace the teaspoons. Inform the Manager.
The guest is in the room while you are replacing the amenities in the amenities tray and asks you place three cups instead of two.	You say "of course" and do exactly that. Perhaps keep a record of it in your own log book or in the housekeeping log book.
All tea spoons have disappeared from the tea and coffee service area.	Look at the duty schedule – who was responsible for the teaspoons last? Find out what that person did with the teaspoons. Replenish teaspoon stock as soon as possible.

Instructions:

1. Have the following study tools; Videos, Workbook Unit 8 and Manual.
2. Watch Video Clip 8.3.
3. Answer questions 11- 15.

QUESTIONS

11. In the video Saman and the Senior Staff are preparing for tea/coffee service in the kitchen. This may happen after lunch service or during tea time. When does your hotel serve tea/coffee?
12. Look at the statements below and put a ✓ which is true for the actions in the video.

Senior Staff is wiping down a space for preparation of tea to maintain hygiene and food safety. ✓

Senior Staff is preparing all the equipment because he likes to do it.

Senior Staff is checking the sugar bowls because he like sugar.

Senior Staff is filling the creamers because guests expect to have full creamers. ✓

Senior Staff serves tea correctly and with a smile. ✓



13. Why is it important to have all equipment and food/drink items prepared and ready before hot drinks service?

You must not keep the guest waiting. Always be prepared. If tea or coffee is ordered it can be made promptly if all the service items are ready to be used.

Read the Manual, Section 4. Then answer the following questions:

14. Imagine that it is time for tea service. You are going to ask guests what they would like to drink. Put the following actions in the correct order. Number 1 has been done for you.

- a. Offer to add the milk and/or sugar if the guest is having tea or coffee. (5)
- b. Answer any questions that the guest may have about the tea or coffee or other drinks. (3)
- c. If the guest does not want tea or coffee, try to promote soft drinks, juice or ice coffee. If your hotel is serving other hot drinks such as chai mention it to the guest. (2)
- d. Ask guest if he or she needs anything else. (6)
- e. Ask the guest what he or she would like, tea or coffee. (1)
- f. Serve the drinks with correct equipment and accompaniments. (4)

15. Good customer service is very important. Every hotel has its own way of serving tea and coffee. What is your company's procedure for serving tea and coffee? Write it below.

8:4 & 8:5

Instructions:

1. Have the following study tools; Videos, Workbook Unit 8 and Manual.
2. Watch Video Clip 8.4 and 8.5
3. Answer questions 16 – 29.

QUESTIONS

16. What is Saman doing wrong? (4 things)

He does not know where the tea/coffee service equipment is.

His tray is a dirty mess.

He does not know how to use the hot water dispenser.

He tries to use it even though he does not know how.

He does not know how to use an espresso machine.

17. What should he do?

He should find out/ know where all equipment is kept.

His tray should be clean and tidy.

He should not use equipment he does not know how to use.

He should find out how to use electric equipment correctly.

18. The machine that the Senior Staff is using is called an espresso machine.

Does your hotel have one? Do you know how to use it correctly?

19. Why is it important to know how to use different machines correctly?

It is important to know how to handle different machines correctly in order to reduce risk of accident and damage to the machine and to oneself or the guests.



Read the Manual, Section 1 and Section 4. Then answer the following questions:

20. Serving hot drinks can be dangerous. Below is a table of potential hazard/accidents.

Write how to avoid these hazards:

		Why is it a hazard? How to avoid these situations?
1	Hot water shoots out from the dispenser and burns you.	It can cause serious burns and prevent you from working. All electrical equipment must be checked carefully before service.
2	Hot water shoots out from the dispenser and burns a guest.	It can cause serious burns which will lead to an unhappy guest. All electrical equipment must be checked carefully.
3	There is a big coffee spill on the floor.	Someone may slip and fall. Do not drop liquids. Use a tray. Clean up spills immediately.
4	Hot tea was spilled on the guest while tea was being served.	It can cause serious burns which will lead to an unhappy guest. Practice handling tea and coffee pots correctly before service.
5	The electric kettle/hot drinks dispenser is not working.	The machine may be faulty and become a health hazard. All electrical equipment must be checked carefully before service.

21. If any of these hazards/accidents actually happens what course of action should you take? Answer for hazards 2, 3 and 5:

2) Apologize immediately. Cool the burn down with cool water or ice wrapped in a napkin. Inform the Manager who will decide whether to go to a clinic/hospital or not. Have the machine checked for faults.

3) Mop it up. Sanitize the area. Put a hazard sign till floor is dry. Apologize to any guests who are around.

5) Inform the Manager. Replace with working kettle or dispenser if possible.

22. Why is it important to report all incidents, accidents, spillages, or equipment damage to the Manager?

Anything that can be a hazard to your health, the guest's health must be recorded for future reference, and be dealt with immediately to avoid future occurrences.

23. In the table below are different drink dispensing machines.

Fill in the table according to what your hotel possesses:

	Is it for guest use or not?	How to clean and maintain it?	Do you know how to use it?
Hot water dispenser			
Coffee maker			
Espresso machine			
Hot drinks machine			

24. What is hot chocolate?

It is a hot drink made with cocoa powder, milk and sugar.

25. Have you ever tried/made one?

26. Below are different hot drinks you might be expected to know.

Match the name to the description/recipe:

- | | |
|------------------------------|---|
| 1. Black coffee (b) | 5. Plain Tea (c) |
| 2. Espresso (d) | 6. Tea with milk and sugar (h) |
| 3. Café Latte (g) | 7. Flavoured Tea (a) |
| 4. Cappuccino (f) | 8. Chai Tea (e) |

- a) Tea that is flavored with mint, or fruit or herb. Usually it is made using a tea bag. Milk is optional.
- b) Coffee that is made like tea- add hot water to the ground/instant coffee.
- c) Black tea without milk or sugar – made with tea leaves/tea bag and hot water.
- d) Coffee made using a special machine and is put into special cups.
- e) Sometimes it is called Masala tea and it is tea with milk and different spices such as cinnamon, cardamom, cloves and ginger.
- f) Espresso coffee with a lot of steamed and foamed milk.
- g) Espresso coffee with hot milk.
- h) Traditional Sri Lankan tea.

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?

If a guest asks you a question and you cannot answer it immediately the guest will feel that you do not know your job well. This will not give a good impression of you or your hotel. Try to know as much as you can about food and beverage served at your hotel. If you do not know the answer to a question, do not panic. Tell the guest you will find out the answer and make sure you return promptly to tell that guest the answer to their question. Helping to answer the guest's questions allows the guest to have a better dining experience. That is called good customer service.

Basic Hospitality Skills Multi-Tasker Course



Unit 9

Collect Linen and Make Beds

Assessment Criteria

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

Unit Summary

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.

Assessment Methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to collect clean linen and bed coverings	1.1 Choose and collect the linen and bed coverings needed for work schedule 1.2 Make sure the linen and bed coverings meet organisational standards 1.3 Handle and move the linen and bed coverings safely 1.4 Keep linen store safe and secure			
2 Understand how to collect clean linen and bed coverings	2.1 Describe safe lifting and handling techniques and why they should always be used 2.2 State organisational standards for collection of linen and bed coverings 2.3 State why soiled linen should be kept separate from clean linen 2.4 State why linen and linen store must be secure 2.5 State why it is important to check linen to make sure it is clean and up to standard 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			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to strip and make beds	3.1 Strip all linen and bed covering from beds 3.2 Handle and store soiled linen and bed coverings correctly 3.3 Get bed ready for making 3.4 Make sure the bed base, bed head, linen and bed coverings are clean and not damaged 3.5 Make the bed to premise's standards with the correct linen and bed coverings 3.6 Leave bed neat, smooth and ready for use 3.7 Deal with customers' personal property according to organisational procedures			
4 Know how to strip and make beds	4.1 State the correct way to deal with soiled linen 4.2 State the right way to sort different fabrics 4.3 State organisation's procedures for making and resheeting beds 4.4 State why it is important to use the right sized linen 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 4.6 Describe how to spot and what procedures to use if encountering bedbugs or other infestations			

Assessment requirements/evidence requirements

Collect clean linen and bed coverings

The assessor **must** assess assessment criteria 1.1–1.4 by directly observing the learner's work.

There must be performance evidence, gathered through observing the learner's work for:

- at least **five** from **linen and bed coverings**
 - a) sheets
 - b) blankets/duvets
 - c) bedspreads/throws
 - d) pillowcases/sheets
 - e) waterproof sheets
 - f) valances
 - g) mattress protectors
 - h) duvets/pillows
 - i) bathroom linen

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Assessment requirements/evidence requirements

Strip and make beds

The assessor **must** assess assessment criteria 3.1–3.7 by directly observing the learner's work.

There must be performance evidence, gathered through observing the learner's work for:

- at least **five** from **linen and bed coverings**
 - a) sheets
 - b) blankets/duvets
 - c) bedspreads/throws
 - d) pillowcases/sheets
 - e) waterproof sheets
 - f) valances/mattress protectors
 - g) duvets/pillows
- at least **one** from **beds**
 - a) double/single beds
 - b) cots/folding beds
 - c) zip and link
 - d) sofa beds
- at least **one** from **customers**
 - a) new
 - b) stay over

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Basic Hospitality Skills Multi-Tasker Course



Unit 9

Collect Linen and Make Beds

Answer Sheet

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?

She is choosing the linen for the room she is responsible for.

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

- **To check for lost property**
- **To check for any damage to the bed**
- **To check for torn or stained sheets**



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 **(T)**
- b) to avoid cross-contamination and infections **(T)**
- c) so he can leave work early **(F)**

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?))

Trainee's own answer.

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

Trainee's own answer.

5. What size beds does your hotel have?

Trainee's own answer.

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?

- To make sure that linen is free of stains, tears and mold
- To make sure that linen is folded correctly
- To make sure that stock levels are adequate

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.	damaged stock	Report problem to Manager
2.	pest infestation	Report problem to Manager
3.	insufficient stock	Report problem to Manager
4.	accident/injury	Remain calm and seek help from another staff member

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.

To avoid pulling muscles/suffering long-term damage to the back, upper limbs and knees

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

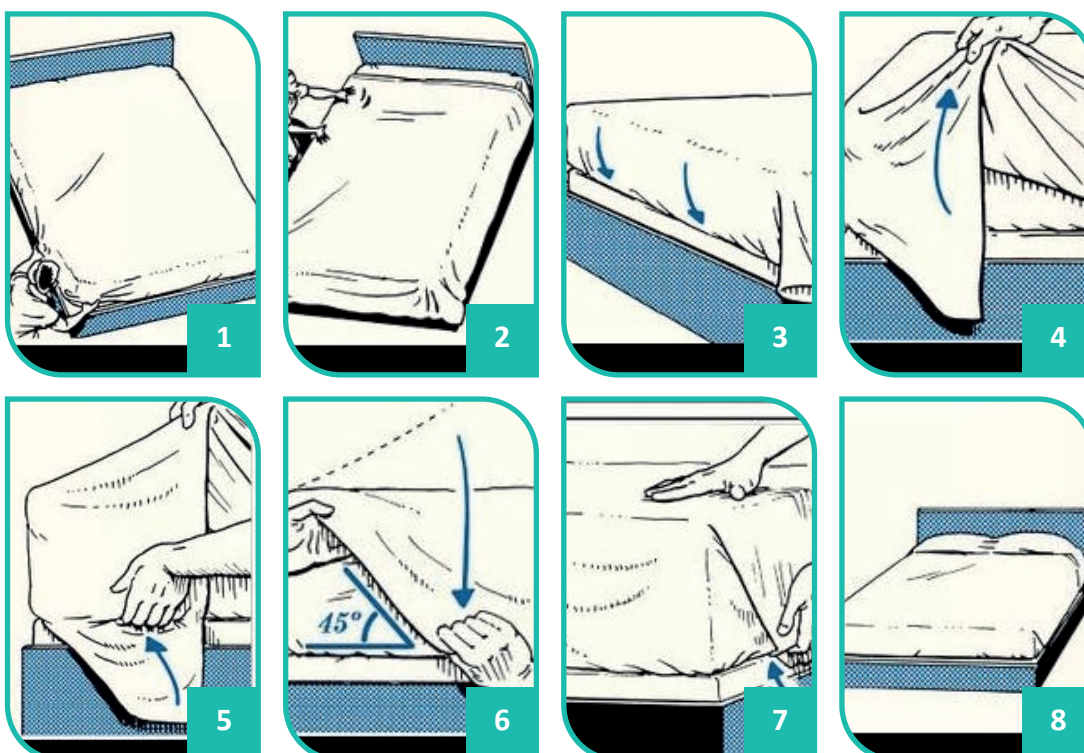
11. How many stages of bed-making can you see? Put the following sequence of actions for making a bed in the correct order, number them 1 – 5.

- a) Handle and store soiled linen and bed coverings correctly 2
- b) Make the bed to your hotel's standards with the correct linen and bed coverings 4
- c) Strip all linen and bed coverings from beds 1
- d) Make sure the bed base, bed head, linen and bed coverings are clean and not damaged 3
- e) Leave bed neat, smooth and ready for use 5

Read the Manual, Section 4. Then answer the following questions:

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

(source: <https://www.dreams.co.uk/sleep-matters-club/how-to-make-your-bed-to-impress/>)



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:

Sample answer:

Remove dirty sheets; toss the bottom sheet over the bed; smooth the bottom sheet and tuck under any loose corners; tuck in the edges and corners of the bottom sheet; spread the top sheet over the bottom one, wrong side up; pull the top sheet up to the top of the mattress and smooth it out; fold the top edge of the sheet over the blanket; fold the edges and corners of the top sheet; place the pillows at the head of the bed.

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

- Appearance
- To make sure that stocks are not depleted

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
1. theft of linen from room	Report it to the Manager
2. torn or stained sheet or bed covering	Report it to the Head of Housekeeping or the Manager and replace with new sheet or bed covering

18. How do you spot bedbugs or other infestations? Write 'T' for True and 'F' for False
(Source: <https://www.epa.gov/bedbugs/how-find-bed-bugs>)

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

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

Sample answer:

reporting infestation to supervisor/line manager; prohibiting access to the room for all staff; contacting a pest control company to professionally treat the infestation; not removing any items from the room; if required, transferring guests to another room

Basic Hospitality Skills Multi-Tasker Course



Unit 10

Clean Windows from the Inside

Assessment Criteria

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

Unit Summary

This unit is about cleaning the inside surfaces of windows, using appropriate cleaning equipment and materials. The unit does not require learners to work above hand-reach height.

Assessment Methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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			
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 surrounding areas for cleaning			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
	<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>			
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>			

Assessment requirements/evidence requirements

Prepare to clean windows from the inside

The assessor **must** assess assessment criteria 1.1, 1.2, 1.3 and 1.5 by directly observing the learner's work.

The assessor may assess assessment criterion 1.4 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **two** from **preparation** of work area
 - a) use of protective clothing
 - b) put up hazard warning signs
 - c) protect surrounding areas
- **both** from **surfaces**
 - a) windows
 - b) window frames
- at least **two** from cleaning **equipment and materials**
 - a) cloths
 - b) cleaning chemicals
 - c) squeegees
- at least **one** from **dirt**
 - a) loose dirt
 - b) dirt that is hard to remove

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Assessment requirements/evidence requirements

Clean the inside surfaces of windows

The assessor must assess assessment criteria 3.1, 3.2, 3.3, 3.5, 3.6 and 3.7 by directly observing the learner's work.

The assessor may assess assessment criterion 3.4 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- **both** from **surfaces**
 - a) windows
 - b) frames

- at least **one** from **dirt**
 - a) loose dirt
 - b) dirt that is hard to remove

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Basic Hospitality Skills Multi-Tasker Course



Unit 10

Clean Windows from the Inside

Answer Sheet

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

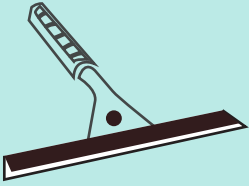

1. How do you prepare to clean a window? The following shows the Senior Staff preparing to clean the window. Write 'T' for True and 'F' for False.

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

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?
	Glass cleaning spray	✓
	Bucket	✓
	Mop	

	Squeegee	✓
	Cloth	✓

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

Two. One for wet and one for dry.

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)

Trainee's own answer.

4. Why does the Senior Staff wear gloves?

As protection from harsh chemicals.



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 **(T)**
- b) Cleaning materials should not be mixed as it can be dangerous **(T)**
- c) It is important to follow manufacturers' instructions when using cleaning equipment and materials to get the best results **(T)**
- 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. **(T)**
- 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 **(T)**

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 <u>4</u>
2. Spillage	Report the damage to the Manager and get replacement equipment that is in good order <u>1</u>
3. Accidental injury	Ask a co-worker to help you <u>5</u>
4. Shortage of cleaning materials	Politely inform them that you will be cleaning the windows and request they move. <u>6</u>
5. Heavy furniture that needs to be moved	Report damage to the Manager as the damaged glass could be dangerous to guests <u>8</u>
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 <u>7</u>
7. Window is above hand reach height	Report the injury to the manager and seek medical care, if required <u>3</u>
8. Damaged glass	Place a Caution sign next to it and immediately mop the area dry <u>2</u>
9. Dirt that cannot be easily removed	Report to the Manager <u>9</u>

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

- It allows any problem to be fixed
- It makes the window cleaning go more smoothly and efficiently
- It avoids damage to the surrounding areas and avoids cross contamination

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 11

Cleaning and Servicing a Range of
Housekeeping Areas

Assessment Criteria

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

Unit Summary

This unit is about daily cleaning routines. It covers cleaning toilet and bathroom areas, floors, walls and mirrors. It also covers cleaning furnished areas and disposing of both hazardous and non-hazardous waste.

Assessment Methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to clean and service toilet and bathroom areas	1.1 Prepare bathroom and toilet areas for cleaning 1.2 Choose the correct cleaning equipment and materials for toilet and bathroom areas 1.3 Clean toilets and surrounding areas correctly 1.4 Clean bathroom appliances and surrounding areas correctly 1.5 Clean floors, walls, mirrors and other areas following correct procedures 1.6 Identify and report anything that needs maintenance or repair 1.7 Complete and pass on any records of work, when required 1.8 Carry out a final check of the area to ensure customer satisfaction			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Understand how to clean and service toilet and bathroom areas	<p>2.1 Describe what to do if customers are present when cleaning rooms</p> <p>2.2 Explain why it is important to prepare the area and yourself before cleaning and disposing of waste</p> <p>2.3 Give examples of the types of items in bathrooms and bedrooms that may need maintenance and repair</p> <p>2.4 Explain why it is important to report items needing repair and who to report them to</p> <p>2.5 Identify the types of records that should be kept in relation to cleaning</p> <p>2.6 Identify why work areas need to be inspected on completion</p> <p>2.7 State organisational standards for cleaning toilets and bathroom areas</p> <p>2.8 State when hazard signs are sometimes needed in preparing the work areas</p> <p>2.9 State what materials and equipment are used for cleaning different areas of the bathroom and how to choose the correct one</p> <p>2.10 Describe the types of unexpected situations that may happen when cleaning bathrooms and toilets and how to deal with them</p>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to clean and service furnished areas	3.1 Prepare furnished areas for cleaning 3.2 Choose the correct cleaning equipment and materials for each part of the area 3.3 Clean the floor covering according to workplace procedures 3.4 Clean the furniture according to workplace procedures 3.5 Clean mirrors, wall covering and any other surfaces and leave the whole area tidy 3.6 Identify and report anything that needs maintenance or repair 3.7 Complete and pass on any records of work correctly 3.8 Carry out a final check of the area to make sure it will satisfy the customer			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Understand how to clean and service furnished areas	<p>4.1 State organisational standards for cleaning in furnished areas</p> <p>4.2 Describe safe lifting and carrying techniques and why these should always be used</p> <p>4.3 State what materials and equipment are used for cleaning different furnished areas and how to choose the correct one</p> <p>4.4 Explain why certain areas need to be kept secure from unauthorised access</p> <p>4.5 Describe the types of unexpected situations that may happen when cleaning furnished areas and how to deal with these</p>			
5 Be able to dispose of waste	<p>5.1 Wear appropriate personal protective clothing</p> <p>5.2 Prepare the waste for despatch making sure it is handled carefully</p> <p>5.3 Sanitise waste containers following workplace procedures</p>			
6 Know how to dispose of waste	<p>6.1 Describe how to identify different sorts of waste and how different sorts of waste should be disposed of</p> <p>6.2 State what materials and equipment are used for waste disposal</p> <p>6.3 Describe the types of problems and unexpected situations that may happen when disposing of waste and how to deal with these</p>			

Assessment requirements/evidence requirements

Clean and service toilet and bathroom areas

The assessor **must** assess assessment criteria 1.1–1.5 and 1.8 by directly observing the learner's work.

The assessor may assess assessment criteria 1.6 and 1.7 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **one** from **preparations**
 - a) use of protective clothing
 - b) put up hazard warning signs
 - c) protect surrounding areas

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Clean and service toilet and bathroom areas

The assessor **must** assess assessment criteria 3.1–3.5 and 3.8 by directly observing the learner's work.

The assessor may assess assessment criteria 3.6 and 3.7 through questioning or witness testimony if no naturally occurring evidence is available.

There must be performance evidence, gathered through observing the learner's work for:

- at least **one** from **preparations**
 - a) use of protective clothing
 - b) put up hazard warning signs
 - c) protect vulnerable surrounding areas

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Assessment requirements/evidence requirements

Dispose of waste

The assessor **must** assess assessment criteria 5.1–5.3 by directly observing the learner's work.

There must be performance evidence, gathered through observing the learner's work for:

- at least **one** from **waste**
 - a) hazardous waste
 - b) non-hazardous waste

- at least **two** from **collection methods**
 - a) external collection
 - b) incineration/compression
 - c) recycling

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony.

Basic Hospitality Skills Multi-Tasker Course



Unit 11

Cleaning and Servicing a Range of
Housekeeping Areas

Answer Sheet

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

11:1 & 11:2

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.

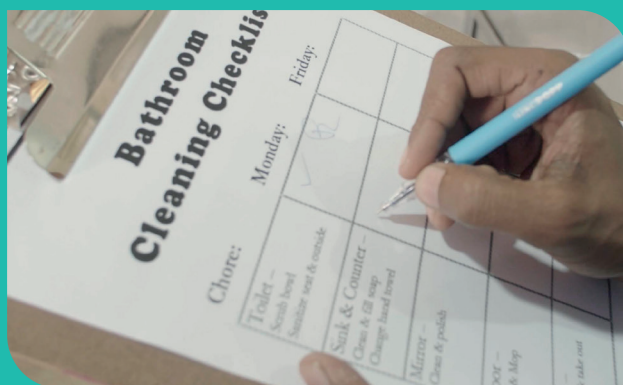
Action	Number (1-10)
Sweep and mop the floor	11
Open the window	1
Wipe the mirror	3
Wear gloves	2
Wipe screen	7
Clean the basin	5
Replace amenities and bathroom mat	9
Scrub the toilet bowl	4
Clean bathroom door and leave it open	12
Replace towels and dustbin liner	10
Clean the walls	06
Clean the fixtures	08

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
Gloves	To protect hands from harsh chemicals
Broom	To clean dirt from floor
Colour-coded Sponge/Cloth (red?)	To scrub bathtub and basin
Colour-coded Sponge/Cloth (blue?)	To scrub toilet rim and cover
Toilet brush	To scrub toilet bowl
Colour-coded Sponge/Cloth (red?)	To clean mirror and walls
Mop	To mop floor

4. What is the clipboard for?

Write down the types of records that your hotel needs you to keep in relation to cleaning. The clipboard is for completing records of work. It helps when doing final inspection. Trainee's own answer.



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)

Trainee's own answer.

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



7. Why does the Senior Staff wear gloves?
To protect his/her hands from the harsh chemicals used.

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. **T**
- b) Items in need of repair should be reported to a Manager so that standards can be maintained. **T**
- c) It is important to inspect the work area on completion to ensure high standards are maintained. **T**
- d) Keeping a record of work areas cleaned is not important. **F**
- 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. **T**

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.	5
Dusts the table and chairs, beginning with the top and working down to the base and legs.	4
Carries out a final check –looks around, nods and smiles.	9
Sweeps and mops the floor, starting from the far side of the room, working towards the door.	8
Dusts and polishes the mirror using a spray glass cleaner and a clean cloth.	2
Dusts and polishes the dresser, and night stand, opens the drawers and dusts the inside surfaces and the legs.	3
Cleans the closet. Dusts the shelves and wipes down the closet rod.	6
Cleans and dusts the telephone using a spray disinfectant.	7

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.)

Trainee's own answer.

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?

- 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

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)

Trainee's own answer.

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

Put a ✓ next to the necessary items.

- ☒ air freshener
- ☒ all-purpose cleaner
- ☐ bathroom cleaner
- ☒ brushes
- ☒ cleaning cloths
- ☒ dishwashing liquid
- ☒ dustpan and shovel
- ☒ disposable gloves



- ☐ morning snack
- ☐ mobile phone
- ☐ purse/wallet
- ☐ tea, coffee and sugar sachets
- ☐ toilet cleaner
- ☐ toilet rolls
- ☐ two-way radio
- ☐ water bottle.

15. What is this?

Air conditioner filter

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

Manager or experience person

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

Bacteria can be blown into the room which can cause breathing problems.

It reduces the efficiency of the air conditioner (uses more electricity)

