

18. How can you clean it?

Under a tap, gently brushing away the dust with a cloth.

With a vacuum cleaner.

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	Trainee's own answer	sponge, colour-coded cloths,
Bathroom vanity bench and basin	Trainee's own answer	colour-coded cloths,
Bathroom floor	Trainee's own answer	Broom, mop
Toilet	Trainee's own answer	Toilet brush, colour-coded cloth
Air conditioner	Trainee's own answer	colour-coded cloth
Fridge	Trainee's own answer	colour-coded cloth
Furniture	Trainee's own answer	colour-coded cloth
Light fittings	Trainee's own answer	colour-coded cloth
Phone	Trainee's own answer	colour-coded cloth
Appliances	Trainee's own answer	colour-coded cloth
Windows	Trainee's own answer	colour-coded cloth, sponge, squeegee
Blinds and curtains	Trainee's own answer	colour-coded cloth
Pictures	Trainee's own answer	colour-coded cloth

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?

Trainee's own answer.

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

Trainee's own answer.

Instructions:

1. Have the following study tools; USB stick, 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?

Gloves, face mask, covered shoes, apron

**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 **T**
 - b) All kinds of waste should be burned **F**
 - c) Food Waste can be turned into compost for the garden **T**
 - d) Waste should be piled outdoors **F**
 - e) Waste containers must be regularly cleaned and sanitized **T**

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. Bins are overflowing.	Put overflowing/excess waste into a separate garbage container or bag
2. Unidentifiable waste	Call your Manager to verify what the waste is before disposing of it.

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
Sharp objects	Food waste ✓
Cleaning chemicals	tins ✓
Used batteries	plastics ✓
glass ✓	cardboard ✓
	newspapers ✓
	Cooking oil ✓

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

Unit Summary

This unit is about choosing the right cleaning chemicals, using the chemicals correctly and disposing of them safely. This unit also covers using manual equipment (such as wet mops, dry mops, dusters and buckets) and electrical equipment (such as suction cleaners and spray extractors).

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 work using different chemicals	1.1 Choose correct chemicals for areas going to be cleaned 1.2 Wear appropriate protective clothing 1.3 Prepare and use chemicals in line with the manufacturers' instructions, using the correct equipment 1.4 Store chemicals securely 1.5 Complete relevant documentation in line with organisational procedures			
2 Understand how to work using different chemicals	2.1 State the basic legal requirements relating to safe working practices when using cleaning chemicals 2.2 Describe the warning signs used on cleaning chemical containers and what they mean 2.3 State how to select appropriate chemicals for a full range of cleaning jobs 2.4 State why it is important to wear protective clothing when using chemicals 2.5 State why it is important to follow manufacturers' instructions for cleaning chemicals 2.6 Explain why it is dangerous to mix certain types of chemicals together 2.7 State what might happen if relevant legal requirements for this sort of work are not followed			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
	<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>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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 situations that may happen when preparing and using manual cleaning equipment and how to deal with these</p>			
5 Be able to work using electrical 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>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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>			

Learning outcomes and assessment criteria

Work using different chemicals

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

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

- at least **three** from **chemicals**
 - a) multi-surface cleaner
 - b) toilet cleaner
 - c) glass cleaner
 - d) air freshener
 - e) polish
 - f) sanitizer
 - g) other

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

Work using manual equipment

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

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

- at least **five** from **equipment**
 - a) mop systems for wet use
 - b) mop systems for dry use
 - c) colour-coded cloths
 - d) duster
 - e) bucket
 - f) sponge/non-abrasive pad
 - g) brushes
 - h) dustpan
 - i) abrasive pad

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

Learning outcomes and assessment criteria

Work using electrical equipment

The assessor **must** assess assessment criteria 5.1–5.5 by directly observing the learner's work.

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

- at least **one** from **equipment**
 - a) vacuum cleaners
 - b) suction dryers
 - c) polishers/burnishers
 - d) scrubbers
 - e) spray extractors
- at least **two** from **attachments**
 - a) hard/soft floor attachments
 - b) upholstery attachments
 - c) brushes/pads
 - d) crevice tools
 - e) spray extractors/nozzles
 - f) hoses
- at least **two** from **chemicals**
 - a) carpet shampoo
 - b) foam inhibitor
 - c) spray polish
 - d) floor maintainer
 - e) floor stripper
 - f) degreasers
 - g) greasy stain removers
 - h) non-greasy stain removers
 - i) cleaning granules

Evidence for the remaining assessment criteria may be assessed through questioning or witness testimony. For this unit, the assessor is only required to collect supplementary evidence for:

- two from equipment
- three from attachments
- three from chemicals

Basic Hospitality Skills Multi-Tasker Course



Unit 12

Use of Different Chemicals and
Equipment in Housekeeping

Answer Sheet

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

Instructions:

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

QUESTIONS

1. What is Vinoja 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.

- **Dresses professionally**
- **Chooses the correct cleaning equipment appropriate to the task**
- **Prepares and uses the chemicals in line with the manufacturer's instructions**
- **Places a Caution Sign in the work area**
- **Stores the chemicals securely**



Instructions:

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

QUESTIONS

1. What is Vinoja 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



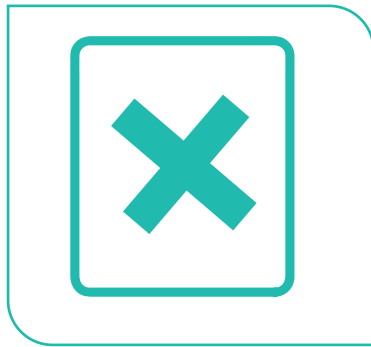
2. Write down 5 things the Senior Staff is doing right.

- Dresses professionally
- Chooses the correct cleaning equipment appropriate to the task
- Prepares and uses the chemicals in line with the manufacturer's instructions
- Places a Caution Sign in the work area
- Stores the chemicals securely



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	Cleans furniture, surfaces in bathroom
Toilet cleaner	Cleans toilet bowl
Glass cleaner	Cleans windows
Air freshener	Freshens up room
Washing up liquid	Cleans dishes
Floor polish	Polishes floors

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 **T**
- b) Gloves, face masks, closed shoes and hard hats are examples of protective clothing **T**
- c) It is not important to follow manufacturers' instructions for cleaning chemicals **F**
- d) It can be dangerous to mix certain types of chemicals together as it may produce toxic gasses **T**
- e) Legal requirements should be followed to avoid accidents and to remain safe on the job **T**
- f) Work routines and sequences need to be followed in order to maintain good **T**
standards and customer satisfaction. **T**
- 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 **T**

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 5
2. Spillage	Explain the situation to the customer and request their permission to continue 1
3. Harmful fumes	Ventilate the area and leave immediately 3
4. Accident	Assist if you can /report to the Manager 4
5. Shortage of supplies	Using the correct safety equipment, mop up the spill 2

Instructions:

1. Have the following study tools; USB stick, 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.	You could hurt yourself or the equipment
2. Always follow the manufacturer's instructions.	Using chemicals or equipment incorrectly can be dangerous and/or ineffective
3. Always check that equipment is clean and safe to use before you use.	Using dirty equipment will not be effective. Using unsafe equipment can be dangerous
4. Don't lift heavy equipment. Ask for help. If possible, use ramps or lifts.	Lifting heavy equipment alone can cause injury
5. Don't leave equipment lying around.	People/guests could trip on it
6. If equipment is not working properly or is damaged, don't use it. Tell your supervisor.	It can be replaced or repaired quickly
7. Don't let electric cords trail behind you.	Someone can trip on it
8. Unplug electrical equipment when it is not being used.	This saves electricity and reduces the chance that someone could trip on the electric cord
9. Don't use electrical equipment near water.	This is dangerous
10. Put equipment away in its correct place after you have finished with it.	It can be found easily by the next person using it.
11. Choose the correct equipment for the job	Using the wrong equipment will cause damage and may cause accidents.

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?

No, a floor polisher is for indoor use. Sand and leaves will clog up the machine and destroy it.

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

No, a toilet brush is to clean the toilet bowl. A broom, brush or mop would be better for cleaning difficult corners in a bathroom.

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
Mop	Floor Polisher
Sponge	Vacuum cleaner
Colour-coded cloths	
Broom	
Dust pan	
Brush	

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

Trainee's own answer

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
Trainee's own answer	Trainee's own answer
Trainee's own answer	Trainee's own answer
Trainee's own answer	Trainee's own answer



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. The equipment could break.	Report the problem to your Manager so it can be repaired or replaced.
2. The equipment could be dirty.	Try to find a replacement and report the problem to your Manager.

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

- 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

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. The equipment could break.	Inform your manager immediately.
2. You could get an electrical shock.	Immediately unplug the appliance, seek medical help, if needed and report the incident to a supervisor.

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?

The website of the National Institute of Occupational Safety and Health
(<http://www.niosh.gov.lk>).

Your manager

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

Unit Summary

This unit is about cleaning semi-hard and hard floors using manual equipment. It covers assessing the amount of cleaning that is required and the selection of appropriate equipment and cleaning agents. It is also about employing the correct process when cleaning by removing ground-in dirt before applying the appropriate treatment and ensuring that, when your work is complete, the area is left dry. The unit covers the application of protective coatings, burnishing the floor using appropriate electrical equipment and then reinstating the work area when completed.

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 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>			

Learning outcomes and assessment criteria

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

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Understand how to treat semi-hard 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 pre-treated</p> <p>3.5 Explain why treatments should be applied evenly</p> <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"> – neutralised – free of ground-in soil – free of protective coatings 			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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>			
5 Be able to prepare to 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> <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>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
6 Be able to clean semi-hard and hard floors	<p>6.1 Remove large items of debris and loose dust carefully and safely without causing it to spread</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>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
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>			

Basic Hospitality Skills Multi-Tasker Course



Unit 13

Clean Maintain and Protect Semi-Hard
and Har d Floors

Answer Sheet

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

13:1& 13:2

Instructions:

1. Have the following study tools; USB stick, 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?

Trainee's own answer

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

With a broom.

3. What container is used to collect dust in?

A dust pan



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. (T)
- b) Colour coding is important to prevent cross contamination (T)
- c) It is okay to use the same coloured cloth to clean the toilet and the kitchen counter (F)
- d) Colour coding is used because it makes cleaning more fun (F)

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

- If it is a public area or a private area
- If it is very dirty
- If it needs to be cleaned in a hurry

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

Yes, you should remove personal items when you are at work. It looks more professional and it is also safer for you. You should have a locker or other secure place to store your personal 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?

Restrictions are in place to make sure you use the equipment correctly. You could injure yourself or damage the equipment if you do not follow the guidelines.

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

A long-handled scraper

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

Call the Manager if you do not know what the spillage is or how to clean it.

10. How can a typical spillage be removed?

Cleaning chemicals are sprayed on the spillage and it is mopped.

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

- water
- cleaning chemicals
- soft drinks

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

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

Semi-Hard Floor	Hard Floor
Rubber sheets	Wood
Linoleum	Ceramic Tiles
	Cement
	Terazzo
	Stone

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

Trainee's own answer.

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. Prepare the work area (remove any furniture, put out a Caution sign, open windows)
2. Select the appropriate personal protective equipment (gloves, face mask, closed shoes, etc.)
3. Select the appropriate equipment needed (broom, dust pan, mop, bucket, scraper, colour-coded cloth)
4. Report any damaged areas to your Manager
5. Remove large items of dirt and loose dust
6. Report any bodily fluids or unidentifiable spillages and then clean it up in the appropriate manner
7. Clean and/or polish the floor (sweep, remove stains, mop, dry floor, if needed, in the case of cement floor, apply wax and then polish the floor)
8. Dispose of unused chemicals correctly and return items to the correct place
9. Dispose of waste correctly
10. Put work area back to earlier state (bring back any furniture removed, etc)

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

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

Unit Summary

Successful assessment of the unit proves that the learner has achieved the National Occupational Standard to understand employment rights and responsibilities.

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 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>			

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Know factors that affect own organisation and occupation	<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> <p>2.5 Describe principles, policies and codes of practice used by own organisation and industry</p> <p>2.6 Describe issues of public concern that affect own organisation and industry</p>			

Basic Hospitality Skills Multi-Tasker Course



Unit 14

Employment and Responsibilities in
the Hospitality, Leisure and Tourism
Sector

Answer Sheet

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

Instructions:

1. Have the following study tools; USB stick, 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?

It is important so you do not overwork and risk your health. It is important to know that you are rewarded for the work you do.

3. Explain what "equality" means?

Equal opportunity for everyone regardless of background or gender.

4. Explain what "diversity" means?

Diversity means to work in an environment that respects and includes people with different backgrounds and abilities.

5. Does your hotel have procedures for health and safety? What are they?

6. Where can you get advice on employment rights and responsibilities?

Your Manager, Hotel Policies, Human Resources Coordinator, Federation of Chambers of Commerce, NIOSH, Ministry of Labor, etc

Instructions:

1. Have the following study tools; USB stick, 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 – provide a role model to younger members of the community

provide for my family who are part of the community

My Hotel – provide employment

Provide a place of learning for new skills

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?

Health issues such as dengue, flu, any disease that can spread easily. Environmental issues such as dealing with garbage, recycling, water and power shortages, unpredictable weather. Economic issues such as business competition, recruiting, language training, skills training,

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?

Be representative of Sri Lanka's / Eastern Provinces' commitment to better service/hospitality.

To help raise the image of hospitality in this country / in this region.

15. Think about your career.

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



Course Details (Number of Hours required for the unit and the Credits)

Unit		Hours	Credits
1	Maintenance of a Safe, Hygienic and Secure Working environment	25	3
2	Give Customers a Positive Impression of Yourself and Your Organization	33	5
3	Work Effectively as Part of a Hospitality Team	22	3
4	Maintain Food and Safety when storing, holding and serving food	31	4
5	Prepare and Clear Areas for Table Service	32	4
6	Serve food at table	31	4
7	Convert a room for dining	23	3
8	Prepare and Serve Dispensed and Instant Hot Drinks	30	3
9	Collect Linen and Make Beds	21	3
10	Clean Windows from the Inside	16	2
11	Cleaning and Servicing a Range of Housekeeping Areas	28	3
12	Use of Different Chemicals and Equipment in Housekeeping	33	4
13	Clean, Maintain and Protect Semi-Hard and Hard Floors	23	4
14	Employment Rights and Responsibilities in the Hospitality	16	2

Material and Content Developed By:



Skills for Inclusive Growth

Implemented by:-

Federation of Chambers of Commerce and Industry of Sri Lanka
"Federation House" # 17/1, 1st Lane, Gothami Road,
Colombo-08, Sri Lanka.



: (+94) 11 7 390860



: (+94) 11 236 6901



: info@fccisl.lk



: <http://www.fccisl.lk>



: <https://www.facebook.com/fccisl.lk>