

# **Appendix N**

## **HOSPITALITY, LODGING, AND TOURISM YOUTH APPRENTICESHIP**

### **LODGING – HOUSEKEEPING UNIT 6**

## **Unit 6: Lodging Pathway**

### **Housekeeping Unit**

Competency

#### **1. Prepare cleaning supplies and carts**

Performance Standard Condition

##### **Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

##### **Performance will be successful when the learner:**

- Obtain required supplies from storage for area to be cleaned
- Restock carts with supplies
- Use protective gloves and clothing as required
- Handle cleaning solutions and chemicals safely as indicated on MSDS
- Wash hands as required
- Return or dispose used supplies to storage or for disposal as required
- Keep cart organized
- Complete required records for stocking, use, and return/disposal of supplies

Learning Objectives

- Identify housekeeping standards
- Outline compliance requirements of sanitation and health inspections
- Demonstrate proper hand-washing
- Define cleaning and sanitizing
- Discuss cleaning and sanitizing methods
- List common agents used to clean and sanitize
- Explain how areas are cleaned to reduce contamination
- Describe how pests are controlled in your facility
- Explain how to store and use pesticides properly

**Comments:**

## **Unit 6: Lodging Pathway**

### **Housekeeping Unit**

Competency

#### **2. Clean public spaces- Floors**

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Sweep/mop hard floors
- Clean and wax tile floors
- Remove stains from tile floors
- Vacuum carpets
- Steam-extract carpets
- Remove stains from carpets
- Complete cleaning records

Learning Objectives

- Identify the criteria for floor cleaning
- Compare floor cleaning techniques between tile, marble, and carpets
- Describe stain removing techniques for tile, marble, and carpets
- Explain how frequency schedules are determined for flooring

**Comments:**

## Unit 6: Lodging Pathway

### Housekeeping Unit

Competency

#### 3. Clean public spaces- Lobby/Front Desk

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Empty and clean public trash cans
- Empty and clean public ash urns
- Clean mirrors and dust furnishings
- Move furniture
- Vacuum fabric and upholstery
- Remove stains from fabric upholstery
- Steam-extract fabric upholstery
- Clean walls and baseboards
- Clean doors
- Clean chandeliers/light fixtures/fans
- Clean and polishes brass
- Clean HVAC grates and vents
- Complete cleaning records

Learning Objectives

- Identify the criteria for public area cleaning
- Explain how frequency schedules are determined for the lobby/front desk area
- Describe cleaning solutions, equipment and techniques for cleaning mirrors, glass, windows, fabric, upholstery, drapes, wood surfaces, painted surfaces, brass/metal surfaces, dusting, etc.
- Describe stain removing techniques for fabric and upholstery

**Comments:**

## Unit 6: Lodging Pathway

### Housekeeping Unit

Competency

#### 4. Clean public spaces- Other Areas

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Empty and clean public trash cans
- Empty and clean public ash urns
- Clean mirrors and dusts furnishings
- Clean HVAC grates and vents
- Clean doors
- Clean vending/ice machines and areas
- Clean/sanitize public drinking fountains
- Clean stairwells/rails/fire corridors/ledges
- Clean elevators
- Clean public telephone areas
- Clean/restock public/employee restrooms
- Clean/supply the pool and changing rooms, if applicable
- Clean employee cafeteria and break areas
- Complete cleaning records

Learning Objectives

- Identify the criteria for public area cleaning
- Identify the criteria for back-of-house cleaning
- Identify the criteria for cleaning other facility areas
- Explain how frequency schedules are determined for public area cleaning
- Explain how frequency schedules are determined for other areas of facility
- Describe cleaning solutions, equipment and techniques for cleaning mirrors, glass, windows, fabric, upholstery, drapes, wood surfaces, painted surfaces, brass/metal surfaces, dusting, etc.
- Discuss special requirements for cleaning public restrooms and pool facilities

**Comments:**

## Unit 6: Lodging Pathway

### Housekeeping Unit

Competency

#### 5. Clean guest rooms

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Use a room status report to identify guestrooms for cleaning
- Locate vacated guest rooms on status report
- Enter the guestroom appropriately
- Prepare the guestroom for cleaning
- Prepare the bathroom for cleaning
- Clean the tub and shower area
- Clean the toilet
- Clean the sink and vanity
- Clean the bathroom
- Clean the guestroom closet
- Make the bed(s)
- Dust the guestroom
- Replenish supplies and amenities
- Clean windows, tracks, and sills
- Exit the guestroom properly
- Report and correct cleaning problems found during inspection
- Complete end-of-shift duties
- Set up or remove special guest service equipment
- Clean multi-room guest suites
- Complete cleaning records

Learning Objectives

- Identify various room types
- Describe how room status is monitored for cleaning schedules
- Explain how the number of rooms to be cleaned is divided among staff
- Identify housekeeping's major areas of cleaning responsibilities to meet industry standards
- Identify the criteria for guestroom cleaning
- Explain the use of frequency schedules to maintain cleaning standards
- Explain how frequency schedules are determined for guestroom cleaning
- Describe how to properly clean a bathroom, sink and tub to remove stains, mold, mildew, and soap scum

**Comments:**

## **Unit 6: Lodging Pathway**

### **Housekeeping Unit**

Competency

#### **6. Clean laundry**

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Sort linens and uniforms
- Pre-treat and/or rewash heavily soiled items
- Load, use, and unload washers
- Load, use, and unload dryers
- Iron linens by hand or mechanically
- Fold linens by hand or mechanically
- Mend and sew linens and/or uniforms
- Clean and maintain work areas
- Fill banquet/restaurant linen requisitions
- Deliver guest service supplies
- Process contract-cleaned linens/uniforms
- Issue and receive employee uniforms
- Restock housekeeping closets and carts
- Complete cleaning, repair, stocking, delivery, and requisition records

Learning Objectives

- Describe the laundry process
- Identify different equipment used in the laundry process and how to use it
- Explain load limit for the washers and dryers used in your facility
- Describe any contract services that are used by your facility for special services such as mending or uniform cleaning
- Describe major types of stains and how to pre-treat and remove them

**Comments:**

## **Unit 6: Lodging Pathway**

### **Housekeeping Unit**

Competency

#### **7. Manage room supply and linen inventory**

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Take physical inventory of room supplies and linens periodically against inventory records
- Review inventories and records to determine room supply and linen quantity to order
- Review discard records
- Calculate number of room supplies and linens need for full occupancy
- Order room supplies and linens as needed to maintain physical inventory as required
- Receive items upon delivery as required
- Verify actual shipment received with purchase order
- Forward documentation to appropriate person(s)
- Store items as required

Learning Objectives

- Outline receiving and storage procedures
- List factors that affect prices
- Explain how production records influence purchasing decisions
- List criteria for selecting appropriate suppliers

**Comments:**



## **Unit 6: Lodging Pathway**

### **Housekeeping Unit**

Competency

#### **8. Assist with management tasks**

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom
- While assisting a worksite professional

Performance Standard Criteria

**Performance will be successful when the learner:**

- Establish or review criteria for cleaning guestrooms and public areas
- Establish and review criteria for laundry services
- Evaluate time-based tasks for estimated times
- Schedule staff based on capacity forecasts and estimated times
- Determine the values of inventory or stock
- Calculate labor cost and ways to meet goals

Learning Objectives

- Summarize how standards are used to guide housekeeping personnel
- Describe staff positions within the housekeeping department
- Explain how the flow of housekeeping operations is set up for maximum efficiency
- Identify how criteria is established for guestroom and public area cleaning
- Summarize how productivity standards are used to guide cleaning personnel in time-based tasks
- Estimate time for cleaning guest rooms
- Estimate time for cleaning public and recreation areas

**Comments:**