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: