

	Unit ID: 285
Domain	HOUSEKEEPING OPERATIONS
Title:	Maintain the grounds in a hospitality establishment
Level: 3	Credits: 8

Purpose

This unit standard specifies the competencies required to maintain the grounds in a hospitality establishment. People credited with this unit standard are able to: clean exterior areas in a hospitality establishment; and perform grounds maintenance tasks.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must:

- be placed under realistic time pressures
- use commercial equipment for both training and assessment

There must be documented evidence of multiple occasions where the candidate has provided maintenance services.

3. Glossary of terms

- *Grounds* refers to the outside areas of a hospitality establishment and may include but is not limited to walls, windows, pathways, stairwells, seating, barbeques, pools, lawns, recreational areas, parking areas and parking bays.
- *Equipment* refers to items such as cloths, brooms, brushes, buckets, waste bags, spray bottles, bins, trolleys, barrows, and machines such as steam or pressured water cleaners, vacuum cleaners, polishers, hand tools, power tools and equipment, painting tools and equipment, garden tools, pool maintenance tools.
- *Materials* refers to water and items such as general and spot cleaning agents, cleaning agents for specialised surfaces including window and

glass cleaners, disinfectants, deodorizers, furniture and floor polishes, including detergents, abrasives, acids, alkalis, solvents, bleaches, polishes, furniture and floor finishes, floor sealants, sanitizers.

- *Personal protective equipment* includes but is not limited to overalls, boots or specified shoes, jacket, gloves, safety glasses/goggles, cap/hairnet, aprons.
 - *Establishment requirements* or procedures means any policy, procedure, or agreed requirements, either written or oral, that specifies the tasks to be performed by a worker during the normal course of his or her employment in a hospitality establishment.
 - *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 - *'Specifications'* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - The Social Security Act 1994
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Clean exterior areas in a hospitality establishment

Performance Criteria

- 1.1 Exterior areas and items to be cleaned are confirmed in line with establishment procedures.

- 1.2 Cleaning equipment and materials are prepared for use in line with establishment procedures.
- 1.3 Personal protective clothing and equipment are selected and used in line with establishment and safety procedures.
- 1.4 Warning signs and safety barricades are placed to warn guests and colleagues of potential hazards during cleaning in line with establishment procedures.
- 1.5 Surfaces, fixtures, fittings and exterior furniture are cleaned in line with establishment procedures.
- 1.6 Cleaning equipment and materials are cleaned after use, checked for readiness for next use, and stored in line with manufacturer's specifications, establishment procedures and safety standards.

Element 2: Perform grounds maintenance tasks

Range

Grounds maintenance may include but is not limited to removing waste, replacing and repairing fixtures and fittings (i.e. taps, bulbs, tiles), mowing lawns and maintaining garden areas and pathways, cleaning and servicing pools.

Grounds maintenance requirements may include simple repairs, routine servicing of equipment, painting and decorating, minor demolition.

Problems requiring specialist assistance include major breakdowns in facilities, plant and equipment, major repairs to buildings, servicing of specialist equipment.

Appropriate assistance may be sought from supervisor, tradesperson, consultant.

Performance Criteria

- 2.1 Grounds maintenance requirements are identified and reported in line with establishment procedures.
- 2.2 Requests for routine grounds maintenance are responded to promptly in line with establishment procedures.
- 2.3 Maintenance equipment and materials are selected and used safely and according to manufacturer's instructions and establishment procedures.
- 2.4 Work areas are enclosed or isolated where appropriate to ensure safety of guests and colleagues, using warning signage where required in line with establishment procedures.
- 2.5 Maintenance tasks are carried out in line with required schedules, priorities, quality requirements and establishment procedures and with minimum disruption to guests and colleagues.
- 2.6 Work areas are cleaned and equipment is maintained, checked for readiness for next use, and stored on completion of work in line with establishment procedures.

- 2.7 Problems requiring specialist assistance are identified and appropriate assistance is sought in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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