



Transparency for Mobility in Tourism: transfer and making system of methods and instruments to improve the assessment, validation and recognition of learning outcomes and the transparency of qualifications in tourism.

AGREEMENT n° LLP-LDV-TOI-10-IT-538

UNIT n. 1

To care for the cleanliness and maintenance of the rooms and common spaces

QUALIFICATION	EQF LEVEL	ECVET CREDIT POINTS
Chambermaid	2	

LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Organize and prepare the work tools,
2. Clean up the rooms for the clients' arrival as well as during their stay,
3. Clean up the common areas of the hotel.

1. To organize and prepare the work tools **the subject must know how to:**

- Store and distribute cleaning products;
- Select and organize in the trolley all the necessary materials (bathroom kit, soaps, cleaning tools, etc.);
- Select the products for the courtesy kit according to the housekeeping instructions;
- Report possible stockout of cleaning products or material to redo the rooms.

2. To clean up the rooms for the clients' arrival as well as during their sojourn **the subject must know how to:**

- Respect the timing set by the head of housekeeping or by the reception according to the client's data sheet (sojourn, arrival, departure);
- Air the room properly;
- Redo the bed providing for the change of the bed linen when it's predicted;
- Tidy up the room and dust;
- Organize the room according to the requests of the client on arrival (division/union of beds, addition of a bed, etc.);
- Change towels and bathroom accessories;
- Clean up the bathroom using the proper products and tools;
- Wash the floor;
- Carry out the extraordinary cleaning of the curtains, carpets, etc (when instructed to do so by the housekeeping or the reception);
- Control and supply the mini-bar, realizing the requisition of the goods;
- Supply additional services to the clients in the event of a request (e.g.: breakfast served in the room, supply available facilities);
- Catalogue the linen to be delivered to the laundry and fill in the complete laundry bill;
- Control the rooms at the check-out;
- Hand over the data sheet, filled in with the cleaning up of the rooms to the housekeeping or to the reception;
- Clean up the common areas assigned to him/her;
- Note and report to the housekeeping or to the reception possible malfunctions that need fixing.

3. To clean up the common areas of the hotel **the subject must know how to:**

- Choose the right cleaning products and tools;
- Wash the floor of the common areas (hall, corridor, living rooms, stairs, etc.);
- Dust the furniture;
- Realize the extraordinary cleaning of curtains, carpets, etc.;
- Collaborate during the organization of common areas also in case of special occasions (conventions, events, etc.);
- Note and report to the housekeeping or to the reception, possible malfunctions that need to be fixed.

COGNITIVE LEARNING OUTCOMES

Illustrating the necessary equipment to carry out one's tasks, as well as their way of use;

Describing the techniques used to tidy up the room when preparing it to the arrival of a new client and when cleaning it up during the stay;

Illustrating the methods to clean and care for the common spaces;

Illustrating possible organization and furnishing solutions for the common areas.

SKILL LEARNING OUTCOMES

Using the right products for different kinds of cleaning;
 Applying methods and tools to clean up the rooms in different moments;
 Adopting techniques of problem solving;
 Using organization and furnishing solutions for the common areas according to the style of the hotel structure;
 Applying the regulations of safety at work.

INTERPRETATION OF LEVEL

To be able to:

1. Organize and prepare the work tools,
2. Clean up the rooms for the clients' arrival as well as during their stay,
3. Clean up the common areas of the hotel.

The subject must demonstrate that he/she can:	The indicators are:
<ul style="list-style-type: none"> ■ be efficient and effective at selecting and preparing the material useful to tidy up and redo the rooms (hands on simulation) 	<ul style="list-style-type: none"> ■ Presence in the trolley of the material necessary to tidy up and redo the rooms; ■ Right choice of materials and tools according to the situation.
<ul style="list-style-type: none"> ■ Carry out, in the right sequence and timing, the operations of preparation and redoing of the rooms (simulation) 	<ul style="list-style-type: none"> ■ Level of correctness and completeness of the cleaning and redoing procedures of the rooms and common areas; ■ Respect of the processes predicted by the regulations regarding health and safety at work.
<ul style="list-style-type: none"> ■ Carry out, in the right sequence and timing, the cleaning up of the common areas of the hotel; ■ Simulate the disposition of decorations and technical arrangements for special occasions. 	<ul style="list-style-type: none"> ■ Level of correctness and completeness of the cleaning procedure ■ Right manner of collaboration at arranging common spaces for a specific event.

EVALUATION PROCEDURES

Type of test		Mandatory / optional	Classification	Optional indications
Written tests	Closed-ended questions		▪ multiple choice	
			▪ questions to be completed (with the choice of a set of options)	X
			▪ fill in the blanks (with the choice of a set of options)	
			▪ mini-cases (with multiple choice questions)	
			▪ matching questions	
	Open-ended questions		▪ open-ended questions	
			▪ questions to be completed (free wording)	
			▪ fill in the blanks (free wording)	
			▪ mini-cases (with open-ended questions)	
	Case solutions		▪ with open-ended questions ▪ closed-ended questions	X
	"Traditional" tests		▪ Essays	
			▪ Problems	
▪ Exercises (e.g. equations)				
Oral tests	Interviews		▪ Structured	
			▪ semi-structured	
			▪ unstructured	
Practical tests	Checklist of observations		▪ process-related ▪ product-related	X X
	Technical reports			
Simulated performance	Checklist of observations		▪ process-related	X
			▪ product-related	X
	Technical reports			

Validation	If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit
<input type="checkbox"/> yes <input type="checkbox"/> NO	

