

Accommodation Services

Maintain Housekeeping Supplies



Learner Guide

## Maintain Housekeeping Supplies

### Learner Information


Details	Please Complete details	
Name of Learner		
Name of Assessor		
Site Name		
Name of Facilitator		
Date started		
Date of completion & Assessment		



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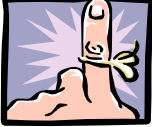

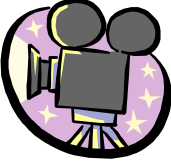



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## Keys to Icons

The following icons are used throughout the study guide to indicate specific functions:

	<p><b>DON'T FORGET/NOTE</b></p> <p>This icon indicates information of particular importance.</p>
	<p><b>EXERCISES</b></p> <p>Practical activities to do, either individual or in syndicate groups during the training process</p>
	<p><b>VIDEOS</b></p> <p>The videos are recommended as a further training tool and are available for hire from providers</p>
	<p><b>SELF ASSESSMENT QUESTIONS.</b></p> <p>Self evaluation for learners to test understanding of the learning material</p>
	<p><b>PRACTICAL TASKS</b></p> <p>An important part of the assessment process is proof of competence. This can be achieved by observation or a portfolio of evidence. These tasks meet this component of assessment.</p>
	<p><b>ACTIVITY TIP</b></p> <p>These help you to be prepared for the learning to follow and must be added to the module content/portfolio of evidence.</p>

## Maintain Housekeeping Supplies

### Introduction

<b>Specific Outcomes</b>	Specific outcomes describe what the learner has to be able to do successfully at the end of this learning experience.
<b>Assessment Criteria</b>	<p>The only way to establish whether a learner is competent and has accomplished the specific outcome, is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.</p> <p>This module includes assessments in the form of self-assessments, group exercises, quizzes, projects and a practical training programme whereby you are required to perform tasks on the job and collect as portfolio of evidence, proof signed by your supervisor that you have successfully performed these tasks.</p>
<b>To qualify</b>	To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.
<b>Range of Learning</b>	This describes the situation and circumstance in which competence must be demonstrated and the parameters in which the learner operates.
<b>Responsibility</b>	<p>The responsibility of learning rest with you, so . . .</p> <ul style="list-style-type: none"> <li>• Be proactive and ask questions.</li> <li>• Seek assistance and help from your coach, if required.</li> </ul>

## Specific Outcomes and Range of Learning

<p><b>Demonstrated Knowledge and Understanding:</b></p>	<ol style="list-style-type: none"> <li>1. Explain safety procedures to ensure a safe working environment when lifting heavy or bulky items.</li> <li>2. State procedures for the correct handling and transporting of goods to storage areas.</li> <li>3. State measures for securing receiving areas from unauthorised access.</li> <li>4. Stress the importance of maintaining a safe working environment by ensuring receiving areas are clean and tidy at all times.</li> <li>5. Stress the importance of maintaining optimum storage conditions.</li> <li>6. Explain stock rotation procedures and benefits.</li> <li>7. State organisational procedures for completing accurate records of items received, stored and issued.</li> <li>8. Stress the importance of maintaining a constant stock of housekeeping items.</li> <li>9. Stress the importance of immediately reporting signs of pest infestation.</li> </ol>
<p><b>Demonstrated ability to make Decisions about practice and to Act accordingly:</b></p>	<ol style="list-style-type: none"> <li>1. Carry out all work per work schedule in an organised and efficient manner.</li> <li>2. Describe the decisions made and reasons for action taken in response to an unexpected situation. (<b>Range of unexpected situations:</b> delivery not received, delivery damaged while being transported to storeroom, accidents)</li> <li>3. Check that deliveries of housekeeping supplies are according to the purchase specification. (<b>Range of housekeeping supplies:</b> machinery, cleaning equipment, cleaning agents, customer supplies, furnishings, fixtures and fittings)</li> <li>4. Check that deliveries comply with order and delivery documentation. Report any quality or quantity discrepancies to line manager.</li> <li>5. Complete delivery documentation accurately.</li> <li>6. Check that items remain undamaged during handling and transportation to storage areas.</li> </ol>

	<ol style="list-style-type: none"> <li>7. Use only safety approved methods for quickest transfer possible.</li> <li>8. Handle cleaning agents, machinery and equipment safely.</li> <li>9. Report low stock levels of housekeeping items to the appropriate person before minimum levels are reached.</li> </ol>
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<p><b>Demonstrated ability to learn from our actions and to Adapt Performance:</b></p>	<ol style="list-style-type: none"> <li>1. Given a 5 star hotel or a small country guesthouse, describe how performance would be adapted when handling and receiving supplies.</li> </ol>
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## Practical Tasks

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As part of this module you will be required to complete the following tasks.

An assessor must be present to observe you as you complete the tasks **OR** you can provide a portfolio of evidence proving your competence.

Practical Exercise	Task Type	Date Completed	Comments and initials of observer
Task No. 1	Receive and check housekeeping deliveries against purchase specifications, orders and delivery documentation.		
Task No. 2	Complete delivery documentation accurately		
Task No. 3	Handle and transport goods to storage area quickly and safely		
Task No. 4	Handle cleaning agents safely		
Task No. 5	Handle housekeeping machinery and equipment safely		
Task No. 6	Report low stock levels to the appropriate person before minimum levels are reached		
Task No 5.	Explain the importance and benefits of maintaining stock rotation		

## Credits of this Module

## Purpose of this Module

<b>Overall Outcome</b>	The learner must be able to maintain housekeeping supplies at the optimum level, within a safe and secure environment, and must understand how a shortage of supplies impacts negatively on providing the housekeeping service.
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## 1. Maintain Housekeeping Supplies

<b>Specific Outcomes</b>	<ul style="list-style-type: none"> <li>• State measures for securing receiving areas from unauthorised access</li> <li>• Stress the importance, in terms of health and safety, of keeping receiving areas clean and tidy at all times</li> <li>• Check that deliveries of housekeeping supplies comply with purchase specifications</li> <li>• Check that deliveries comply with order and delivery documentation and report any discrepancies to the appropriate person</li> <li>• Complete delivery documentation accurately</li> <li>• Use only safety approved methods for quick transfer of supplies</li> <li>• Explain safety procedures for the lifting bulky items</li> <li>• Check that items remained undamaged during handling and transfer to storage areas</li> <li>• State procedures for the correct handling and transporting of goods to storage areas</li> <li>• Stress the importance of maintaining optimum storage conditions</li> <li>• Handle cleaning agents, machinery and equipment safely</li> <li>• Report low stock levels of housekeeping items to the appropriate person before minimum levels are reached</li> <li>• Stress the importance of maintaining a constant stock of</li> </ul>
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	<p>housekeeping items</p> <ul style="list-style-type: none"> <li>• Explain stock rotation procedures and benefits</li> <li>• State procedures for completing accurate records of items received, stored and issued</li> <li>• Stress the importance of immediately reporting signs of pest infestation</li> </ul>
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## 1.1 General Information

<b>Maintaining supplies</b>	<p>In order for the Housekeeping Department to operate efficiently, there must be an adequate supply of all required items at all times. Required levels of stocks must be planned according to occupancy and average consumption, and minimum levels must be established to ensure that supplies do not run out. Guests expect the housekeeping service to run smoothly, and expect to be supplied with all items they may require. Stock items must be strictly controlled to prevent losses, theft and damage.</p>
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## 1.2 Receiving Areas

<b>Importance</b>	<p>Receiving areas must be maintained and controlled for a number of reasons:</p> <ul style="list-style-type: none"> <li>• Health and Safety: safe working conditions will prevent accidents and injury.</li> <li>• Security of stock and people</li> <li>• Hygiene: neat, clean and tidy areas will reduce pest infestation and possible spread of bacteria. Stocks can be controlled more easily in a tidy and organised area.</li> </ul>
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<b>Procedures</b>	<p>The following are guidelines for keeping your receiving areas clean and tidy;</p>
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<p><b>Clean and tidy receiving areas</b></p>	<p>There should be a designated area in your establishment for receiving deliveries.</p> <ul style="list-style-type: none"> <li>• Maintain a regular daily cleaning schedule for receiving areas.</li> <li>• Ensure that all surfaces, including walls and floors are clean and undamaged. Dirt will soil or contaminate deliveries.</li> <li>• Floors must be free from spillages, clean and dry to prevent accidents.</li> <li>• Equipment or materials not in use should be stored safely.</li> <li>• Keep receiving areas clear of boxes, equipment or other items that may cause trips or falls.</li> <li>• Ensure that all rubbish is placed in covered bins, and that rubbish is removed regularly. Wash and rinse bins before they are replaced in the receiving area.</li> <li>• Ensure that receiving areas are well ventilated and have sufficient lighting.</li> </ul>
<p><b>Securing receiving areas</b></p>	<ul style="list-style-type: none"> <li>• Receiving areas must be kept secure. If not controlled, these areas are easily accessed by persons who are not authorised to be in back areas of the establishment.</li> <li>• In most establishments, it is the responsibility of security to monitor the receiving bay or area and persons and stock entering or leaving. In large establishments, there would generally be a security guard present whilst deliveries are received and checked.</li> <li>• Doors or gates should be locked in between deliveries.</li> <li>• Receiving areas can be quite disorganised when a delivery is being made. To avoid any damage to items or theft of any items, only authorised personnel should be in the receiving area.</li> </ul>



**If you do not have a written cleaning schedule for cleaning of receiving areas, draw up your own cleaning checklist and schedule and file with this module. Obtain copies of procedures for securing of the receiving area or bay. If you cannot find a written procedure, write your own security procedure and include with this module.**

## 1.3 Deliveries

<b>Importance</b>	All items that are delivered need to be checked and recorded for stocktaking purposes as well as to ensure that expenditure is not wasted, that PAR levels of stock are maintained and to ensure the efficient running of the department without having to waste time in trying to get items at short notice.
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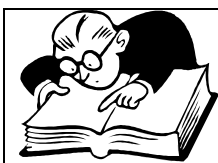
<b>Procedures</b>	The following are typical procedures for receiving delivered items:
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<b>Item</b>	<b>Action</b>
<b>Purchase agreements</b>	<ul style="list-style-type: none"> <li>• Most organisations have standing purchase agreements with specific suppliers, generally due to cost, safety, consistency and quality considerations. The purchasing manuals or agreements will give specifications for goods, as well as agreed prices.</li> </ul>
<b>Orders</b>	<ul style="list-style-type: none"> <li>• Be familiar with the orders that have been placed, the lead delivery times, and the date and possible time of delivery. This will help you plan the receiving and checking of goods, and to obtain copies of the relevant orders before deliveries arrive. Check that only an authorised member of staff has signed the orders.</li> <li>• Only authorised staff should receive and check deliveries.</li> <li>• When receiving deliveries from preferred suppliers, it is important to check that the items delivered comply with specifications in the purchase agreement or manual. If the wrong items have been delivered, they should not be signed for.</li> </ul>
<b>Delivery note/invoice</b>	<ul style="list-style-type: none"> <li>• When deliveries arrive, ask for the delivery note/invoice/waybill and check that this matches your copy of the order: <ul style="list-style-type: none"> <li>- Brands, items, sizes, quantities and other specifications</li> </ul> </li> <li>• Check that delivery notes or invoices items contain the relevant information: <ul style="list-style-type: none"> <li>- Date, document number, quantity, description of goods, prices, name of the supplier, supplier contact details, VAT rate (if applicable) and other charges such as transportation.</li> </ul> </li> <li>• Perishable items such as teas, coffees, sugars, creamers, chocolates and other foodstuffs must be checked for</li> </ul>

	<p>expiry or "use by" dates. Do not accept any items that reflect past dates or current dates.</p> <ul style="list-style-type: none"> <li>• Check that items delivered comply with health and safety regulations and requirements, as specified by your organisation or in the purchasing manual.</li> <li>• Check off each item delivered against the delivery note to make sure that all listed items are removed from the delivery vehicle.</li> <li>• Always check containers and packaging to ensure that items have not been damaged. Do not sign for damaged items.</li> </ul>
<p><b>Machinery and cleaning equipment</b></p> <p><b>Machinery and cleaning equipment, Cont.</b></p>	<ul style="list-style-type: none"> <li>• Ensure that heavy machinery items are safely unloaded to avoid damage or injury.</li> <li>• Heavy machinery and equipment should be unloaded in an area where it will not cause an obstruction to people or other traffic in the receiving area.</li> <li>• Check that machinery/equipment complies with specifications of the order (make or brand, size, type, price etc.).</li> <li>• Check that all the necessary attachments and tools have been included with the delivery.</li> <li>• Machinery items are very expensive, and should only be signed for if you are absolutely sure that they are exactly what was ordered.</li> <li>• Machinery items should be safely transported to designated areas or store rooms as soon as possible.</li> </ul>
<p><b>Cleaning agents</b></p>	<ul style="list-style-type: none"> <li>• Check that deliveries comply with specifications and purchase orders.</li> <li>• Check containers for leaks, breaks, or other damage.</li> <li>• Check that containers are clearly marked and correctly labelled according to contents.</li> <li>• Check expiry dates on all cleaning and chemical products.</li> <li>• If necessary, wear protective clothing when handling hazardous chemicals and cleaning agents.</li> <li>• Cleaning agents should be quickly and safely removed to storage areas that are designated for this purpose.</li> </ul>
<p><b>Customer supplies</b></p> <p><b>Non-perishable</b></p>	<p>Customer supplies may include perishable and non-perishable items:</p> <ul style="list-style-type: none"> <li>• Non-perishable items may include: soaps, shampoos, lotions, shower caps, toilet rolls, facial tissues, bin liners, plastic packaging, pens and guest stationery, linens, shoe polishing</li> </ul>


<p><b>items</b></p> <p><b>Perishable items</b></p> <p><b>Perishable items, cont.</b></p>	<p>kits, etc. These can be stored longer than other items.</p> <ul style="list-style-type: none"> <li>• Always check specifications against purchase orders.</li> <li>• Other non-perishable may include crockery, glassware or cutlery items intended for guest rooms.</li> <li>• Check all items against delivery notes: open boxes and packaging so that you can count the items.</li> <li>• Check the quality of items.</li> <li>• Check that all logo details and printed labels are correct.</li> <li>• Small items are more likely to be lost or stolen, so it is important to transfer these to secure store rooms as soon as possible.</li> <li>• Fragile items must be unloaded and transported carefully and safely to avoid breakages and accidents.</li> <li>• Perishable items may include teas, coffees, creamers, sugar, biscuits, chocolates etc.</li> <li>• Foodstuffs should never be placed on the floor during delivery - pallets or other surfaces should be provided.</li> <li>• Check delivery documentation against the order.</li> <li>• Check quantity, quality and packaging.</li> <li>• Check expiry dates of all perishable items.</li> <li>• Check items off against the delivery note.</li> <li>• Perishable items tend to "go missing" if not constantly monitored - move to designated store rooms immediately.</li> </ul>
<p><b>Furnishings, fixtures and fittings</b></p>	<ul style="list-style-type: none"> <li>• Furnishings are expensive items, and should be ordered from contracted or preferred suppliers, according to your purchasing manual.</li> <li>• In many cases, furnishings, fixtures or fittings are custom made for the establishment, so it is important to check that items meet the specifications in terms of size, dimensions, colour, type, price etc.</li> <li>• Check items against purchase order</li> <li>• Check items against delivery note</li> <li>• Ensure that heavy furniture items are safely unloaded to avoid damage or injury.</li> <li>• Heavy furniture items should be unloaded in an area where it will not cause an obstruction to people or other traffic in the receiving area.</li> <li>• Check all items for damage, marks, stains etc.</li> <li>• Check that all necessary attachments have been included.</li> <li>• Furniture and furnishings are very expensive, and should only be signed for if you are absolutely sure that they are exactly what was ordered.</li> </ul>

	<ul style="list-style-type: none"> <li>• These items should be safely transported to designated areas or store rooms as soon as possible.</li> </ul>
<b>Delivery discrepancies</b>	<ul style="list-style-type: none"> <li>• Any damaged items need to be recorded on the delivery note or appropriate documentation, and reported to your supervisor immediately.</li> <li>• Any items that are short need to be recorded on the delivery note and a follow up done as to when they will be delivered or if a credit note is to be issued. This needs to be reported to your supervisor as well.</li> <li>• Do not sign a delivery note unless you are sure that all deliveries are correct. Report to your supervisor or housekeeper if you are unsure.</li> </ul>
<b>Recording deliveries</b>	<ul style="list-style-type: none"> <li>• Tick off all correct items on the delivery note.</li> <li>• Record incorrect items, and follow procedures for reporting incorrect deliveries.</li> <li>• All items need to be checked against the invoice for price irregularities. It is not usually your job to know the prices of the items, as this will be checked by your supervisor or the accounts office, however if the item was priced at R1.00 and there were 10 of them, then you would need to ensure that the total was R10.00 and not anything different to this.</li> <li>• Sign the delivery note to record that all items are correct and in good order.</li> <li>• Always retain a copy of the signed delivery note, for stock control and administration purposes.</li> <li>• The delivery note/invoice/waybill must be given to the housekeeper or responsible person immediately, according to procedures.</li> <li>• Items need to be moved to the storage areas as soon as possible to avoid losses or damage as well as to ensure that the receiving area is clear of rubbish or items in case of accidents occurring.</li> </ul>



**Ask your supervisor or housekeeper to show you a copy of your Purchasing Manual, and note the major suppliers for machinery,**

	<b>cleaning equipment, cleaning agents, customer supplies, furniture, fixtures and fittings.</b>
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	<b>Obtain copies your establishment's order forms. Assist in receiving a delivery, and check and record all items according to procedures. Place a copy of the delivery note (signed and checked by you) at the end of this module.</b>
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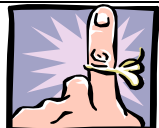
## 1.4 Handling and Transporting Items

### 1.4.1 Lifting Heavy or Bulky items

<b>Item</b>	<b>Action</b>
<b>Procedure</b>	<p>Various items need to be moved to the appropriate storage area. If these items can be moved without a trolley then follow the following basic guidelines.</p> <ul style="list-style-type: none"> <li>• Make sure that the pathway is clear and that there is nothing in the way that you might trip over.</li> <li>• Estimate the weight of the load. Do you think that it needs more than one person to lift it? Ask a co-worker to help you if so.</li> <li>• If you think that you can carry the load by yourself then stand close to the load before lifting it.</li> <li>• Tuck in your pelvis, tightening your stomach muscles to help strengthen your back.</li> <li>• Bend your knees, this will encourage your strong muscles to do all the work</li> <li>• Hug the load; this will help your balance and grip.</li> <li>• Avoid twisting, making sure that all your body parts are facing the same way to prevent your spine strains or injury.</li> <li>• Establish a firm grip on the load before lifting it.</li> <li>• Proceed slowly and carefully to the storage area, checking that there are no obstructions in your way.</li> <li>• Handle all items very carefully to avoid damage or breakage.</li> </ul>

## 1.4.2 Using Trolleys

Equipment	Action
Trolleys	<ul style="list-style-type: none"> <li>• It is important that the trolley is correctly stacked or loaded. This will:               <ul style="list-style-type: none"> <li>- ensure the safety of people using trolleys</li> <li>- prevent damage to delivered items</li> </ul> </li> <li>• Trolleys should be checked and cleaned daily to avoid soiling clean or new items.</li> <li>• Check that wheels are secure and turning smoothly.</li> <li>• If the equipment is dirty or rusty, you will also get marks on the items. This is a waste of time and money.</li> </ul>
Trolleys, cont.	<ul style="list-style-type: none"> <li>• If the equipment is damaged or has rough edges, the items may be torn or damaged. This will cost the organisation money to either repair or replace it.</li> <li>• Place the heaviest items on the trolley first.</li> <li>• Ensure that the weight of the item is distributed evenly over the base of the trolley.</li> <li>• Items should be loaded so that they do not extend too far over the edges of the trolley - this could cause accidents or damage.</li> <li>• Load items according to size and shape, the smallest on the top.</li> <li>• You should always be able to see over the top of a loaded trolley, in case of obstructions.</li> <li>• Never overload a trolley. It is better to make several trips rather than transport goods in an unsafe manner.</li> <li>• Push the trolley, do not pull it.</li> <li>• Proceed slowly to storage areas - it is easy to lose control of a heavy trolley if you are moving too fast.</li> <li>• Avoid bumping into walls, doors, furniture, people etc.</li> <li>• Do not leave trolleys in front of doors, exits, lifts, or blocking passages.</li> <li>• If you are unloading a trolley in a passage area, place it safely against a wall so that it does not block the area.</li> <li>• Unload all items safely, taking care not to drop, break or damage items.</li> </ul>



**Refer to the OHS (Occupational Health and Safety Act) for more information on the handling, lifting, moving and storage of goods**

	<b>and equipment.</b>
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## 1.5 Safe Handling of Chemicals, Equipment and Machinery

<b>Procedure</b>	The types of chemicals, equipment and machinery you handle will vary according to the establishment. The following are general guidelines for safe handling of items:
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<b>Item</b>	<b>Action</b>
<b>Chemicals/ cleaning agents</b>	<ul style="list-style-type: none"> <li>• Store in a separate locked area.</li> <li>• Store in original container, clearly and correctly labelled.</li> <li>• Use and dilute only according to manufacturer's instructions.</li> <li>• Only mix cleaning agents if recommended by the manufacturer.</li> <li>• Follow correct rations of cleaning agent to water.</li> <li>• Use protective clothing when handling chemicals.</li> <li>• Certain chemicals must be stored at specified temperatures so that they remain effective.</li> <li>• Store away from direct heat and sunlight.</li> <li>• The manufacturer's cleaning chart for the cleaning materials must be visibly displayed in your department - This will guide you in what to be used for what and how materials must be diluted, if applicable.</li> </ul>
<b>Cleaning Equipment</b>	<ul style="list-style-type: none"> <li>• Squeegees, mops, brushes, cloths and sponges must be washed/cleaned after each use.</li> <li>• Carpet cleaning equipment should be emptied after each use and brushes and bristles kept free of dirt and dust.</li> <li>• Buckets should be cleaned and rinsed after use.</li> <li>• Trolleys must be cleaned after use.</li> <li>• All equipment should be checked daily to ensure that it is in good working condition.</li> </ul>

<b>Machinery</b>	<ul style="list-style-type: none"> <li>• Know when to replace products.</li> <li>• Make use of an inventory card which lists purchase dates as well as all service dates and type of service.</li> <li>• Report any faults to machinery immediately. Take it out of service and tag it as "Out of Order", to prevent someone else getting hurt.</li> <li>• Keep machinery guarded, especially sharp edges, blades, etc.</li> <li>• Always work in an area with good lighting and do not distract anyone operating machinery.</li> <li>• Always know exactly how to operate machinery properly according to the manufacturer's instructions.</li> <li>• Clean properly after use, according to manufacturer instructions.</li> <li>• Always disconnect the power supply before cleaning the machine.</li> </ul>
<b>Machinery, cont.</b>	<ul style="list-style-type: none"> <li>• Do not reconnect the machine before it is fully assembled.</li> <li>• Keep water away from the power source.</li> <li>• Always wear the correct safety gear when working with electrical equipment and machinery e.g. closed rubber soled shoes or safety shoes, masks, goggles, protective apron.</li> <li>• Keep the cord away from knives, scissors or any other sharp object.</li> <li>• Check machinery daily for damage, and check that it is operating correctly and safely.</li> </ul>

## 1.6 Storage Areas

### 1.6.1 Maintain Storage Areas

<b>Procedures</b>	The following are guidelines for keeping your storage areas clean and tidy:
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<b>Importance</b>	<p>Each establishment will provide a separate area for the storage of clean linen and other housekeeping items:</p> <ul style="list-style-type: none"><li>• Team members will be able to find linen and items more easily if it is stored in the designated area.</li><li>• Rubbish or unrequired packaging left lying around may cause an accident or fire.</li><li>• Pest will be attracted by rubbish.</li><li>• Other departments in the workplace may pick up the wrong items if it is not stored in the correct area.</li><li>• Stocktaking will be much quicker if the storage area is tidy and well organised.</li><li>• Items may become lost or stolen if it is not stored correctly or the area is not tidy.</li><li>• Items are less likely to be damaged if stored in clean and tidy storage areas.</li></ul>
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<p><b>Clean, neat and tidy storage areas</b></p>	<ul style="list-style-type: none"> <li>• Maintain a regular daily cleaning schedule for storage areas.</li> <li>• Ensure that all surfaces, including walls, floors and shelves are clean and undamaged. Dirt will soil or contaminate deliveries.</li> <li>• Ideally all surfaces, including ceilings, should be washable.</li> <li>• Floors must be free from spillages, clean and dry to prevent accidents.</li> <li>• Equipment or materials not in use should be stored safely.</li> <li>• Keep storage floor areas clear of boxes, equipment or other items that may cause trips or falls.</li> <li>• Wherever possible, supplies should be removed from large crates and boxes and stored in the designated place. Ensure that all packaging, or rubbish is removed promptly from storage areas, and disposed of according to your procedures.</li> <li>• Open or perishable food items should not be left in storage areas.</li> <li>• Supplies must be packed neatly on shelves, Do not place heavy items on high shelves, as these may fall and injure people or housekeeping items.</li> <li>• Supplies should be packed according to when they will be used - first items to be used in front, or on lower shelves. New deliveries should be packed behind, or above, older items, so that older stock is used first.</li> <li>• Items in boxes or cartons should be well marked. Dating items according to delivery date will help identify what items are more recent than others.</li> <li>• Supervisors should check store rooms daily to ensure that they are clean, neat and well-maintained.</li> <li>• Dirty cleaning equipment or other household items should not be left in store rooms as they will attract pests, soil other items, and cause unpleasant smells.</li> <li>• Supplies should be stored according to type, size, date of delivery etc. Different supplies must be packed separately, and not mixed up with other items e.g. chemicals separate from other housekeeping supplies; consumable items (tea, coffee etc) stored away linen.</li> </ul>
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## 1.6.2 Maintain Storage Conditions

<p><b>Procedure</b></p>	<p>The following are general guidelines for maintaining optimum storage conditions:</p>
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<b>Storage conditions</b>	<p>It is important that all supplies are stored under the correct conditions. Sometimes items for various departments will be stored in different areas. Check with your supervisor so that you know where to locate the storage areas in your establishment. Whether or not housekeeping items are stored separately from other items will depend on the policy of your workplace. However, all items should be stored under correct conditions to maintain supplies correctly. The factors to be considered when storing items are:</p>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>• Good overhead (usually fluorescent) lighting is essential so items can be easily located. Good lighting also assists in maintaining strict quality control as some marks or stains may go unnoticed in poor lighting.</li> </ul>
<b>Ventilation</b>	<ul style="list-style-type: none"> <li>• Storage areas should have adequate ventilation to prevent mildew forming on goods. If mildew forms items would have to be cleaned which would then waste both time and money. If goods have been excessively affected by mildew, it may be necessary to throw out the affected item, which would then need to be replaced - again costing time and money. Good ventilation is also important for the health of the workers. Poor ventilation or lack of air may also cause unpleasant smells.</li> </ul>
<b>Temperature</b>	<ul style="list-style-type: none"> <li>• The temperature of the storage area should be set so that mildew does not form. The area must remain dry and cool and ideally should not exceed 25 degrees C. High temperatures will affect consumable items, which may not stay fresh. The temperature should be at an acceptable level for staff to work. Staff will work more productively if it is neither too hot nor too cold.</li> </ul>
<b>Humidity</b>	<ul style="list-style-type: none"> <li>• Humidity - a high level of moisture in the storage area will cause mould, mildew and other problems, especially if the temperature is not controlled.</li> </ul>

### 1.6.3 Storage of Housekeeping Supplies

Item	Storage
<b>Machinery</b>	<ul style="list-style-type: none"> <li>• Store in a dry area where machinery cannot be affected by moisture.</li> <li>• Store where it is safe and easy to reach.</li> <li>• Never store machinery where it will obstruct pathways or doorways.</li> <li>• Heavy items should be stored close to floor level.</li> </ul>
<b>Customer Supplies</b>	<ul style="list-style-type: none"> <li>• Keep area cool so freshness of food is maintained</li> <li>• Ensure that packaging has not been opened or damaged</li> <li>• Store in designated areas so they are easy to find</li> </ul>
<b>Furnishings</b>	<ul style="list-style-type: none"> <li>• Furniture must be stored so that it will not be scratched or damaged</li> <li>• Store away from moisture or humidity, to avoid damage or stains</li> <li>• If it is necessary to stack furniture, stack lighter items on top</li> <li>• Furniture that is required more often (eg. cots) should be stored closer to the doorway or where it is easy to access without moving other items.</li> </ul>
<b>Fixtures and Fittings</b>	<ul style="list-style-type: none"> <li>• Store carefully so that they are not damaged or broken</li> <li>• Lighter items should be placed on higher shelves, and heavier items closer to the floor.</li> </ul>

### 1.6.4 Securing Storage Areas

<b>Importance</b>	The Housekeeping inventory of stock and supplies is one of the most costly in an operation. The value of items in storage is a large investment, and very costly to replace. Departmental and organisational budgets and profitability will be affected if these items are lost, damaged or stolen.
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<b>Procedure</b>	Procedures for the control of storage areas will vary according to the operation. The following are guidelines for ensuring that stock and supplies are secured from unauthorised access:
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	<b>Action</b>
	<ul style="list-style-type: none"> <li>• A designated person should be responsible for storage areas</li> <li>• Keys/cards to store rooms must be kept by the authorised person only.</li> <li>• Keys/cards must be controlled - logged in and out, and locked away when not in use.</li> <li>• Keep the storage areas locked when not in use.</li> <li>• Use tally sheets to keep track of the quantity of items issued from the storeroom.</li> <li>• A supervisor or housekeeper should check store rooms daily to ensure security has not been breached.</li> </ul>

## 1.7 Stock Control and Stock Records

<b>Importance</b>	The Housekeeping Department is responsible for controlling a large and varied number of items, ranging from linens, uniforms, guest supplies, cleaning agents and equipment, to furnishings, fixtures, fittings and machinery. The Executive Housekeeper must keep strict controls of all items in use and storage, to ensure that adequate stock is in hand for the routine operation of the organisation. This will ensure that that supplies do not run out, there are minimal losses, that costs do not exceed budget, and that the products and services are consistent and to the satisfaction of the guest.
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<b>Procedures</b>	Procedures and stock documentation will vary according to the type of establishment. The following are guidelines for recording and maintaining stock levels:
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<b>Item</b>	<b>Action</b>
<b>Inventories/ Stock sheets Inventories/ Stock sheets,</b>	<ul style="list-style-type: none"> <li>• Maintain stock sheets/inventories for all areas and items so that you know exactly what you have</li> <li>• Record all deliveries, requisitions and issues, as well as breakages, variances etc. to ensure that all items are</li> </ul>

<b>cont.</b>	<p>recorded and all movement tracked</p> <ul style="list-style-type: none"> <li>• Keep stock sheets up to date. Some stock is counted daily, weekly or monthly, depending on the area and frequency of use.</li> <li>• Inventory lists/stock sheets should also contain details of the each item, the supplier, the number of items per case or container, the price of each case/item, opening stock, purchases, total stock, total value, items used, value of items used, closing stock, value of closing stock.</li> </ul>
<b>Par levels</b>	<ul style="list-style-type: none"> <li>• Identify the required par stock level for each item (the standard number of items that you must have to support daily, routine housekeeping operations). This will help you to identify low/minimum stocks for ordering purposes.</li> <li>• Par stock levels will vary for different items - for example, par one linen stock will be calculated according to what linen is needed in all guest rooms at one time, par two for a second complete set of linen, and par three for a third set of linen in storage areas. Par levels will depend on the laundry cycle, and the length of time needed to return linens to guest bedrooms.</li> </ul>
<b>Lead times</b>	<ul style="list-style-type: none"> <li>• Be familiar with the lead times for each supplier or item (how much time will it take from the moment the order is placed until the product is received).</li> <li>• Lead times will indicate when orders must be placed to maintain sufficient operating stock levels.</li> </ul>
<b>Linens</b>          <b>Linens, cont.</b>	<ul style="list-style-type: none"> <li>• Linens include all types of linen used by the establishment.</li> <li>• Since most linens are recycled daily, all items moving from rooms or departments to the laundry, to linen storage areas or to rooms and other departments should be counted and recorded daily.</li> <li>• Monthly linen stock takes record all linen on the premises (rooms, departments, main linen stores etc.)</li> <li>• Shortages will occur if the stock level is too low, and will affect the smooth running of the operation.</li> <li>• Laundry turnaround service and the frequency of changing sheets and towels in rooms will affect the par stock of linen required on a daily basis.</li> <li>• Ideally, laundered linens should rest in storage for about 24 hours to increase the useful life of the linen and to allow wrinkles to smooth out (permanent press items).</li> <li>• The total amount of linens removed from guest rooms for cleaning should be consistent with the occupancy (most</li> </ul>

	<p>establishments use the "clean for dirty" exchange system to control linen issues).</p> <ul style="list-style-type: none"> <li>• Damaged items should be kept separately, recorded and handed to the appropriate person, according to procedures, and for stock control purposes.</li> </ul>
<b>Uniforms</b>	<ul style="list-style-type: none"> <li>• If the housekeeping department is responsible for uniforms, sufficient supplies must be maintained according to number of staff, departments, sizes, colours, types etc.</li> <li>• Employees must sign for uniforms issued, and are required to return and sign in uniforms when leaving the company.</li> <li>• Uniforms must be controlled and recorded as for linens.</li> <li>• Laundry turnaround times will affect the stock level of uniforms.</li> <li>• Uniforms must be kept in a good condition (this is normally the responsibility of the linen keeper or seamstress), to maintain standards and reduce costs.</li> <li>• Uniforms should be counted and recorded on stock sheets according to your procedures.</li> </ul>
<b>Items lent to guests</b>	<ul style="list-style-type: none"> <li>• Guest loan items could include: hairdryers, irons and ironing boards, adapters, cots, special pillows etc.</li> <li>• All items must be tracked and recorded when issued, and when they are returned (date, item, guest name, room number, date returned, signatures).</li> <li>• Some organisations require that the guests sign for the item on loan, or a charge is posted to the guest account, and credited when the item is returned.</li> <li>• Quantities of guest loan items will depend on the type of operation and the forecasted occupancies.</li> <li>• Items must be counted and recorded according to company procedures.</li> </ul>
<b>Machinery and equipment</b>	<ul style="list-style-type: none"> <li>• Machinery and equipment may include laundry equipment, sewing machines, trolleys or carts, vacuum cleaners, hard floor cleaners, and other cleaning equipment.</li> <li>• The number and types of equipment or machinery will depend on the size and cleaning needs of the operation.</li> <li>• Sufficient stocks of equipment and machinery must be on hand to ensure that staff can effectively carry out housekeeping duties.</li> </ul>
<b>Machinery and equipment, cont.</b>	<ul style="list-style-type: none"> <li>• Machinery and equipment should be recorded according to procedures (stock counts and control sheets, issues, records of repairs etc).</li> </ul>

<p><b>Cleaning supplies</b></p>	<ul style="list-style-type: none"> <li>• Par levels of cleaning supplies will depend on the scope of cleaning, and the amounts or quantities used in day-to-day housekeeping operations.</li> <li>• Cleaning supplies should never be allowed to reach below minimum stock levels</li> <li>• Cleaning supplies must be recorded as for other items, and issues or requisitions must be tracked daily.</li> <li>• Staff must be trained on the correct usage and handling of chemicals and cleaning supplies to avoid wastage and high costs.</li> </ul>
<p><b>Guest supplies, materials and stationery</b></p>	<ul style="list-style-type: none"> <li>• Guest supplies will vary according to the establishment.</li> <li>• One par of guest supplies would be the quantity required to supply each item to all rooms in the establishment at one time.</li> <li>• Forecasted occupancies and procedures for minimum and maximum stock holding, as well as lead times, will help in planning par stocks of guest supplies.</li> <li>• Stock levels and daily usage or consumption must be recorded (requisitions, issues) as well as monthly physical stock counts.</li> <li>• Stationery and printed materials must also be recorded and tracked for ordering and control purposes.</li> <li>• These items may not need to be replaced often, unless damaged or torn. Lead times for printing and delivery must taken into account when placing orders.</li> <li>• Magazines and TV guides will need to be recorded monthly.</li> <li>• Par stocks or reserve stocks of these items should be kept in designated storage areas for replacement purposes.</li> </ul>
<p><b>Maintaining records</b></p>	<p>The recording of all transactions must be maintained for the following reasons:</p>
<p><b>Maintaining records, cont.</b></p>	<ul style="list-style-type: none"> <li>• To maintain the required amount of items on hand to meet the needs of the establishment so that all tasks can be carried out on time.</li> <li>• Inaccurate records could result in extra stock being bought in, which could be a waste, it could tie up a large amount of finances in stock or it could add to stock controls, thus creating a greater risk of losses.</li> <li>• To assist in stocktaking.</li> <li>• Records need to be kept so that when the stock levels are low new stock can be bought in. This will assist with determining when levels are going down.</li> </ul>


	<ul style="list-style-type: none"> <li>• Accurate records will help prevent loss and theft of items.</li> <li>• Received items need to be recorded accurately in order to assist with stock control and maintaining correct levels of stock.</li> <li>• It is important to record all issued items, so that the correct levels are known and purchases can be made when levels are going down.</li> <li>• Records must also be kept of the items that are damaged or being thrown out as this will assist management in deciding whether the quality of items supplied is acceptable and whether there are solutions for the damaged items.</li> <li>• Any signs of missing items should be reported to your supervisor immediately to be dealt with according to your establishment's organisational requirements.</li> </ul> <p>Stock may appear to be missing for any of the following reasons.</p> <ul style="list-style-type: none"> <li>• Theft by a staff member, delivery driver or guest</li> <li>• Inaccurate records by staff members or outside laundry</li> <li>• Items stored in the incorrect storage area</li> <li>• Damaged or condemned items not being recorded</li> </ul>
<p><b>Taking stock</b></p>	<ul style="list-style-type: none"> <li>• Stocktaking is done to check that the actual amount of items in stock correspond with the recorded items on your stock sheets.</li> <li>• The frequency of stock takes will depend on procedures,</li> <li>• Stock takes should be completed on the same day as they are started.</li> <li>• Items in all departments should be accounted for.</li> <li>• Damaged items must be recorded.</li> <li>• Items sent for repair must be recorded.</li> <li>• Only authorised staff should be responsible for the counting and recording of stock.</li> <li>• In most establishments, two or more people are required to count stock in any one area.</li> <li>• Stock must be accurately counted and recorded, on the correct documentation.</li> </ul>
	<p><b>Collect copies of all documents used in your establishment for the daily/weekly/monthly tracking and recording of all housekeeping stock items (stock control sheets, purchases,</b></p>

	<b>issues, requisitions, physical stock counts, variances) and file with this module. Include your written procedures for stock control.</b>
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### 1.7.1 Reporting Low Stock Levels

<b>Procedure</b>	Procedures will vary for the reporting of low stock items or levels, according to the establishment and the documentation used:
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	<ul style="list-style-type: none"> <li>• All housekeeping supplies should have a documented minimum stock and maximum stock holding. Items nearing minimum stock levels will need to be re-ordered.</li> <li>• Report items reaching minimum levels to your supervisor or housekeeper, according to your procedures.</li> <li>• Stock reports and accurate physical counts should be used to indicate where stock levels are becoming low, or where items need to be re-ordered or purchased.</li> <li>• Requisitioned or ordered stock must be recorded according to your procedures.</li> </ul>
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	<b>Find out what your minimum and maximum stock holdings should be for all housekeeping items, and list these. Include the name of the supplier, prices of items, and estimated lead times. File these at the end of this module.</b>
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### 1.7.2 Stock Rotation

<b>Importance</b>	There are several reasons why items should be rotated on a regular basis:
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	<ul style="list-style-type: none"> <li>• If items are not rotated they will wear out unevenly and need to be replaced sooner.</li> <li>• Many items, such as linens, are recycled through the laundry process on a regular basis. Stock rotation of linen would ensure that the same items were not in use every day, and would extend the life of the linen.</li> <li>• Goods that are not rotated will become stale smelling or possibly creased and soiled, and will need to be re-cleaned.</li> <li>• Mildew may be more likely to form if items are not rotated correctly.</li> <li>• Certain items like cleaning agents and customer supplies may have expiry dates and would need to be rotated to ensure that the items do not expire.</li> <li>• Received goods need to be correctly placed so that they are not confused with current stock. Older items should always be used first.</li> <li>• Poor stock rotation may result in damage or spoilage of goods and items, which will have to be replaced. This will cost the establishment more money.</li> <li>• Old, incorrectly stored or worn items will not meet the standards of the establishment, and will result in guest dissatisfaction.</li> </ul>
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<b>Procedures</b>	Procedures for rotation of stock will vary for each establishment:
	<ul style="list-style-type: none"> <li>• Incoming, new stock should be stored so that it is not placed with existing stock.</li> <li>• New items are usually placed behind older items, or on different shelves, so that older items are used first according to the FIFO (First in First Out) principle.</li> <li>• Boxes or containers or perishable stock items such as teas/coffees and other foodstuffs should be marked with the date of delivery, and stored with the most current date behind older stock. This will help to identify which items should be used first.</li> <li>• Colour coded tabs or systems are an easy way to identify different batches of stock e.g. red for oldest items, then yellow, and blue for new stock.</li> <li>• Clean linens direct from the laundry should be stored on</li> </ul>

	<p>different shelves from items laundered earlier. This will allow linens to "rest" before being re-used.</p> <ul style="list-style-type: none"> <li>• Regular spot checks of store rooms and storage areas will help to ensure that stock rotation systems are being followed correctly.</li> <li>• Staff training will also ensure that procedures are followed.</li> </ul>
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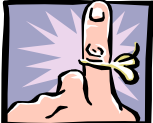
	<p><b>Get a copy of your establishment's procedures for rotating different stock items. If these are not documented, list the steps used within your department. File with this module.</b></p>
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## 1.8 Pest Control

<b>Importance</b>	<p>Pests are potential carriers of disease and bacteria. Pests may also do serious damage to areas, furniture, fabrics or equipment. Any sign of pests will result in loss of reputation for the organisation, and potential loss of business and revenue.</p>
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<b>Types of pests</b>	<ul style="list-style-type: none"> <li>• Flies</li> <li>• Cockroaches</li> <li>• Ants</li> <li>• Rats</li> <li>• Mice</li> <li>• Bed bugs/lice</li> <li>• Beetles</li> <li>• Fishmoths</li> </ul>
<b>Signs of pest infestation</b>	<ul style="list-style-type: none"> <li>• Droppings</li> <li>• Eggs</li> <li>• Teeth marks or signs that rats and mice have been gnawing on furniture/boxes/pipes/cables/carpets or food</li> <li>• Cracks or holes in walls/floors</li> <li>• Broken fly screens</li> <li>• Rats/mice normally attract flies</li> <li>• Blood spots on sheets due to bed bug bites</li> <li>• Holes in curtains or fabrics</li> </ul>

<b>Reporting infestation</b>	<ul style="list-style-type: none"> <li>• Any area where signs of pest infestation are found should be immediately cleaned and tidied, and the problem should be reported to your supervisor, and then dealt with according to your establishment's organisational requirements.</li> <li>• Each staff member is responsible for maintaining correct levels of cleanliness in order to deter pests.</li> <li>• Any sign of pest infestation must be reported to your supervisor who will then block off the room.</li> <li>• The room must be properly cleaned and a pest control company notified to come and fumigate the room plus adjacent rooms.</li> <li>• Most establishments maintain contracts with specialist pest control companies, to ensure that all areas are monitored and fumigated regularly.</li> </ul>
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	<b>Tips on the prevention of pests</b>
	<ul style="list-style-type: none"> <li>• <b>Keep working areas clean</b></li> <li>• <b>Check areas thoroughly and regularly</b></li> <li>• <b>Be on the constant lookout for telltale signs</b></li> <li>• <b>Deny them access to food/food preparation areas</b></li> <li>• <b>Pest control should be preventative to avoid possible infestation</b></li> <li>• <b>Only use professional operators for pest control</b></li> <li>• <b>Ensure that pest control contractors service the establishment according to agreements, and that products are effective in prevention or elimination of pests.</b></li> </ul>

	<p>Find out which contractor is used by your organisation for the control of pests. List the names, contact numbers of the relevant company. Find out how often your establishment is fumigated, or what is done to prevent or eliminate pests.</p>
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## Self-Assessment 01

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<b>Instructions</b>	<ul style="list-style-type: none"><li>• In the following test you will be required to answer all questions.</li><li>• You are required to obtain 100% to pass.</li><li>• If you do not obtain the pass mark, revise all the learning material and redo the test.</li></ul>
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### **Question 1**

State what must be done in your establishment to secure receiving and storage areas from unauthorised access.

### **Question 2**

Why is it important, in terms of health and safety, to keep receiving areas clean and tidy at all times?

### **Question 3**

Why is it important to report signs of pest infestation immediately?

### **Question 4**

Explain the safety procedures for the lifting of heavy or bulky items.

### **Question 5**

State your procedures for the correct handling and transporting of goods to storage areas.

### **Question 6**

Explain why it is important to maintain optimum storage conditions.

### **Question 7**

Explain your stock rotation procedures, and the benefits of stock rotation.

### **Question 8**

State your organisational procedures for completing accurate records of items received, stored and issued.

### **Question 9**

Explain why it is important to maintain a constant stock of housekeeping items.



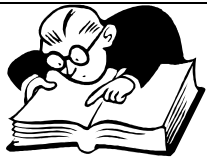
## 2. Efficiency

<b>Specific Outcomes</b>	<ul style="list-style-type: none"> <li>• Carry out all work per work schedule in an organised and efficient manner.</li> </ul>
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### 2.1 Organised and Efficient Work

<b>Importance</b>	<p>The Housekeeping Department, as well as other departments in the establishment, will not be able to operate smoothly unless adequate stocks and supplies are available for routine daily operations. It is the responsibility of Housekeeping to efficiently control, store and issue all necessary supplies in an efficient and organised manner, in order to maintain consistent standards, keep costs within operating budgets, and to ensure guest satisfaction.</p>
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	<ul style="list-style-type: none"> <li>• Follow set procedures for the control of supplies</li> <li>• Keep accurate records so that you have sufficient stocks and supplies for the operation</li> <li>• Follow safety procedures for the lifting, transporting and storing of goods</li> <li>• Keep storage areas well organised so that stock can be located easily</li> <li>• Rotate stock to ensure consistent quality</li> <li>• Check and count all stock regularly, according to procedures</li> <li>• Monitor stock levels to ensure that orders can be placed in good time</li> <li>• Do not overstock items - this may lead to financial loss, damage etc.</li> </ul>
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 <p><b>Exercise</b></p>	<p>➤ Find out if there are specific times for issuing supplies in your department. Who is responsible for these issues?</p>
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### 3. Situations and Challenges

<b>Specific Outcomes</b>	<ul style="list-style-type: none"> <li>Describe the decisions made and reasons for action taken in response to an unexpected situation. (<b>Range of situations:</b> delivery not received, delivery damaged while being transported to storeroom, accidents)</li> <li>Describe how performance would be adapted when handling and receiving supplies in a 5 star hotel and a small guesthouse.</li> </ul>
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#### 3.1 Delivery not Received



Find out the procedures for dealing with un-delivered items and list the steps used and file with this module.

<b>Procedures</b>	Below are typical procedures for dealing with un-delivered items:
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Step	Action
1.	Record on the delivery advice that it was not delivered.
2.	This should be checked against the invoice and again noted.
3.	You should report the discrepancy to your supervisor immediately. Your supervisor will then follow up as to what steps need to be taken, e.g. credit note to be sent or item to be delivered later.
4.	Do not sign a delivery note/waybill or invoice unless you are authorised to do so. Check with an authorised person if deliveries are short.
5.	If deliveries are not received when promised or expected, inform your supervisor or housekeeper immediately. The supplier should be contacted, or arrangements will need to be made to find an alternative supplier.

#### 3.2 Delivery Damaged during Transportation to Storeroom



Find out what your unit's procedure is for dealing with damaged items. File at the end of this module.

Step	Action
1.	Each establishment will have its own procedures on how to deal with damaged items and you need to be aware of the procedures involved.
2.	Immediately report damage to your supervisor or housekeeper, who will take the necessary action.
3.	If the item can be repaired, then your supervisor will take the required steps to ensure that this is done.
4.	If the item is a large piece of machinery, then other procedures such as insurance claims will need to be instituted and your supervisor will then follow this through.
5.	It is important that items are safely and carefully transported to storerooms. Incidents and damage must be factually reported so that the reason for the damage can be established (perhaps the item was faulty to begin with and a small bump would then have made it worse). In this case your supervisor or housekeeper may need to contact the supplier to arrange a replacement item.

### 3.3 Accidents

<b>Procedures</b>	Below are typical procedures for dealing with various accidents that might occur:
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Step	Action
1.	Whatever the nature of the accident, this needs to be reported to your supervisor, First Aid officer, or other designated person immediately.
2.	If you are involved in the accident, call for help from a co-worker. If you can move and are not badly hurt, you need to report to your supervisor so that appropriate action can be taken.
3.	If it is someone else that is hurt, call for help and stay with the person concerned. Do not move the injured person.
4.	It is very important to try and find out exactly what happened so as to determine the extent of injury as well as the treatment that might be required.
5.	Always make sure that in the event of an accident occurring the area is immediately cordoned off to unauthorised persons so as to prevent further injury or mishaps.
6.	Ensure that the relevant documentation is completed, according to your procedures for injuries on duty, incidents etc.



**Get a copy of your unit's accident and injured on duty procedures and forms, and file with this module.**

### 3.4 Adapting Performance

<b>Procedures</b>	Below are typical procedures for adapting your performance when receiving and handling supplies in a 5 star hotel and a small guesthouse:
<b>5 Star hotel</b>	<p>When you are employed in a 5 star hotel, there will be a few differences when receiving and handling items:</p> <ul style="list-style-type: none"> <li>• Generally there will be a security guard that will ensure that the area and the delivery is secure from unauthorised access, so that you will not have to see to this.</li> <li>• A store man or controller might be responsible for accepting and checking deliveries.</li> <li>• There would probably be a separate department that will be involved in any transportation of these goods.</li> <li>• There might be a greater number of store rooms in the establishment.</li> <li>• In some hotels, there are specific times for issues and requisitions for various departments.</li> <li>• The range of supplies would be greater than other operations, and control systems might be more extensive.</li> </ul>
<b>Small country guest house</b>	<p>When working in a small country guest house, generally there will not be separate departments involved for receiving and handling of goods. You would then be responsible for all deliveries, transportation to various storage areas and the handling and issuing of these items.</p> <ul style="list-style-type: none"> <li>• You would need to ensure that you are familiar with all items and goods that would be delivered, so as to ensure that the correct items are received.</li> <li>• You would probably have fewer store rooms, so storage conditions, cleanliness and efficient storage will need to be carefully addressed.</li> <li>• Extra care would have to be taken with items that you are unfamiliar with, with regard to safety, breakages and damage,</li> </ul>

	<p>to avoid extra costs being incurred.</p> <ul style="list-style-type: none"><li>• Handling of all items would need to be very carefully carried out and you would probably need to enlist the help of various co-workers for this, as well as staff from other departments.</li></ul>
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## Self-Assessment 02

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<b>Instructions</b>	<ul style="list-style-type: none"><li>• In the following test you will be required to answer all questions.</li><li>• You are required to obtain 100% to pass.</li><li>• If you do not obtain the pass mark, revise all the learning material and redo the test.</li></ul>
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### Question 1

Explain what procedures you would follow if deliveries were not received, and why you should do this.

### Question 2

Explain what you would do if items were damaged while being transported to store rooms, and why this is important.

### Question 3

Describe the procedures to be followed when an accident occurs in your establishment,

### Question 4

Describe what you would do differently if you received and handled supplies in either a 5 star hotel or a small country guest house.

**SIGNATURES REQUIRED ON SUCCESSFUL COMPLETION OF THIS  
MODULE:**

<b>General Comments &amp; Review by assessor</b>	

<b>General comments from learner</b>	

I ..... (Supervisor / Coach) hereby certify that I have examined the learners' workbook and that the learner has successfully completed this section of the training programme.

\_\_\_\_\_  
SIGNATURE SUPERVISOR

\_\_\_\_\_  
SIGNATURE LEARNER

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_