



Republic of Rwanda
Ministry of Education



HOUSEKEEPING OPENING DUTIES

HKOOD001

Perform housekeeping opening duties

Competence

RQF Level: Short course

Learning Hours



506

Credits:

Sector: Hospitality Operation

Trade: Housekeeping opening duties

Module Type: Specific module

Curriculum: HKOOD 0001- Industrial Based Training

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Purpose statement	This module describes knowledge, skills and attitudes required to the daily routine activities of housekeeping operations in the accommodation establishments. The unit will equip the apprentice with knowledge, skills and attitude to check Prepare for cleaning room servicing, prepare for cleaning public area, Prepare for laundry servicing etc.			
Delivery modality	Training delivery	100%	Assessment	Total 100%
	Practical work	100%	Formative assessment	50%
			Summative Assessment	50%

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Prepare for cleaning room servicing	1.1 Different areas to be cleaned are correctly identified according to the workload
	1.2 Different surfaces of public area are appropriately checked according to their types
	1.3 Cleaning facilities are appropriately collected according to the area to be clean
2. Prepare for cleaning public areas	2.1 Personal grooming is correctly maintained according to the standards
	2.2 Assignment and workload are timely collected as per hotel standards
	2.3 Cleaning material, tools and Equipment for public areas are appropriately collected according to the task
3. Prepare for Laundry servicing	3.1 Activities to be done are correctly identified according the assigned activities
	3.2 Laundry facilities are appropriately availed according to the activities to be done
	3.3 Operation status of laundry facilities are appropriately checked according to their types

Course content

Learning outcomes	At the end of the module the learner will be able to: 1. Prepare for cleaning room servicing 2. Prepare for cleaning public areas 3. Prepare for Laundry servicing
Learning outcome 1: Prepare for cleaning room servicing	Learning hours: 168
Indicative content	

- **Personal grooming standards**
 - ✓ Check personal grooming
 - ✓ Realize grooming and Hygiene
 - ✓ Check cleanliness
- **Collection of assignment and workload sheets**
 - ✓ Check number of rooms to be cleaned
 - ✓ Check the room status
 - ✓ Select areas to be cleaned
 - ✓ Select the surface to be cleaned in room
- **Collection of cleaning material, tools and Equipment for public areas**
 - ✓ Arrange equipment,
 - ✓ Arrange tools and materials
 - ✓ Avail cleaning agent to use
 - ✓ Arrange Amenities tray

Resources required for the learning outcome

Equipment	Vacuum cleaners, polishing machines, trolley, sucking machine, -Hot water Extractors,
Materials	- Mopping unity, Glass cleaners, Toilet cleaners, Neutral detergent, Disinfectants, Air fresheners Task sheet
Tools	Brushes, Brooms, Dust pans, Cob web brushes, Wiping cloths, Rugs, Mops, PPE. Caddy box, dust bins
Facilitation techniques	• Demonstration and simulation • Practical exercise • Trainer guided
Formative assessment methods	• Performance assessment • Product based assessment

Indicative content

- **Identification of different areas to be cleaned**
 - ✓ Swimming pool area
 - ✓ Restaurant
 - ✓ Reception
 - ✓ Offices
 - ✓ Stores
 - ✓ Conference halls
 - ✓ Corridors
 - ✓ Terraces
- **Different surfaces of public area are appropriately checked according to their types**
 - ✓ Glass
 - ✓ Metal
 - ✓ Terrazzo
 - ✓ Wood
 - ✓ Stone
 - ✓ Granite
 - ✓ Carpeted
- **Cleaning facilities**
 - ✓ Select tools and equipment to use
 - ✓ Select cleaning materials to use
 - ✓ Select cleaning agents to use

Resources required for the indicative content

Equipment	Vacuum cleaners, polishing machines, trolley, sucking machine, -Washer-Extractors, Scribing machine
Materials	-Glass cleaners, Toilet cleaners, Neutral detergent, Disinfectants, Air fresheners - Disinfectant, Task sheet, cleaning cloths
Tools	Brushes, Brooms, Dust pans, Cob web brushes, wiping cloths, Rugs,

	Mops, PPE, Dust bin, caddy box, scribing machine, Mopping unity
Facilitation techniques	• Demonstration and simulation • Practical exercises • Trainer guided
Formative assessment methods	• Performance assessment

Learning outcome 3: Prepare for laundry services		Learning hours: 168
Indicative content		
Preparation for laundry services activities ✓ Identify preliminary laundry activities ✓ Identify laundry activities ✓ Identify laundry finishing activities Identification of laundry facilities ✓ Identify equipment to use ✓ Identify materials to use ✓ Identify product and tools to use Checking status of laundry facilities ✓ Identify status of equipment to use ✓ Identify status of materials to use ✓ Select laundry product which is not expired		
Resources required for the indicative content		
Equipment	Sucking machine, Washer-Extractors, Tumble Dryer, Calendar/Roller Press/Flatwork Tunnel Washers/Batch Washers, Spotting Unit, Cabinet Dryer or Drying	
Materials	- Neutral detergent, Disinfectants, -Laundry Detergent, Disinfectant, Oxygen Bleach, Distilled White Vinegar, Baking Soda, Clothes Whiteners, Fabric Softeners. Task sheet, Uniform, Sanitize	
Tools	Brushes, Brooms, Dust pans, Cob web brushes, Wiping cloths, Rugs, Mops, PPA.	

	Basins, Brush, Pins, Majoring Jag, Hangers, Pruner, Pin,
Facilitation techniques	• Demonstration and simulation • Practical exercise • Trainer guided
Formative assessment methods	• Performance assessment

Integrated assessment

Integrated situation

Murava hotel which is a 5-star hotel located in Kingi has received VIP guests who are staying for 3 nights. In this context, the executive housekeeper, in the morning brief, has taken time to ask all housekeeping staff to arrange everything accordingly.

As an employee in the department, you are requested to do the following tasks in 1 hour:

- **Prepare for cleaning room servicing**
- **Prepare for cleaning public area**
- **Prepare for laundry serving**

All necessary equipment, tools, and materials are available in the store.

Resources

Tools	Brushes, Brooms, Dust pans, Cob web brushes, Wiping cloths, Rugs, Mops, PPA. Basins, Brush, Pins, Majoring Jag, Hangers, Pruner, Pin,
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Equipment	-Vacuum cleaners, polishing machines, trolley, sucking machine, -Washer-Extractors, Tumble Dryer, Calendar/Roller Press/Flatwork Tunnel Washers/Batch Washers, Spotting Unit, Cabinet Dryer or Drying
Materials/ Consumables	-Caddy box, Mopping unity, Glass cleaners, Toilet cleaners, Neutral detergent, Disinfectants, Air fresheners -Laundry Detergent, Disinfectant, Oxygen Bleach, Distilled White Vinegar, Baking Soda, Clothes Whiteners, Fabric Softeners. Task sheet -Uniform, Sanitize

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
Learning outcome 1: Prepare for cleaning room servicing (30%)	1.1 Maintain Personal grooming	The uniform is well wearing?			1
		Hair is cute?			1
		Nails is cute?			1
		Shoes is well polished?			1
		Deodorant is used?			1
	1.2 Prepare assignment and work load	Task sheet is well followed?			1
		The room status is well respected?			1
		The area s is well selected to clean?			5
		The surface is well selected to clean?			5
	1.3 Avail of cleaning material, tools and Equipment for rooms	Trolley is clean?			5
		The trolley is well packed?			9
		The caddy box is clean?			3
		The caddy box is well packed?			5

		Amenities tray is clean?			1
		Amenities tray is well set?			5
Learning outcome 2: Prepare for cleaning public area (25%)	2.1 Identify different areas to be clean	Lobby is selected?			1
		Restaurant is selected?			1
		All entrances steps and exit areas is identifying?			1
		Remove trash is selected?			1
		All window sills, wall edges, chairs, desk, tables and file cabinets are selected?			1
		Stairs is selected?			1
		Vacuum cleaner is selected?			1
		Polishing machine is selected?			1
		The public area trolley is selected?			1
		Water sucking machine is selected?			1
		Caddy box is selected?			1
		Mopping unity is selected?			1
		Glass cleaners is selected?			1
		Toilet cleaners are selected?			1
		Neutral detergent is selected?			1
		Disinfectants are selected?			1

		Air fresheners are selected?			1
	2.2 Check different surfaces of public area.	Floors are selected?			1
		Walls are selected?			1
		Ceilings are selected?			1
		Doors are selected?			1
		Lift access systems is selected?			1
	2.3 Collect cleaning facilities	Vacuum cleaner is selected?			1
		Scrubbing is selected?			1
		Polishing machine is selected?			1
		Water sucking machine is selected?			1
		Brooms is selected?			1
		Dust pans are selected?			1
		Cob web brushes is selected?			1
		Wiping cloths is selected?			1
		Rugs and mops are selected?			1
		Brushes are selected?			2
DC Learning outcome 3: Prepare for laundry servicing 50%	3.1 Identify activities to be done.	The dirty lines are well sorted?			2
		The lines are well separated?			2
		Checking and counting are well done?			2
		Turning clothing inside are done?			2
		Stained items are checked?			2
		Colors are checked?			1
		The machine is well checked if is clean?			1
		Machine is well checked if is in good condition?			1
	3.2 all laundry facilities	Washer- extractors are			1

		identified?			
		Tumble dryer is identified?			1
		Calendar is identified?			1
	3.3 Check the operation status of laundry facilities	The machine is checked if is cleaned?			1
		Condition of machine is checked?			1
		Iron chelation therapy is checked?			1
		The broken basins identified?			1
		Expiration date of product are checked?			2
Total marks		100			
Percentage Weightage		100%			
Minimum Passing line % (Aggregate): 70%					

References:

1. <https://www.artofmanliness.com/style/accessories/complete-guide-mens-belts/>
 2. <https://en.wikipedia.org/wiki/leather>
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