



Republic of Rwanda
Ministry of Education



CLEANING PUBLIC AREAS

HKOPA001

Clean public areas

Competence

RQF Level: Short course

Learning Hours



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Credits:

Sector: Hospitality and Tourism

Trade: Housekeeping Operations

Module Type: Specific module

Curriculum: HOTHKO0001- Industrial Based Training

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Purpose statement	This module is intended for an apprentice in short course of industrial based training (IBT) certificate, the apprentice will acquires skills, knowledge and attitudes required to clean public areas in different accommodation establishment. This module focus on cleaning of lobby, restaurants, hall ways, corridors, function rooms, gym and boundaries of the swimming pool. This person may work at hotel, inns, apartment, resorts, barracks, motels, schools, hospitals, 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. Clean hall ways and stair cases	1.1 All trash bins are appropriately emptied according to the standards operating procedures (SOPs)
	1.2 High dusting is correctly performed according to the standards operating procedures (SOPs)
	1.3 Performing of Floor cleaning is appropriately performed according to the standards operating procedures
2. Clean public washrooms	2.1 Washroom are appropriately aired according to the design of the infrastructure
	2.2 Washroom fixtures and fittings are correctly cleaned according to the standards operating procedures (SOPs)
	2.3 Washroom amenities are appropriately replenished according to the establishment standards
3. Clean front office, lobby and other areas	3.1 Offices and lobby are correctly cleaned according to the standards operating procedures (SOPs)
	3.2 Swimming pool surroundings are correctly cleaned according to the

	standards operating procedures (SOPs)
	3.3 Conference halls are appropriately cleaned according to the types of their surfaces

Course content

Learning outcomes	At the end of the module the learner will be able to: 1. Clean hall ways and stair cases 2. Clean public washrooms 3. Clean front office, lobby and other areas
4. Learning outcome 1: Clean hall ways and stair cases	Learning hours:

Indicative content

- **Empty all trash bins**
 - ✓ Identify different location of trash bins
 - ✓ Put trashes in plastic collection bag
 - ✓ Clean trash bin
 - ✓ Disaffect trash bin
 - ✓ Put trash bin in appropriate place
- **Perform high dusting**
 - ✓ Identify tools, products and equipment used for high dusting
 - ✓ Cover staff that are under the high place which is in cleaning process
 - ✓ Apply dry dusting except where it's necessary for spot cleaning of stains
- **Perform floor cleaning**
 - ✓ Identify different floor surfaces to be cleaned
 - ✓ Perform daily floor cleaning
 - ✓ Perform periodic floor cleaning

Resources required for the learning outcome

Equipment	Housekeeping trolley
Materials	Window cleaner, toilet cleaner, air freshener, disinfectant, multipurpose cleaner,

	furniture polish, urinal boles
Tools	Scrubbing brush, cleaning clothes of different colors, sponges, scoring pads, cobweb brush, mop, mopping unites
Facilitation techniques	• Demonstration and simulation • Practical exercise • Trainer guided
Formative assessment methods	• Performance assessment

Learning outcome 2: Clean washroom		Learning hours:
Indicative content		
• Washroom are appropriately aired according to the design of the infrastructure ✓ Apply the entering procedures ✓ Open washrooms windows ✓ Remove all trashes from the surfaces ✓ Remove all plastic bag from the trash bins ✓ Turn on the air condition (AC) if there is no window in the washroom • Washroom fixtures and fittings are correctly cleaned according to the standards operating procedures (SOPs) ✓ Wipe all the fixtures ✓ Spot clean surfaces ✓ Clean the tops and bottom of surfaces ✓ Clean the toilet bowls and urinals ✓ Perform periodic cleaning • Washroom amenities are appropriately replenished according to the establishment standards ✓ Identify needed amenities ✓ Arrange correctly the amenities at the right place ✓ Make follow up on it and make sure it's remain available		
Resources required for the indicative content		
Equipment	Scrubbing machine/polishing machine	
Materials	Glass cleaner, toilet cleaner, furniture polish, multipurpose cleaner, airfreshner, scrubbing powder, hand wash soap, towel paper	
Tools	Toilet brush, scrubbing brush, cleaning clothes of different colors, sponges, scoring pads, cobweb brush, mop, mopping unites	
Facilitation techniques	• Practical exercises • Individual activity	

	• demonstration • Trainer guided
Formative assessment methods	• Performance assessment

Learning outcome 3: Clean front office, lobby and other areas.	Learning hours:
Indicative content	
• Clean Offices and lobby ✓ Determine the type of cleaning that need to be performed ✓ Follow all the process for Clean offices ✓ Apply techniques for Cleaning lobby • Clean swimming pool surroundings ✓ Clean the changing room for swimming pool ✓ Clean floor that surround the swimming pool ✓ Inspect the cleanliness of the swimming pool surrounding • Clean conference halls ✓ Organize the area for cleaning ✓ Clean all the surfaces of hall ✓ Rearrange the conference hall	
Resources required for the indicative content	
Equipment	Scrubbing machine/polishing machine, vacuum cleaner
Materials	Glass cleaner, toilet cleaner, furniture polish, multipurpose cleaner, airfreshner, scrubbing powder
Tools	Scrubbing brush, cleaning clothes of different colors, sponges, scoring pads, cobweb brush, mop, mopping unites
Facilitation techniques	• Practical exercise • Individual activity • Trainer guided • Problem solving
Formative assessment methods	• Performance assessment • Product based assessment

Integrated/Summative assessment (For specific module)

Integrated situation

Good morning palace is a hotel in Kigali city and is hosting FIFA meeting for the organization of world cup. For good organization of the hotel they are recruiting public area staff that will work during that meeting as they will be busy that time. As professional in cleaning public areas you have been hired to be one of the employees.

Now you have been given the task of clean the conference room which is carpeted, public washrooms that are near the boardroom that they will be using and the corridor. As a personal public area attendant, you have to complete this work within 8 hours. All equipment, and tools are available

Resources

Tools	Mops, double moping unit, toilet brush, caution sing Cleaning clothes, scouring pad, sponges, caddy boxy, dust pan and dust pan brush, squeegee, broom, cobweb brush.
Equipment	Hover and housekeeping trolley, scrubbing machine
Materials/ Consumables	Window cleaner, toilet cleaner, air freshener, disinfectant, multipurpose cleaner, furniture polish, urinal boles

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
Learning outcome 1: Clean hallways and stair cases (20%)	1.1 Trash bins are well emptied according to the standards	Trash bins from offices and corridors are well emptied			1
		Dust bins from parking are well emptied			1
		Trash bins for washrooms are well emptied			1
		Trash bins for conference rooms are			1

		well emptied			
	1.2 high dusting is performed as par standards	Cobwebs are well dusted from high corners of the ceiling			5
		Top places of the Tv board are well dusted			4
		Top places of shelves in the offices are well dusted			3
		Top of windows are well cleaned			4
	1.3 cleaning of floor is performed as par standards	Carpeted floor is well vacuumed			3
		Carpeted floor with sport is well scrubbed			3
		Tiled floor is well polished			2
		cemented floor is well mopped			2
Learning outcome 2: Clean public washrooms (40%)	2.1 washrooms are aired as par standards	Windows are well opened			1
		Air condition is well turned on where there is no windows			5
		Every trashes are well picked from the surface			4
		All dustbins are moved out, emptied, cleaned and brings back			4
	2.2 techniques for cleaning toilet bowls are applied	Spot cleaning is well done on the walls			3

	according to the standards	Toilet bowls are well cleaned			3
		Urinals are well cleaned			3
		Soaking technique is applied for the toilet bowls, urinals and wand wash			3
		Hand wash is cleaned and dried			4
		Disinfectant is well applied			4
		Air fresh is well applied after cleaning.			2
	2.3 Replenishing techniques are applied	Toilet Tissues are well replaced			1
		Hand wash soap is well replenished			1
		Face tissue is well replenish			1
		Paper towel is well replenish where there is no hand dryer			1
		Toilet cover is well replenished			2
Learning outcome 3: Clean front office and other areas 40%	3.1 Techniques for cleaning offices and lobby are applied according to the standards	The availability of the place before starting cleaning is well checked			3
		The arrangement of the place is well checked before cleaning			3
		furniture are well			2

		dusted			
		Furniture are well polished			3
		Telephones are well dusted			3
		The places are well rearranged			
	3.2 Techniques for cleaning swimming pool surrounding are applied according to the standards	Washrooms at the swimming pool are cleaned			5
		Changing rooms are well cleaned			4
		Swimming pool chairs are well dusted and rearranged			3
		Towels at the swimming pool are well replaced			2
	3.3 Techniques for cleaning conference halls are applied according to the standards	The arrangement well is first checked before starting cleaning			3
		Removal of chairs before stating is well done			4
		Floor cleaning is well performed			4
		Maintenance is well checked			3
		silhouette is designed			4
Total marks		100			
Percentage Weightage		100%			
Minimum Passing line % (Aggregate): 70%					

References:

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