

Reference. No.																			
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SELF-ASSESSMENT GUIDE

Qualification	HOUSEKEEPING NC II		
Certificate of Competency 3:	CLEAN PUBLIC AREAS		
Certificate of Competencies Covered	<ul style="list-style-type: none"> • Clean Public Areas, Facilities And Equipment • Deal with/Handle Intoxicated Guests 		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
• Select equipment according to type of cleaning to be done			
• Check all equipment if clean and in safe working condition prior to use			
• Select and prepare suitable dry and wet cleaning agents and chemicals in accordance with manufacturer's and relevant occupational health and safety requirements			
• Select and use protective clothing where necessary			
• Assess use furniture, fixtures, ceilings and walling materials			
• Select appropriate cleaning equipment and chemicals in accordance with the type of material used			
• Apply cleaning technique on furniture and walling materials in accordance with type of material used			
• Apply appropriate procedures in accordance with the technique			
• Clean and store equipment and chemicals properly in accordance with manufacturer's specifications and requirements			
• Prepare wet and dry areas for cleaning and hazards are identified and assessed			
• Barricade or warning signs place in the work area as appropriate, to reduce risk to colleagues and customers			
• Select and apply cleaning agents or chemicals on specific areas in accordance with manufacturer's recommendations, safety procedures and establishment policies and procedures			

• Use safe equipment in accordance with manufacturer's recommendations		
• Dispose off garbage and use chemicals in accordance with hygiene, safety and environmental legislation requirements		
• Clean equipment after use in accordance with enterprise requirements and manufacturer's instructions		
• Carry out routine preventive maintenance or arranged in accordance with enterprise procedures		
• Identify and report defects in accordance with establishment procedures		
• Store equipment in the designated area and in a condition ready for re-use.		
• Store and control chemicals in accordance with health and safety requirements		
• Assess level of intoxication of guest in accordance with industry procedure.		
• Offer assistance politely to intoxicated guest in line with enterprise procedure.		
• Refer urgently difficult situation to immediate boss as per enterprise regulations.		
• Handle carefully the intoxicated guest lying on the floor by not touching. instead watches him in line with enterprise practice.*		
• Sought immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure*		
• Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy.*		
• Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice.		
• Comply with legislative requirements as per alcoholic regulations.		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Name and Signature:		Date: