



Clean and tidy beverage and food service areas

D1.HBS.CL5.01

Trainee Manual



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Table of contents

Introduction to trainee manual.....	1
Unit descriptor.....	3
Assessment matrix	5
Glossary	7
Element 1: Clean and tidy food and beverage service areas.....	9
Element 2: Provide support to staff	45
Element 3: Clean and tidy public areas.....	57
Presentation of written work.....	69
Recommended reading.....	71
Trainee evaluation sheet.....	73

Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Clean and tidy beverage and food service areas

This unit deals with the skills and knowledge required to Clean and tidy beverage and food service areas in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D1.HBS.CL5.01

Nominal Hours:

20 hours

Element 1: Clean and tidy food and beverage service areas

Performance Criteria

- 1.1 Identify food and beverage service areas and food and beverage service equipment that may need to be cleaned
- 1.2 Identify factors that may impact on the delivery of cleaning in food and beverage service areas
- 1.3 Apply cleaning and tidying techniques to identified cleaning needs in beverage service areas
- 1.4 Apply cleaning and tidying techniques to identified cleaning needs in food service areas
- 1.5 Identify equipment and items requiring maintenance and report to the appropriate person
- 1.6 Identify unusual, suspicious or unruly behaviour and report to the appropriate person
- 1.7 Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience

Element 2: Provide support to staff

Performance Criteria

- 2.1 Deliver assistance to food service staff
- 2.2 Deliver assistance to beverage service staff
- 2.3 Deliver assistance to other staff, as required

Element 3: Clean and tidy public areas

Performance Criteria

- 3.1 Identify public areas and equipment/items that may need to be cleaned
- 3.2 Identify factors that may impact on the delivery of cleaning in public areas
- 3.3 Apply cleaning and tidying techniques to identified cleaning needs in public areas
- 3.4 Identify equipment and items requiring maintenance and report to the appropriate person
- 3.5 Identify unusual, suspicious or unruly behaviour and report to the appropriate person
- 3.6 Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

		Work Projects	Written Questions	Oral Questions
Element 1: Clean and tidy food and beverage service areas				
1.1	Identify food and beverage service areas and food and beverage service equipment that may need to be cleaned	1.1	1, 2	1
1.2	Identify factors that may impact on the delivery of cleaning in food and beverage service areas	1.1	3	2
1.3	Apply cleaning and tidying techniques to identified cleaning needs in beverage service areas	1.1	4	3
1.4	Apply cleaning and tidying techniques to identified cleaning needs in food service areas	1.1	5	4
1.5	Identify equipment and items requiring maintenance and report to the appropriate person	1.2	6	5
1.6	Identify unusual, suspicious or unruly behaviour and report to the appropriate person	1.3	7	6
1.7	Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience	1.4	8	7
Element 2: Provide support to staff				
2.1	Deliver assistance to food service staff	2.1	9	8
2.2	Deliver assistance to beverage service staff	2.1	10	9
2.3	Deliver assistance to other staff, as required	2.1	11	10
Element 3: Clean and tidy public areas				
3.1	Identify public areas and equipment/items that may need to be cleaned	3.1	12, 13	11
3.2	Identify factors that may impact on the delivery of cleaning in public areas	3.1	14	12
3.3	Apply cleaning and tidying techniques to identified cleaning needs in public areas	3.1	15	13
3.4	Identify equipment and items requiring maintenance and report to the appropriate person	1.2	16	14

		Work Projects	Written Questions	Oral Questions
3.5	Identify unusual, suspicious or unruly behaviour and report to the appropriate person	1.3	17	15
3.6	Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience	1.4	18	16

Glossary

Term	Explanation
Back-of-house	Areas of the property where guests are not allowed
Black List	A list of patrons/guests the venue does not want on the premises, or who they have banned: a venue will not house/serve a person on this list
Burnisher	Polishing machine used to polish (or 'buff') hard floor surfaces
Busboy/busgirl	Person who assists waiters by fetching and carrying items
Clean	Free from visible contamination and odour
Degreaser	Chemical agent used to cut through/remove grease
Deodorant	Chemical used to mask/cover bad smells/odours
Dessert gear	Dessert spoon and fork
Detergent	Chemical (liquid or powder) used to remove dirt from surfaces: available in different types and concentrations
Disinfectant	Chemical used to kill bacteria/micro-organisms
Draught beer	Bulk beer; beer 'on tap'
F&B	Food and beverage
FIFO	First In, First Out stock rotation
Front-of-house	Areas of the property where staff and guests have face-to-face contact
Gaming	Gambling
Gueridon equipment	Items used to prepare, cook and serve food at table
Interpersonal skills	Skills used when dealing with people/patrons (such as communication, conflict resolution, rapport building, negotiations)
MICE	Meetings, Incentives, Conferences and Exhibitions
Micro-organisms	Germs such as bacteria and mould

Term	Explanation
POS	Point of Sale
Post-mix	Bulk aerated waters
QSR	Quick Service Restaurant: term used to describe take-away food outlets
Runner	Busboy/busgirl
Sanitiser	Chemical used to reduce bacteria to a safe level
Single-use items	Food and beverage items intended to be used once only and then discarded. They should not be cleaned and re-used. Examples include drinking straws, take-away food and drink containers and cutlery
Spot cleaning	Cleaning of one 'spot' rather than the whole area/item

Element 1: Clean and tidy food and beverage service areas

1.1 Identify food and beverage service areas and food and beverage service equipment that may need to be cleaned

Introduction

While many of the areas, and items of equipment, requiring cleaning in food and beverage areas can be common across the industry there are instances where individual properties have individual needs.

This section identifies the areas, and food and beverage service items, which may need to be cleaned by those employed to clean and tidy food and beverage service areas.

Context for this Unit

This Unit applies to staff working in food and beverage areas to provide support services to other staff.

These workers will deliver some cleaning duties as part of their normal role, such as:

- Cleaning up spills and breakages
- Regular cleaning of premises at scheduled times – such as after lunch, after dinner
- Responding to demands of trade – where high levels of trade causes a need for cleaning and tidying
- Assisting other staff – as required throughout trade to enable optimum service delivery to guests.

The main role for the cleaning of the venue will be undertaken by full-time/dedicated cleaning staff who will perform the main 'end-of-shift' cleaning work, and other cleaning tasks throughout the day in individual departments.



Food and beverage service areas

The following areas commonly require cleaning in food and beverage venues:

- Bars – public and private; behind the bar and the customers' side of the bar
- Eating areas – such as dining rooms, food courts, restaurants, bistros, cafes, take-away shops and QSR outlets
- Gaming areas – areas within casinos or other properties where local laws allow gaming to occur. May include the gaming floor as well as specialised F & B outlets within the facility
- Function rooms – these may include conference rooms, and other MICE areas within a venue where large numbers of people meet for a specific reason/function over a limited time
- Entertainments areas within a property – these may include games rooms, reading rooms, libraries, theatres
- Back-of-house areas – which include stores, kitchens, bars, delivery areas
- Front-of-house areas ancillary to F & B areas – such as walkways, lobbies, rest rooms, seating areas
- Outside areas – including footpaths, car parks, gardens, sporting areas and pool areas.



Food and beverage equipment

The nature of each venue will determine the food and beverage service equipment which needs to be cleaned.

There is a need to consider 'support items' ancillary to actual food and beverage service, as well as dedicated 'service equipment' for beverages and food.

Support items

These may include:

- Service and bar counters:
 - Tops and surfaces
 - Fonts
- Cash register/POS terminals
- Promotional displays – for:
 - Venue promotional materials
 - Local tourist information
- Mirrors
- Shelving
- Racks
- Flower displays – including potted plants.



Beverage service equipment

These may include:

- External components of the draught beer system in use at the venue:
 - Under-counter units
 - Fonts
 - Drip trays
- External components the post-mix system:
 - Nozzles and baffles
 - Dispensing unit and guns
 - Drip tray
- External components of espresso coffee machines:
 - Port filters
 - Steam wands
 - Drip trays
- Glass washing machines
- Glasses, carafes, cups, mugs and saucers
- Service trays – used to deliver drinks to guests at tables
- Drinks trolleys – used to display and promote beverages for service at the table
- Refrigeration and display units – used to chill bottles and glasses for service as well as food items (fruit, cream) for use in drink mixing.



Note:

- The **internal** cleaning of draught beer systems (cleaning of beer delivery lines) is traditionally the responsibility of cellar staff
- The **internal** cleaning of post-mix systems and coffee machines is commonly undertaken by operators of the items as part of their daily cleaning activities.

Food service equipment

These may include:

- Service trays – used to carry dishes to guests at tables or waiter service stations
- Food trolleys – which may include:
 - Service trolleys – used to transport a large volume of food from kitchen to a service location: options are two-tier and three-tier trolleys
 - Roast trolleys and hot carving trolleys – for presenting and carving joints of meat at table



- Hors d'oeuvres trolley – used to present hors d'oeuvres to guests at table and allow them to select the items they want
- Desserts trolleys – used to display and serve sweets at the table
- Gueridon equipment – which may include:
 - Flambé trolleys
 - Lamps and burners
- Waiter's stations – used by waiting staff to hold dishes prior to service, as a set-down space for dishes and a storage area for meal accoutrements (extra cutlery, napkins, condiments)
- Crockery – commonly:
 - Plates
 - Bowls
 - Saucers
 - Service salvers
- Cutlery – commonly:
 - Knives
 - Forks
 - Spoons
 - Specialist items as appropriate to the menu and venue – such as crayfish picks, snail tongs, chopsticks.



Visit the following websites

Take time to visit the following websites (and relevant links) to view examples of food and beverage equipment:

- <http://www.galasource.com/dining/flatware/Landing.aspx>
- http://www.spacepac.com.au/brochures_trolleys_food.htm
- <http://www.andale.com.au/>
- <http://www.coffeeshrine.com.au/>
- http://www.sodabarsystem.com/index_Countertop_Dispensers.htm.

1.2 Identify factors that may impact on the delivery of cleaning in food and beverage service areas

Introduction

Delivery of cleaning services does not occur in a vacuum. It is always subject to a variety of factors which may exist on their own or in combination.

This section identifies what these factors may be.

Factors impacting on cleaning service delivery

Factors impacting on the delivery of cleaning services in the food and beverage areas may include:

- Internal standards
- Internal policies and procedures
- Need to minimise disruption to patrons
- Timeliness
- Need to consult prior to cleaning.



In practice there is a blurring of the lines between the above considerations.

For example, a 'policy' may also make reference to standards/criteria and relevant cleaning procedures.

'Procedures' may also address standards and timing of cleaning.

Internal standards

Internal, venue-specific standard for cleaning specify the standards/criteria required for cleaning nominated items.

They are not common in food and beverage outlets but may apply to some venues and or specific items of equipment.

The following examples may be used as for the venue where you work, or can be used as a basis for writing venue-specific standards.

Building elements:

Building Element	Required Cleaning Standard
External features, fire exits and stairwells	Landings, ramps, stairwells, fire exists, steps, entrances, porches, patios, balconies, eaves and external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta. Garden furniture is clean and operational. Handrails are clean and free of stains.
Walls, skirtings and ceilings	Internal and external walls and ceilings are free of dust, grit, dirt, lint, soil, film and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or patrons/staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, dirt, lint and cobwebs. Polished surfaces are of a uniform lustre.

Building Element	Required Cleaning Standard
Windows (internal)	<p>Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges.</p> <p>Window frames, tracks and ledges are clear and free of dust, dirt, grit, marks, spots and cobwebs.</p>
Doors	<p>Internal and external doors and doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and cobwebs.</p> <p>Doors and door frames are free of marks caused by furniture, equipment or patrons/staff.</p> <p>Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks.</p> <p>Door tracks and door jambs are free of grit, dirt and other debris.</p> <p>Polished surfaces are of a uniform lustre.</p>
Hard floors	<p>The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids.</p> <p>The floor is free of polish or other build-up at the edges and corners or in traffic lanes.</p> <p>The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.</p> <p>Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots.</p> <p>Polished or buffed floors are of a uniform lustre.</p> <p>Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.</p>
Soft floors	<p>The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids.</p> <p>The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.</p> <p>Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots.</p> <p>Where carpets are vacuumed/cleaned, this is done in accordance with section X of relevant International/National Standard.</p>

Fixture elements:

Fixture Element	Required Cleaning Standard
Furnishings and fixtures	<p>Hard surface furniture is free of spots, soil, film, dust, dirt, fingerprints and spillages.</p> <p>Soft surface furniture is free from stains, soil, dirt, film and dust.</p> <p>Furniture legs, wheels and castors are free from mop strings, soil, dirt, film, dust and cobwebs.</p> <p>Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, dirt, lint and spots.</p> <p>All high surfaces are free from dust, dirt and cobwebs.</p> <p>Curtains, blinds and drapes are free from stains, dust, dirt, cobwebs, lint and signs of use or non-use.</p> <p>Equipment is free of tapes/plastic etc that may compromise cleaning.</p> <p>Furniture has no odour that is distasteful or unpleasant.</p> <p>Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, dirt and litter or stains.</p> <p>Internal plants are free of dust, dirt and litter.</p> <p>Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.</p> <p>Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.</p>
Toilets and bathroom fixtures	<p>Porcelain and plastic surfaces are free from smudges, smears, body fats, soap build-up and mineral deposits.</p> <p>Metal surfaces, shower screens and mirrors are free from streaks, soil, dirt, smudges, soap build-up and oxide deposits.</p> <p>Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, dirt, smudges/streaks, mould, soap build-up and mineral deposits.</p> <p>Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fats.</p> <p>Plumbing fixtures are free of smudges, dust, dirt, soap build-up and mineral deposits.</p> <p>Bathroom fixtures are free from odours that are distasteful or unpleasant.</p> <p>Polished surfaces are of a uniform lustre.</p> <p>Sanitary disposal units are clean and functional.</p> <p>Consumable items are in sufficient supply.</p>

Equipment elements:

Equipment Element	Required Cleaning Standard
Cleaning equipment	<p>Electrical appliances (and filters), wet and dry vacuum cleaners and burnishes/buffing machines are stored free of grease, dirt, dust, encrustations, marks, stains and cobwebs.</p> <p>Electrical and battery operated appliances have visible, current tags displaying safety check, service and inspection information.</p> <p>Battery-operated equipment (auto scrubber, carpet extractor) is stored free of dirt, dust, marks, stains and cobwebs.</p> <p>Legs, handles, wheels and castors on cleaning equipment are free from stains, soil, dirt, film, cotton, fluff, cobwebs and dust.</p> <p>Cleaning equipment using water is stored clean and dry.</p> <p>Vacuum head and hose are free from dust and blockages and vacuum bags are in good condition and not over full.</p> <p>Annual review and risk assessment of cleaning equipment is documented and current.</p> <p>Cleaning trolleys are free from spillages, dirt and dust.</p> <p>Use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.</p>

Environmental elements:

Environmental Element	Required Cleaning Standard
General tidiness	<p>The area appears tidy and uncluttered.</p> <p>Floor space is clear, only occupied by furniture and fittings designed to sit on the floor.</p> <p>Furniture is maintained in a way that allows for cleaning.</p> <p>Fire access and exit doors are left clean and unhindered.</p>
Odour control	<p>The area smells fresh.</p> <p>There is no odour that is distasteful or unpleasant.</p> <p>Room deodorisers are clean and functional.</p>

Source: Based on *Cleaning standards for Victorian health facilities, 2011*: at [http://docs.health.vic.gov.au/docs/doc/03B092C93089BCE5CA2578940021D50D/\\$FILE/Cleaning%20standards%20for%20Victorian%20health%20facilities%2020110831.pdf](http://docs.health.vic.gov.au/docs/doc/03B092C93089BCE5CA2578940021D50D/$FILE/Cleaning%20standards%20for%20Victorian%20health%20facilities%2020110831.pdf)

Internal policies

Internal policies are requirements developed by the venue designed to:

- Provide principles which must be followed when undertaking a task/duty
- Give guidelines to staff when performing work
- Support the standards the venue has elected to operate by.

Policies relating to cleaning may indicate:

- The training a person must have before they undertake cleaning work
- The equipment to be used – and (in some cases) specifying items which are banned
- The chemicals/cleaning agents to be used
- The safety equipment to be worn/used
- Frequency of cleaning
- Reference to cleaning standards.

Internal procedures

These may be developed for individual areas and/or items which need to be cleaned, or they can be 'Manufacturer's Instructions' adopted by the property for use by cleaning staff.

Procedures can vary from basic to quite detailed.

Procedures may provide:

- The basis for training
- Guidelines for cleaning each area/item:
 - Frequency of cleaning
 - Items to use to perform the cleaning task
 - Chemicals to be used – may include dilution rates for chemicals which have to be diluted
 - Safety equipment/items to be used/worn
 - Safety issues and dangers to be aware of when cleaning.

Examples of Manufacturer's Instructions

The following is taken from the Service manual for Cornelius® 'Vanguard 245 Post Mix beverage Dispenser (available at <http://www.imi-cornelius.com/uploads/manuals/Vanguard245-569000203E.pdf>).

Cleaning and sanitising – daily cleaning of unit	
1.	Remove cup rest from the drip tray.
2.	Wash drip tray in place on the Unit, then rinse drip tray with hot water allowing water to drain out through the drain hose.
3.	Wash cup rest, then rinse the cup rest with clean water. Install cup rest in the drip tray.
4.	Clean all external surfaces of the Unit with a sponge. Rinse out the sponge with clean water, then wring excess water out of the sponge and wipe off all external surfaces on the Unit. Wipe Unit dry with a clean soft cloth. DO NOT USE ABRASIVE CLEANERS.
5.	Remove nozzle and syrup diffusers from the dispensing valves. Place nozzles and syrup diffusers in sanitizing solution.

Cleaning and sanitising – daily cleaning of unit

6.	Wash the nozzles and syrup diffusers in sanitizing solution, then rinse them with potable water.
7.	Re-install nozzles and syrup diffusers back on the dispensing valves.

Manufacturer’s cleaning instructions

The recommended ways of cleaning equipment may be available:

- In User Manuals and Operator Manuals which accompany an item when it is bought – these always have sections on:
 - Cleaning
 - Service
 - Maintenance
- By accessing the websites of manufacturers
- By contacting the supplier direct.



Additional sources of information

- Check the internet – for example:
 - <http://www.youtube.com/watch?v=ubtUlnntpjs>.

Internally prepared cleaning instruction procedures

The following are indicative examples of what individual venues may prepare and use as their own cleaning procedures – many variations on this theme can be found in different venues.

Item & Frequency	Procedures
Floors (lino and tiles) – Daily	Clean the floor as required during trade and at the end of each day’s trade. Sweep and spot-clean identifiable problem areas such as trodden on food items. Mop with XYZ detergent and hot water (ratio 1:50), rinse and sanitise by spraying neat XYZ sanitiser. Allow to air dry.
Rubbish Bins - Daily	Clean the rubbish bins as required during trade & at the end of each day’s trade. Remove bin liner with rubbish from bin. Wipe away loose debris with a clean cloth. Scrub interior and exterior of bin with neat XYZ detergent and hot water, rinse and sanitise (spray on, neat, Brand XYZ). Rinse, allow to air dry and fit with new bin liner.

Standard Operating Procedures

Venues may also produce procedures in the following format as their SOPs for nominated tasks.

SOP – Cleaning Toilets and Urinals	
Prepared by:	
Date:	
Step	Actions/precautions required
Prepare the area	<p>Set up 'Cleaning in progress – Do Not Use' signs: place tape across main entry door.</p> <p>Turn exhaust fans on and leave exit doors open.</p> <p>Put on safety gloves and glasses.</p> <p>Pick up loose rubbish – beware of potential for syringes.</p> <p>Empty bins – fit new bin liners: beware of potential for syringes.</p> <p>Replace toilet paper and soap.</p> <p>Sweep the floor.</p>
Prepare equipment & materials	<p>Fill trigger spray bottle – ABC Brand disinfectant.</p> <p>Obtain 1 litre ABC Brand disinfectant.</p> <p>Obtain 1 litre XYZ Brand toilet bowl cleaner.</p> <p>Obtain pest aerosol spray.</p> <p>Obtain toilet blocks.</p>
Clean the toilet and urinal	<p>Flush toilets and urinals.</p> <p>Apply undiluted XYZ Brand toilet bowl cleaner directly into toilet bowl and urinal - leave to soak.</p> <p>Use spray bottle of XYZ Brand toilet bowl cleaner to spray seat, hinges and hardware of toilet, fittings and urinal fittings.</p> <p>Use designated toilet brush and bowl mop to clean urinal and toilet bowl – clean splashback, return areas, under flushing rim.</p> <p>Clean exterior of bowls and top and bottom of seat – rinse.</p> <p>Flush.</p> <p>Apply disinfectant to bowls and urinals and allow to stand – add blocks to urinal (1 block per unit; 1 block per metre).</p> <p>Check for damage.</p> <p>Spot clean walls.</p> <p>Mop floors.</p> <p>Flush toilets and urinals.</p> <p>Dry mop and allow to air dry.</p>

SOP – Cleaning Toilets and Urinals

Clean up	<p>Turn off exhaust fans and remove safety warning signs.</p> <p>Remove and dispose of rubbish picked up during preparation – external dumper.</p> <p>Clean toilet brush and bowl mop; Dispose of protective gloves.</p> <p>Return equipment and chemicals to storage.</p> <p>Wash hands.</p>
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Procedures for generic cleaning techniques

Some venues will develop SOPs for commonly used generic cleaning techniques such as wet mopping, dry mopping, using polisher.

Wet Mopping SOP

Prepared by:	
Date:	
Step	Actions and precautions required
Prepare the area	<p>Set up 'Cleaning in progress' signs.</p> <p>Pick up loose rubbish.</p> <p>Move items that present obstacles.</p> <p>Sweep the floor.</p>
Prepare equipment & materials	<p>Put on safety gloves and glasses.</p> <p>Fill mop bucket with warm water.</p> <p>Add 250 mls XYZ detergent – use 'red' measuring jug.</p>
Mop the floor	<p>Move mop and bucket to area to be mopped.</p> <p>Put mop in bucket to wet it thoroughly.</p> <p>Use rollers to wring mop until damp.</p> <p>Apply mop to floor – use 8-pattern, smooth but firm strokes on open surfaces and straight strokes against walls.</p> <p>Rinse mop and repeat until finished.</p> <p>Empty bucket into gully trap and rinse mop and bucket.</p> <p>Fill mop bucket with warm water.</p> <p>Add 250 mls XYZ disinfectant – use 'yellow' measuring jug.</p> <p>Apply as above.</p> <p>Allow to dry – set up 'Wet floors' signs where appropriate.</p> <p>Return moved items.</p>

Wet Mopping SOP

Clean up	<p>Remove and dispose of rubbish picked up during preparation – external dumper.</p> <p>Wash mop and bucket.</p> <p>Dispose of protective gloves.</p> <p>Return equipment and chemicals to storage.</p> <p>Wash hands.</p>
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Need to minimise disruption to patrons

Cleaning is a job intended to enhance the guest experience, not interfere with it.

This means all cleaning activities must be undertaken with reference to minimising disruption to what guests are doing.

While the standard timing of many cleaning duties will normally factor this in (that is, most cleaning is undertaken when an area is closed to the public) there will always be occasions when you need to clean while guests are present.

Keys to minimising disruption to guests when cleaning are:

- Always use common sense to determine whether or not cleaning **needs** to be done – just because cleaning is scheduled does not necessarily mean it **has** to be done
- Guests must be asked if cleaning can take place – as opposed to imposing cleaning on them and the area they are in
- Apologise for the interruption and inconvenience
- Work quickly – this may mean only performing the basics rather than a 'full' clean of the area
- Be prepared to return and clean the area when guests are no longer present
- Work as quietly as possible
- Ensure cleaning items do not get in the way of guests.



Timeliness

Cleaning schedules or rosters will often govern when areas and items need to be cleaned.

These venue-specific times should be adhered to.

A standard requirement for all food contact surfaces is they are cleaned and sanitised at least every four hours while being used to prevent the growth of food poisoning bacteria to dangerous levels.

In addition there may be other times when cleaning is required – such as:

- When requested by guests

- When spills occur
- When common sense indicates a need for cleaning exists – for example, when an area looks cluttered, untidy or in need of cleaning
- When directed by management.

The main aim is to never allow dirt or rubbish to build up to an unacceptable level.

Need to consult prior to cleaning

When entering an area to begin cleaning it is standard practice to consult with those in the area (guests and or staff) to determine:

- Whether cleaning can commence – there is rarely a time when you have the right to impose cleaning on a department or area: cleaning always needs to ‘fit in with’ the operations of the area even though it is acknowledged cleaning is an important task
- If there are areas or items which need to be cleaned first or last – sequence and or priority requirements
- If reduced cleaning is necessary – for example, spot cleaning as opposed to full cleaning
- Timelines which may apply – such as ‘the area must be finished by 5:00PM’
- If there are areas or things which must not be touched or moved
- Items which need to be covered and protected or removed from cleaning activity
- Advice about any risks which have emerged since the last cleaning of the area.



1.3 Apply cleaning and tidying techniques to identified cleaning needs in beverage service areas

Introduction

Different cleaning needs demand different cleaning techniques.

This section describes a range of cleaning and tidying techniques which can be used as well as cleaning tasks required in external areas.

Cleaning in beverage service area

General cleaning practices to be addressed in beverage service areas may require cleaning 'behind the bar' as well as cleaning on the customers' side of the bar.

Dry and wet cleaning activities

Cleaning tasks are often divided into 'dry' and 'wet' activities.

Dry cleaning activities include:

- Sweeping
- Dry mopping
- Dusting
- Wiping down
- Dry vacuuming.

Wet cleaning activities include:

- Wet mopping
- Wet vacuuming
- Washing
- Polishing.

Techniques

Cleaning and tidying techniques may include:

- Physically picking items up – from:
 - The floor
 - Furniture – tables and chairs
 - Window ledges
 - Counter tops
 - Toilets
 - Placing them into bins



- Sweeping – including:
 - Floors with soft brooms
 - Some furniture may also be swept with purpose-built brushes supplied by the manufacturer of the furniture
 - Causing a broom to remove cobwebs from high areas (vents, fans, ceilings, light fixtures) as required/when noticed

Have a look at these sites to view the variety of brooms and brushes available:

- <http://www.ravibrush.com/>
- <http://www.thompsonbrushes.com.au/>



- Using dust pan and brush – to:
 - Clean up dirt and dust swept up by broom
 - Clean up breakages of glasses and bottles
- Dusting – using a duster or dust cloth to remove dust. The dusting cloth may be dry or impregnated with a cleaning agent (multi-purpose cleaner) to increase adhesion of dust particles to the cloth
- Dry mopping – using a specialised dust mop to clean areas: no water or cleaning solution is used. Dry mopping does not use the same mop head as for 'wet mopping'. The two main types of dry mops are:
 - Dusting mops – to clean skirting boards and polished surfaces
 - Polishing mops – for buffing and polishing
- Wet mopping – using a mop with water, a bucket and a cleaning solution (detergent) to:
 - Mop and wash floors where stain removal is required
 - Apply sealant to floors which have been stripped and need to be re-sealed



Visit the following to see what is available in mops and mop heads:

- <http://www.globalsources.com/manufacturers/Cleaning-Mop.html/>
- <http://www.supplylinedirect.com/mops-and-brooms/>

- Vacuuming the floor – using wet and or dry vacuum cleaners:
 - Whatever the shape, size or style of vacuum cleaners, their job is to suck up dust and dirt off floor surfaces and other areas (such as drapes, furniture, and ceiling). Most vacuum cleaners have a variety of attachments designed for specific purposes (such as crevice nozzles)
 - Vacuum cleaners are available in 'wet' or 'dry' types
 - Dry vacuum cleaners can only be used on dry surfaces and to suck up dry material and not liquids/water
 - Wet vacuum cleaners are designed to suck up liquid spills and can be used for wet cleaning of carpets

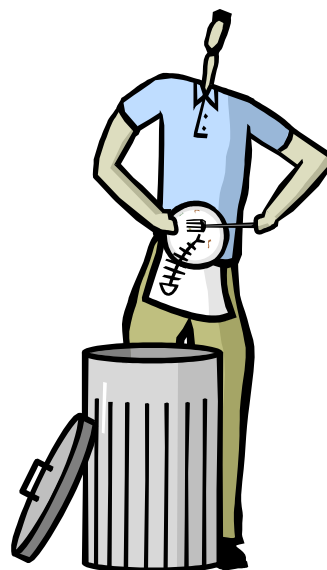
- Double-check the vacuum cleaner you intend using is designated as a ‘wet’ vacuum cleaner before using it on liquids: some vacuum cleaners are dual-purpose and can be used on wet or dry surfaces
- ‘Back pack’ vacuum cleaners are used in many situations where it would be difficult or time-consuming to use a machine that is pulled along the floor – such as when vacuuming between tables and chairs. A backpack style cleaner also reduces tripping hazards (although the cord still presents a hazard unless a battery-powered unit is being used)
- Some companies refer to vacuum cleaners as ‘extractors’
- Have a look at different vacuum cleaner options at:
 - <http://www.nilfisk-advance.com.sg/>
 - <http://www.powervac.biz/>
 - <http://www.powersweep.com.au/>
 - <http://www.intervac.net.au/>
- Vacuuming furniture – especially under cushions, down the sides of chairs and sofas and to remove surface dust and dirt
- Wiping down – this is a very big party of cleaning and generally involves using a designated cloth/swab or sponge to wipe up wet spills. The cloth may be ‘dry’ (no detergent, no water), or pre-soaked in warm water and or a cleaning agent. Sponges are used for damp cleaning needs and cloths are used for cleaning, polishing and dusting. They can be made from a variety of materials, but are generally lint-free. Some cloths are made from material and some are disposable paper-based. A sanitiser may be applied (often using an atomiser spray bottle) after the wiping down. For more information go to:
 - <http://www.klenco-asia.com/klenco/cleaning-cloths--pads.html>
- Polishing – this can involve hand polishing or the use of a polishing machine. Polish protects surfaces and forms a barrier against liquids that may harm the surface. Hand polishing refers to polishing furniture, counters and mirrors using nominated polishes (usually a paste, liquid, cream or aerosol product) with lint-free cloths. Polish is ‘applied’ and then ‘polished off’. When using an aerosol, be careful about ‘drift’ (the product drifting to other areas and items) when applying the polish. A polishing machine is used to polish or ‘buff’ floor surfaces – such as polished floors. Polishing a floor helps resist scratching and enhances appearance. Burnishers come in different sizes to enable access and time-effective polishing in small as well as large areas. Some include a suction facility that sucks up dust particles during the polishing process: where these exist, filters need to be changed as recommended by the manufacturer (or as readings from equipment gauges dictate)
- Washing – this is another common task. Washing should involve cleaning items in a sink using:
 - Hot water and detergent – diluted and used according to manufacturer’s instructions
 - Sanitiser – used after the cleaning has been done, ensuring the required ‘contact time’ is observed and manufacturer’s instructions are adhered to
 - Air drying of the item.



Cleaning of specific items/areas

The following areas may need to be cleaned in beverage service areas – note that some of these areas cross into food service areas too:

- General cleaning of bar and service areas – which will entail:
 - Removing rubbish
 - Clearing dirty glasses, empty bottles and cans
 - Wiping tables
 - Emptying ash trays
 - Clearing papers and rubbish
- Replacing and replenishing items – such as:
 - Drink coasters
 - Tables and chairs
 - Table accoutrements – table numbers; bud vases; drink lists
 - Promotional materials
 - Products – in displays and behind service areas and bars
 - Give-aways – complimentary nuts, chips, ‘nibbles’ and free sample drinks
 - Light globes – which have blown
- Cleaning drip trays (from beneath beer taps, post-mix units, cappuccino machines and from inside certain items of refrigeration), drying them and replacing them. These require periodic emptying, and they are usually washed only once per day (at the end of trade) with detergent and hot water, and rinsed
- Cleaning and polishing the beer fonts and beer panels – this includes dispensing points for other bulk draught products such as wine, draught beer, cider and stout
- Cleaning the interiors and exteriors of all refrigeration units including free-standing display units and under-counter units – this may include cleaning and polishing glass doors and cleaning the door seals
- Cleaning bar tops and counters – to remove marks and spills, and replacing and replenishing items to help present a tidy impression
- Cleaning and tidying tables – to remove empty glasses and bottles, remove rings from glasses which have spilled on the table, replace drink coasters. Important note: when clearing and tidying tables where guests are seated you must always be prepared to take drink orders and process them (or pass them on to an appropriate person). It is never acceptable to refuse to take a drink order, or to say “That’s not my job”
- Cleaning mirrors – many bars and eating areas feature mirrors and these help to add a different dimension to the bar, but they need to be kept clean so as to provide the required ambience
- Cleaning displays – bars sometimes feature displays aimed at increasing sales or simply generating interest, and these too must be attended to. Cleaning these displays is also a good opportunity to maintain the displays, either topping them up, repairing them or just freshening them up.



Cleaning glass washing machines

Get the manufacturer's instructions and read and apply what is contained in them.

You also need to be able to fill the machine with detergent. This involves knowing where the detergent is kept, which detergent to use, how much to put in and whether or not it should be diluted.

Some machines have an inspection gauge to help identify the level of detergent: make sure you add the right amount of detergent at the right strength.



If there is insufficient detergent the machine will not wash the glasses properly, too much detergent and the rinse cycle will not be able to rinse it all off leaving residual detergent on the glasses which will send the beer flat as well as giving it an 'off' taste and aroma.

Machines have different operational cycles and you should become familiar with the machine you will be using: the machine may feature a hot wash, followed by a hot rinse, followed by a cold rinse to get the glasses cold for immediate use.

If your machine allows you to dictate certain of its functions (cold or hot final rinse), then you need to learn how to do this – it is usually as simple as flicking a switch.

Take time to read the thermometer on the glass washer to see where it will be indicating when operating at the prescribed temperature (which is a minimum of 70°C).

Also check inside the washing cavity to ensure no remnants of fruit or garnishes are left inside the machine to block the plug hole and filter and cause the machine to overflow when in operation.

Even though glass washing machines wash glasses to an acceptable standard, most establishments still insist their glassware is also hand washed once a week to maintain its brilliance.

Beer glasses should be air-dried to prevent the possibility of lint or detergent transferring from a tea-towel to the inside of the glass thus sending the beer flat.

Some other glassware (such as wine glasses) are hand polished prior to use with a lint-free tea-towel.

Remember to the inside cavity of the glass washer should be cleaned once a week.

The glass washing machine at your venue may also be used to wash other items such as glass jugs: it is inadvisable to use the glass washer to wash ash trays – check with your supervisor to see what applies where you work.

Ice machine

Often located outside the bar area (especially in the case of very large machines), this is a fairly straightforward piece of equipment requiring little in the way of user knowledge.

If the machine is fitted with warning lights, then become familiar with what they mean and notify management as necessary should they illuminate.

Warning lights usually indicate one of the following:

- Low levels of ice in the machine
- Problem with the water supply
- A temperature-related problem.

Locate the drainage hole and ensure it is free of obstruction. Even in premises where filtered water (that is, potable, town supply water) is used slime or algae can build up and block this hole and cause the holding bin to flood with water.



Ensure after you have used the ice-scoop you leave it beside or on top of the ice machine. Never leave the scoop inside the ice machine.

Leaving it inside the machine means it is likely to be slowly buried in the subsequent drops of ice, making it difficult or impossible for the next person to locate.

Never use the ice machine as a rapid means of chilling or storing bottles: they are often forgotten in the rush of busy periods and can either freeze or represent a potential hazard for someone digging powerfully with a metal scoop into mounds of ice – only to find they smash a glass bottle into the ice: the end result is you lose a bottle of product, risk cutting yourself and have to throw out all the ice in the machine.

Preventative maintenance involves keeping the motor area free from obstruction to allow the passage of air to help cool the machine.

Periodic brushing of dust and cobwebs from the condenser (the car radiator-like device) will also assist the ice machine to function efficiently and reduce service call-outs.

Refrigeration cabinets

These are pieces of equipment where bottled and canned bar stock, milk, soft drink, fruit, water is stored behind the bar.

Stock rotation is a must in these cabinets – the traditional stock rotation system used for food products called 'First In, First Out' (FIFO) should be used. Unfortunately, these units are often designed, sized or placed to make easy access to all sections fairly difficult. When this is the case, new stock tends to be pushed in front of old stock – not the right way at all.

The FIFO system requires you to put the new stock at the back and move the old/existing stock forward. This is important because rotating stock in this way optimises the chance of the customer receiving a cold product, rather than one just been put into the fridge and still warm.

Units should be emptied weekly and cleaned thoroughly inside with particular attention to corners, and any water condensation overflow trays. These trays should be emptied and wiped dry and clean.



Seals around doors are of special importance and merit extra attention: they too should be cleaned weekly using a damp warm cloth to wipe off any dirt, grime and residual sticky drink deposit. Failure to do this will result in the seals becoming worn through (caused by them sticking to the refrigerator and being stretched every time the door is opened), which in turn will mean the cold air inside can escape, requiring the compressor motor to work overtime in a never-ending attempt to keep the cabinet chilled.

Glass fronts should be polished daily to maintain eye-appeal.

Glass chillers

This is a refrigerated storage area for glassware. Not all venues will have glass chillers – some properties believe their draught beer delivery system – or their packaged beer – is so effective there is no need for the service glasses to be pre-chilled.

These units are turned on and off regularly, so it is important you find out where the valves are to perform these functions: they are often located just under the unit itself.

Turn glass chillers off before cleaning it and allow it to de-frost.

Locate and check the drainage plug hole in the glass chiller itself to see it is free from obstruction. Check also to see where the overflow pipe or drain hole goes to: frequently it leads into a relatively small overflow tray (as per the refrigerated cabinets above) and this needs regular emptying, cleaning and drying: in other cases, the pipe is plumbed into the normal waste water system.

As ice builds up on the bottom and sides of this unit (which it will do in the normal course of its operation), its capacity to function efficiently is reduced. It becomes difficult to insert glass racks into the chillers due to the build up of the ice on the sides.

The build-up of ice also means proper cleaning is impossible. The only answer is to regularly turn the unit off overnight, allow the ice to melt and then clean it out the following morning, turning it back on ready for the day's trade.

Be careful when using hands to clean this unit as pieces of broken glass (from clear glasses) can easily be concealed by the water and dirt on the bottom of the stainless steel unit – all these factors can combine to give you a nasty surprise and a cut!

Post-mix

Recommended daily cleaning of the unit involves:

- Removal of cup rest from drip tray
- Washing, rinsing and drying of drip tray, and cup rest: replace cup rest
- Cleaning of all external surfaces of the unit with sponge, and wiping dry – never use an abrasive cleaner on the post-mix.

Many establishments remove the nozzles and soak them overnight, on a daily basis.

The post-mix supplier is able to provide further advice and instruction on how and when to clean the unit.



Recommended weekly cleaning of the unit involves:

- Removal of screw securing dispense valve cover, and removal of cover
- Removal of nozzle and baffle (the round, pointy part through which the syrup and water flows, located under the nozzle)
- Washing of nozzle and baffle, and covering of both in warm clean water
- Re-installing of baffle, nozzle and cover.

See <http://www.cornelius.com/stellent/groups/web/@guest/documents/manual/002052.pdf> for more information on cleaning post-mix systems/equipment.

Espresso Machine

It is important to obtain, read and follow the manufacturer's instructions for the espresso machine used in your workplace. If you can't find these instructions, contact the supplier (or look on the Internet) and get another copy.

Steps for daily maintenance of the machine revolve around the following steps:

- Insert group handle fitted with blind filter loosely into the group head
- Activate the group head and allow water to flow over handle washing outer group head and rubber seal
- Tighten and release handle repeatedly while running group head for approximately 20 seconds
- Tighten handle and run group head for 10 seconds, 3 – 4 times with 10 second intervals
- Use stiff bristle brush to clean the inside of the group head.

Note: this procedure should be done several times per day, and not just once at the start or the end of the day.

Steps for *weekly* maintenance of the machine are different (again, the manufacturer's instructions must be followed) but they can be expected to be along the lines as follows:

- Carry out the first three steps as for the Daily Maintenance (immediately above)
- Add 1 teaspoon of espresso cleaning powder to the blind filter and insert into the group head
- Run group head for approximately 20 seconds at a time for 3 minutes
- Run group head for 10 seconds, 3 times with 10 second intervals
- Remove handle, rinse with water and re-insert into group head
- Run fresh water through the group head for at least 30 seconds.

This procedure must be followed for *every* group head.

Note: when using a cleaning agent in the espresso machine, ensure you read and follow the individual instructions applicable to each product.

Online videos

- <http://www.youtube.com/watch?v=ubtUlnntpjs>
- http://www.ehow.com/video_2334322_clean-espresso-maker.html.



Cleaning of port-filter

The basic steps are:

- Separate coffee baskets from the group handles, clean and scrub inside group handles and baskets with soft scourer
- Soak overnight with cleaning powder
- Rinse well before re-using.



Cleaning of steam arms

The basic steps are:

- Unscrew tips of steam wands to remove build-up of milk
- Wipe steam wands with damp sanitised cloth and open up steam valve to blow out excessive moisture after every use
- Open steam valve to heat up steam arm – wipe steam wands clean with damp sanitised cloth to remove build-up of milk.

Note: Soaking steam wands in hot water and venting steam will also assist in removing the build-up of milk. *Do not* use a scourer or knife to remove build up of milk on steam wands.

General espresso machine cleaning

The basic steps are:

- Use a clean, sanitised cloth to wipe over remaining parts of the machine and then wipe over with a dry cloth
- Remove drip tray and rinse in sink to remove coffee grind build up
- Remove shower screens with short screwdriver, and remove build-up of coffee oils and ground coffee with toothbrush.

Grinder cleaning

To maintain accuracy of dose, ensure the dosing chamber is brushed clean of residual coffee grounds at least once per week.

The removable bean hopper should be washed with warm soapy water, then rinsed and dried – every week.

Note: do not place the coffee bean hopper in the dishwasher –wash it by hand in a sink.

Utensils

Cleaning of bar utensils should embrace the following:

- Ice buckets – should be clean inside and out after every use
- Jugs and glasses – there must be no cracks, chips or marks of any kind on any jugs or glassware.
- Commonly it is difficult to remove lipstick, orange juice and dairy products (milk or cream) from glasses so extra care must be paid when you notice these are present.





- Cocktail shakers – should be clean inside and out, and cleaned after each use except where another cocktail of the same type as the previous one is being made immediately
- Hawthorne strainers – used to remove fruit and other ‘debris’ from cocktails and must be thoroughly cleaned after each use: it may be necessary to remove the coil and soak before scrubbing and cleaning
- Cutting boards – must be scrubbed after use, and are commonly cleaned with detergent at the end of trade and left to soak overnight in a sanitising solution, and then rinsed before use
- Ice scoops – clean as required: never use a glass to scoop ice into drinks – the glass can break and you can easily, inadvertently, put glass into the drink along with the ice
- Bar spoons, knives and tongs – clean regularly: keep in mind these utensils handle food and therefore need to be treated or washed the same as any other food handling implement
- Food containers for garnishes, chips and nuts – they must be washed using hot water and detergent: they must be stored so as to be protected from flies, dust and other contamination, and should be washed and sanitised between uses.

External cleaning

Many of the activities mentioned above will be applied when cleaning external areas.

In addition you may be required to:

- Use a scrubbing machine – to remove debris from hard surfaces (such as tiles, or concrete), sealed floors, carpet and other areas such as escalators, entrance matting and travelators. One main use of a scrubbing machine is where hard floor surfaces need to be stripped and then re-sealed. **Note:** different pads – colour-coded – are available for use on different floor surfaces where a variation in stripping level is required. Red is the buffing pad. Many scrubbing machines are integrated with a sweeper which can save time when using the machine by also cleaning up the scrubbed off material. They are available in a variety of shapes, sizes and styles (including walk-behind [or ‘pedestrian’] and ride-on models). They may be electrically-powered or battery powered
- 
- Operate a floor machine. These are machines which combine the functions of a variety of different machines. The one machine may, for example, have the capacity to:
 - Scrub
 - Polish
 - Strip
 - Shampoo
- 
- Use a motorised sweeper – these may ‘walk-behind’ or ride-on appliances (petrol or battery-powered) used to clean large areas such as footpaths and car parks
 - Use high-pressure hose – to remove debris from outside areas.

Websites for further information

The following provide an idea of what is available:

- <http://www.klenco-asia.com/klenco/floor-scrubbing-grinding--polishing-machines.html>
- <http://www.tennantco.com/am-en/pages/equipmentcategory.aspx?cat=Scrubbers%20Walk%20Behind>.

1.4 Apply cleaning and tidying techniques to identified cleaning needs in food service areas

Introduction

Much of the cleaning in food service areas will require use of the techniques identified in the previous section.

This section highlights specific cleaning requirements applying to food-specific areas.

Need to use 'the right' cleaning items

Many establishments seek to prevent the cross contamination of bacteria from one location to another by using separate cleaning items in different locations.

Colour coding is often used to achieve this goal.

For example, a coloured cap or tip is placed on the end of brooms and mops, and cleaning cloths and swabs are coloured.

Codes may be used in the following way:

- Red is used only for toilets
- Green is only used in the kitchen and food areas
- Blue is for general purpose cleaning.



What needs to be cleaned and sanitised?

Anything used in the storage, preparation, cooking, display or service of food must be cleaned and sanitised – if a Food Safety Plan exists, then the cleaning must align with those requirements.

In general terms, cleaning and sanitising requirements mean:

- Equipment and utensils must be cleaned and sanitised in between handling raw high risk food and handling cooked, ready-to-eat food
- Equipment and utensils must be cleaned and sanitised at least after each service session – it is not acceptable to use a piece of equipment (such as a meat slicer throughout the day and only clean and sanitise it once at the end of the day
- Equipment and utensils in constant use must be cleaned and sanitised at least every four hours.

In specific terms, your venue will have a need to clean and sanitise:

- Crockery
- Glassware
- Cutlery
- Utensils – such as spatulas, slotted spoons, scoops, lifters
- Pieces of food preparation, food storage and food display equipment such as cool rooms, refrigeration units, salamanders, toasters, bratt pans, microwaves, salamanders, stoves and ovens, deep fryers, bain-maries, pie warmers, salad wells
- Pots, pans and other preparation and cooking dishes
- Containers – used for the storage of food under dry, refrigerated and frozen conditions
- Chopping boards
- Inside rubbish bins
- External garbage bins including dumpers or bins rented from outside contractors.



Specific requirements for cleaning food areas

While 'beverages' are regarded as food, there are nonetheless special requirements you need to be aware of when cleaning in food areas:

- Obtain workplace training in cleaning – to identify:
 - In-house cleaning requirements to be followed, SOPs
 - Cleaning agents and items used
 - Frequency of cleaning
 - Relevant safety requirements
- Cover exposed food when cleaning to prevent contamination by chemicals
- Wash hands after handling chemicals or performing chemicals before handling food or food service equipment or utensils
- Make sure all food contact surfaces are cleaned at least every four hours
- Use only disposable towels for wiping hands or cleaning up spills and immediately discard after use – do not use clothing (such as fronts of jackets, aprons, clothing) or cloth tea towels or swabs
- After crockery and cutlery have been cleaned they must be stored to protect them for re-contamination – from flies, dust, airborne contamination
- Clean low risk areas and equipment before cleaning high risk areas when the same cleaning items and equipment have to be used
- Never use food containers to measure out, or hold, chemicals and cleaning agents
- All cleaning agents must be stored away from food
- Spills are cleaned up immediately
- Do not wash single-use items – they are intended to be used only once and not to be cleaned and then re-used



- The requirements of any Food Safety Plan must be implemented at all times – without exception. These requirements will relate to:
 - The items and areas to be cleaned
 - How they are to be cleaned
 - When they are to be cleaned.

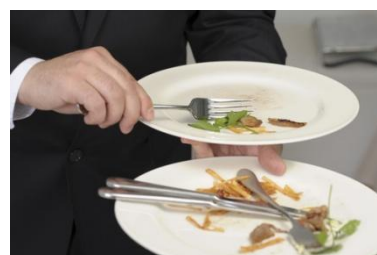
Cleaning and sanitising of eating utensils

All service gear (such as plates, cups, saucers, glasses, cutlery) must be cleaned and sanitised after each use in order to prevent infectious diseases being communicated from person-to-person.

After these items have been cleaned and sanitised they must be stored so they do not become re-contaminated: it is a standard requirement all items used to serve food (and beverages) are provided to the customer in a clean condition.

In general terms, the following 7-step process is suitable for cleaning crockery and cutlery:

- Remove visible food debris – for example, scrape the plates
- Rinse with warm water – to remove loose dirt
- Wash with a detergent – diluted according to manufacturer's instructions
- Rinse again – to remove the detergent and debris
- Apply a sanitiser – sanitisers are chemicals designed to kill bacteria
- Rinse – to remove the sanitiser
- Allow to air dry.



Air drying is the preferred option as it eliminates using a cloth to dry surfaces, which may inadvertently introduce bacteria to the surface that has just been cleaned and sanitised.

The procedure for washing eating utensils and dishes **by machine** is as follows:

- Scrape and rinse items prior to stacking in trays – use the right trays or racks for the right items
- Wash for a minimum of 60 seconds at a temperature between 66°C and 71°C
- Rinse for a minimum of 10 seconds at a temperature of at least 77°C.

Double bowl sinks

In some circumstances there will be no dishwashing machine: this is common in small businesses, and use of a double bowl sink can be effective providing certain requirements are observed.

When using a double bowl sink to wash eating utensils and dishes:

- One bowl must contain water at 45°C and detergent, for washing
- One bowl must contain clean water at a minimum of 77°C for sanitising

- Sanitising must involve soaking the items for a minimum of 3 minutes – it is not acceptable to just run hot water over items to remove the suds
- A thermometer should be on hand to check water temperature.

Items must once again be left to air dry, which means draining and leaving to dry while hot. Tea towels should not be used to avoid the potential form cross-contamination.

1.5 Identify equipment and items requiring maintenance and report to the appropriate person

Introduction

You are partially responsible for identifying faults with cleaning equipment and other items (equipment [electrical and hand-operated], machinery, utensils), and reporting these faults in accordance with enterprise procedures.

This section discusses identifying and reporting faulty equipment.

Two types of faults/problems

Equipment faults and problems generally fall into one of two categories:

Breakdowns – which occur when items malfunction.

Damage – to parts, surfaces, electrical cords and connections caused by:

- Normal day-to-day ‘wear and tear’
- Incorrect use.



Examples of items requiring maintenance

Items requiring maintenance include those with:

- Frayed electrical cords, or bare wires
- Internal mechanical problems in electrical and/or mechanical equipment – causing:
 - Malfunctions
 - Lack of power
 - Other operational difficulties – anything where the item fails to perform as intended or normal
- Smoke or burning smells coming from them
- Leaking components
- Broken accessories
- Broken handles
- Worn and torn items
- A time or date elapsed by which scheduled preventative maintenance must be provided.

How do you become aware of items requiring maintenance?

Items requiring maintenance can be identified by:

- Seeing a problem
- Hearing something that is not right
- Smelling something alarming
- Being advised by others – guests or staff.



Reporting the item

The procedure to report faults will vary from establishment to establishment so it is important to determine what applies where you work.

If you identify any of the above you must:

- Take action to fix what you can – if the 'fix' is obvious and it is safe to do so or
- Report it.

If you cannot fix the problem, you should:

- Stop using the item if it is unsafe – turn it 'off'
- Remove the item from service
- Tag the item as 'Out of Service' – to prevent others using it when it is broken
- Store locate the item in the appropriate Out of Service area – especially where the item poses a danger to users (such as electric shocks, jagged edges or unprotected blades)
- Complete appropriate 'Report Fault' paperwork and submit to the appropriate person or department.

Who should the item be reported to?

Internal house protocols may require you to report the item to:

- Your supervisor
- The manager
- The owner
- The Maintenance Department.

If the venue has a Maintenance department it is generally their responsibility to check and fix the item.

Some faults may have to be repaired off-site – which may involve returning the item to the supplier or forwarding it to an accredited repairer: in extreme cases, a new item may have to be purchased.



How should the report be made?

The usual ways to report items requiring attention are to:

- Make a verbal report – in person either face-to-face or via the telephone: a follow-up written form may be required
- Complete an internal 'Report Fault' form or 'Request for Maintenance' form.



1.6 Identify unusual, suspicious or unruly behaviour and report to the appropriate person

Introduction

As you undertake your cleaning and tidying duties you should always be on the lookout for any behaviour or persons whose presence causes you concern.

This section identifies the behaviour and persons you need to be alert to and the possible reporting procedures.

Behaviour or persons to be aware of

The following people are all cause for concern and should be reported to the appropriate person.

Note: your job is simply to report the behaviour or person and not to take any further action such as asking the patron to modify their behaviour, asking questions of the person or attempting to remove the individual.

The key is to never put yourself in harm's way.

You should be alert to all of the following and report them when you identify them:

- People discovered in areas where they have no right to be – for example:
 - A guest in a back-of-house area would be cause for concern
 - A guest in a front-of-house area when the area has not yet opened, or after it has closed
- Drunken and disorderly people – these do not have to be guests at the venue as they may have come onto the premises in that condition after having been removed from another venue.

Drunken and disorderly people can be identified by many factors some of which include:

- Loud voices
- Swearing
- Arguing
- Fighting



- Threatening others
- Anti-social behaviour
- Staggering
- Loiterers – anyone who ‘hangs around’ a venue with no real reason for being there is a loiterer. You may identify a possible loiterer as someone who:
 - Stays in an area without making a purchase
 - Appears to take an unwarranted interest in what guests are doing, and or in what staff are doing (including the transfer of cash within the premises)
 - Is found in an area and looks ‘uncomfortable’ when observed, or looks ‘guilty’ when spoken to (such as when you say even the most simple thing, for example “Good evening, Sir). They also pose a potential threat to legitimate guests, who they may be planning to assault or rob
- Barred customers – venues may ‘bar’ customers: this means they prohibit them from coming into the premises. Barred customers may be banned for a day, a week, a longer period or permanently. People are usually barred because of their unacceptable previous behaviour or for some other reasons (such as failing to pay an account)
- Under-age people – where the premises are licensed under local liquor licensing legislation there may be a requirement only people over a certain age (such as 18 years of age) are allowed on licensed premises regardless of whether they are drinking alcohol or not
- Known vagrants or other undesirables – a vagrant is someone who is homeless and or someone who lives by begging. These people look alarming to most guests and are annoying when they solicit money or food and drinks
- Undesirables include any person known to have engaged in activities not accepted by management – for example anyone who has been guilty of assault, fraud, crime in general or any anti-social activity
- Any people who are engaging in intimidating and or other anti-social behaviour. There is a wide interpretation on what is anti-social behaviour and common sense should guide your judgement. If *you* find their behaviour disturbing it is likely to be unacceptable. Examples include fighting, swearing, using offensive language, harassment of any type, annoying others
- Anyone breaching house rules – this may include ‘dress’ rules.



Reporting the behaviour

The following are keys in reporting unusual, suspicious or unruly behaviour:

- Never intervene, never get involved
 - Report it quickly – in person or by telephone/internal communication
 - Provide full details – such as:
 - Where it is
 - Number of people involved
 - What is happening
 - Why you are concerned.

1.7 Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience

Introduction

At all times when cleaning and tidying when guests/patrons are present there is a need to apply appropriate interpersonal skills.

In addition to the already stated need to cause minimum disruption to guests this section identifies several other necessary skills which must be applied.

Examples of appropriate interpersonal skills

The following are regarded by the industry as necessary when you interact with patrons as part of your cleaning and tidying duties – they must be applied at all times, to all customers, as appropriate to the situation:

- Greeting guests – as they arrive, walk in and sit down
- Farewelling guests – as they leave the premises, as they get up from their table or leave the bar
- Providing comprehensive and accurate product knowledge – this relates to being able to give patrons information (or responses to questions) in relation to all food/menu items offered for sale by the area in which you work. In this context, product knowledge can require you to know about topics such as:
 - Names of items available
 - Cost
 - Taste
 - Serve size
 - Ingredients
 - Cooking style and time for menu items
 - Brand names and alcohol content of drinks
 - Options available for those who want to consume a non-alcoholic drink



- Supplying information to customers about a wide range of venue-specific topics such as:
 - Opening and closing times and days
 - House policies
 - Facilities available
 - Methods of payment accepted
- Selling skills – all staff in a venue are required by management to be sales staff. While your primary role may not be to sell products you are expected to:
 - Have sufficient product knowledge to enable you to make intelligent and relevant recommendations in response to an identified need
 - Suggest products and services in response to questions asked by guests
 - Take appropriate opportunities to promote ‘other’ products and services in accordance with responsible service of alcohol guidelines, and in accordance with house rules (such as to avoid placing pressure on customers to buy)
- Assisting guests – this should be done not only in response to direct requests for help but also by observing guests and anticipating their needs. Assistance may be provided in relation to:
 - Directing them to internal locations within the venue
 - Giving directions to local destinations and attractions
 - Helping them with luggage
 - Making bookings at the venue for guests such as dining rooms/restaurants, spa facilities, sports areas, accommodation
- Arranging for supplementary assistance from other staff to help the guests – this may be necessary when:
 - You do not know the answer to their question
 - The topic being discussed is outside your personal scope of authority to deal with
 - You are engaged in activity which prevents you providing the patron with the assistance they are seeking/need.



Why apply these skills?

It is important to apply appropriate interpersonal skills in order to:

- Meet guest expectations
- Respect the guests and demonstrate their value to the venue
- Demonstrate customer focus
- Encourage repeat business
- Enhance/optimise the guest experience at the venue.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 1.1 Create a Checklist of areas and items which may need to be cleaned and/or tidied in a food and beverage service outlet identifying:
 - Factors to consider when cleaning and tidying on a day-to-day basis to provide support to service staff and optimise guest comfort and convenience
 - Cleaning techniques to be applied for the food service areas
 - Cleaning techniques to be applied for the beverage service areas
 - Cleaning equipment and chemicals to be used.
 - 1.2. Develop a sample report form which could be used by staff to report equipment/items requiring maintenance when these are identified as part of cleaning and tidying activities in a venue.
 - 1.3. You have been asked by management to help train a new staff member who will assist you in cleaning and tidying duties.

They have asked you to explain to the new staff member how you identify unusual, suspicious or unruly behaviour in food and beverage areas and in public areas.

Prepare and submit notes and or photographs or video that could be used to help train this new staff member.
 - 1.4. Provide photographs or a video which provides evidence (in a real or simulated environment) you have applied appropriate interpersonal skills when cleaning and tidying food and beverage service areas and public areas.
-

Summary

Clean and tidy food and beverage service areas

When cleaning and tidying food and beverage service areas:

- Ensure you know the areas and items to be cleaned and tidied
- Learn the internal policies and procedures of the workplace which relate to cleaning and tidying
- Observe the need to cause minimum disruption to patrons during cleaning/tidying
- Consult with other staff prior to cleaning/tidying
- Use common sense about what to do and when to do it, or not do it
- Follow manufacturer's instructions when using chemicals and cleaning agents
- Follow internal directions and SOPs (and similar) when cleaning items
- Realise beverages are regarded as 'food' for the purpose of food safety
- Use cleaning items, materials and techniques as designated and approved by the venue
- Be aware of the possibility of faulty equipment when cleaning and tidying and report them
- Stay alert to unacceptable people/behaviour and report them if detected
- Ensure appropriate interpersonal skills are applied with all guests at all times when undertaking cleaning and tidying duties.

Element 2: Provide support to staff

2.1 Deliver assistance to food service staff

Introduction

As a worker providing support services to other staff there is an obvious need to provide assistance to food service staff.

This section introduces the concept of 'internal' customers and indicates the nature of the support to be provided to food staff.

Internal customers

All venues have 'external' customers.

These are the guests, patrons and paying customers who visit the establishment and buy what it has to offer.

They are 'external' because they come from outside the business.

As 'customers' you will deal with these people with all appropriate interpersonal skills, high levels of service, and personalised attention.

'Internal' customers refer to the staff within the venue.

They are 'internal' because these people are located inside the business.

Regarding them as 'customers' is useful because it highlights your dealings with them must reflect the same type of service you give to 'external' customers.



Background to providing assistance

As a support service worker there is really no limit to the services you may be required to perform to assist food service staff.

In brief, if they want help or need something done, your job is to do it.

In many cases these staff will request assistance, but you should try to develop the ability to predict what is needed and provide help before it is asked for: this is called 'using your initiative'.

If you are asked to help:

- Never be afraid to ask for clarification of requests where you are unsure about exactly what is required – other staff can often know precisely what is required and what they want you to do but they may fail to communicate all the relevant information to allow you to help as they need you to



- Make sure you comply with the necessary timelines – often the timeline is ‘now’ or ‘as soon as possible’ but there may be certain timing requirements (such as the need to deliver food at a nominated time, or the need to coordinate the service of wine prior to the service of a menu items and courses of the meal)
- Ensure you do all that is asked – always complete all the tasks you are asked to assist with. Avoid just doing half the job: near enough is never good enough
- Enquire if other assistance is needed when you have completed the jobs you were initially asked to help with.

Factors affecting assistance required

Common assistance required by food service staff in a venue will vary depending on:

- The type of food service establishment you work in – or the specific food area or department within the venue where you work. This can relate to distinctions between (for example) fine dining restaurants, family style bistros or take-away outlets
- The type of food served – there can be different assistance required (for example) for the service of national dishes from different countries, and based on the food items offered
- The style of food service provided – different assistance is required (for example) for:
 - Buffet style service – a self-service style where guests serve themselves from central buffets of displayed food
 - Plated meals – where meals are placed onto plates in the kitchen and carried to tables by waiting staff
 - Gueridon service – where food is prepared at the table
 - Silver service – where ‘service gear’ (a main course fork and large spoon) are used to serve food items from service salvers onto guest plates at the table.



Examples of assistance from food service staff

You may be required the following assistance to food service staff:

- Fetching and carrying – this means going from the dining area into the kitchen or stores areas and bringing required food (see ‘Providing general busboy or runner duties’ below) or other items to waiters, their service station or for guest tables. Items which may need to be obtained for waiters or guests can include but is not limited to:
 - Service wear – such as service gear, tongs, platters, salvers, cake lifters or additional waiter’s service napkins
 - Crockery – to replace used items or items which may have been dropped on the floor: items include plates (all sizes), cups and saucers, bowls
 - Cutlery – knives, forks, spoons and other specialised items: may be required to replace used or dropped items; may be requested by guests to assist with their dining; may be required by waiter to assist with service of food



- **Note:** many venues insist all crockery and cutlery carried to a table is carried using a clothed plate (a main course plate covered with a cloth napkin): many venues ban carrying of individual items in the hand – they must be carried on the clothed plate. Even if just one, single item has to be carried
- Service trays – the two common requirements are to carry trays full of used crockery and cutlery to the kitchen, and to carry trays full of plated food to waiters (or their stations) so they can be served to guests
- Clearing of tables – this is the removal of items from guest tables. Items requiring removal can include:
 - Items no longer required as part of the table setting – because (for example) guests elect not to use items which have been laid as part of the cover, or because a setting needs to be removed because an expected guest has not arrived
 - Items which have been dropped on the floor
 - Crockery and cutlery which has been used by guests when they have finished eating a meal
 - Removal of table accoutrements items at certain points of a meal (such as after the main course has been completed, and after dessert has been finished). This can include, for example, removal of the condiments (salt and pepper, mustards, sauces), the table number and tent cards. It is standard practice in many dining rooms for items removed from a table to be placed onto a clothed plate
- Cleaning tables – this may include:
 - Crumbing down of the table cloth after main course has been completed – to remove general food debris and refresh the cloth prior to the service of desserts
 - Taking table cloths off tables – and re-laying with clean cloths
 - Wiping down tables and applying a sanitizer
- Emptying ash trays – this is the removal of used ash trays from guest tables and their replacement with a clean ash tray. Points to note include:
 - Do not wait for the ash tray to become full before replacing it
 - Cover the used ash tray with a clean ash tray when removing it – to cover the sight of the ash tray and to help stop ash drifting onto plates and food
- Re-supplying waiter stations and hot boxes – this involves monitoring the levels of items in each hot box and station throughout trade and replenishing as necessary, and also involves responding to individual waiter demands in this regard. Items which may need to be replaced can include:
 - Crockery
 - Cutlery



- Condiments
- Glasses
- Butter
- Bread
- Re-setting tables – when guests have finished their meal and departed there can be a need to re-set the table to make it ready for another party of guests. Re-setting will involve:
 - Removing all crockery, cutlery, condiments and table accoutrements to the waiter station – or kitchen or bus as appropriate
 - Removing the table cloth and replacing with a clean one
 - Laying crockery in accordance with house rules – for example, setting aside plate at every place
 - Laying cutlery in accordance with the menu being served – an à la carte menu will use a main course knife and fork, a table d’hôte menu will use soup spoon, main course knife and fork, and dessert gear
 - Setting condiments as required by menu and venue
 - Setting a napkin at each place
 - Setting table numbers, flowers or bud vase and other table accoutrements, if required
- Providing general busboy duties – these duties involve clearing tables, taking dirty dishes away for washing, bringing food from the kitchen to the waiter station hot boxes and other work to assist waiting staff. In practice, any of the tasks listed in this section can be regarded as ‘general busboy duties’. Busboys are also referred to as ‘runners’, because they ‘run’ things to and from the service area
- Supplying linen as required – throughout a service session there can be a need to provide linen to waiters or guests, as follows:
 - Extra napkins for guests who have used/soiled the ones set for them
 - Clean napkins for waiters to use for ‘clothed plates’ (see above)
 - Table cloths to re-lay tables
- Maintaining service trolleys – this relates to the roast trolleys, hors d’oeuvres trolleys, gueridon trolleys and desserts trolleys (as identified in section 1.1). Your work with trolleys may involve:
 - Moving and re-positioning them on the floor as required by waiter and guests
 - Re-stocking them with food and other items to maintain them ready for use and maintain their visual appearance to enhance them as a sales tool when presented to guests
 - Returning them to the kitchen and cleaning them during service



- Washing crockery and cutlery to support immediate short-term needs – the venue will usually have dedicated dish washing staff but it is common for certain items to experience high levels of use during service meaning they are often in short supply. This means you will have to literally take some items from waiters stations to the kitchen, wash them and dry them and return them straight away to the waiters station (or the kitchen) to ensure they are ready for the waiter (or chefs) to use
- Cleaning up in-service spills – as a support provider you will be expected to deal with spills, breakages and accidents leaving waiting staff to conduct the main job of taking orders and serving. This means you may be required to:
 - Assist in replacing menu items where spillage has affected the meals guests are eating
 - Pick up food dropped on the floor – by waiters or guests
 - Clean and tidy service areas and trolleys where guests serve themselves.
 - Clean the tops of sauce bottles.

2.2 Deliver assistance to beverage service staff

Introduction

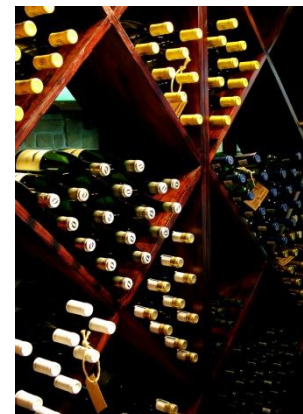
In the same way you are expected to assist food waiters, your job may also require you to deliver support to beverage service staff.

This section lists common tasks required to provide assistance to drink staff.

Examples of support services to be provided to beverage service staff

You may be required to provide assistance by undertaking the following tasks:

- Fetching and carrying – such as:
 - Carrying bottles from bar to tables
 - Taking fresh glasses from the bar to tables or waiter station
 - Carrying carafes and wine baskets to tables from bars
 - Carrying trays of drinks for drink waiters
- Clearing and cleaning tables – which means taking away:
 - Unused glasses on a table which are no longer required by diners
 - Empty bottles and cans
 - Empty glasses used by guests
 - Ice buckets and wine baskets no longer required
 - Ash trays
- Re-supplying stocks behind the bar for staff who prepare drinks – this can involve:
 - Replenishing bottles and cans of alcoholic and non-alcoholic beverages
 - Crushing ice
 - Cutting or otherwise preparing oranges, lemons and other fruit



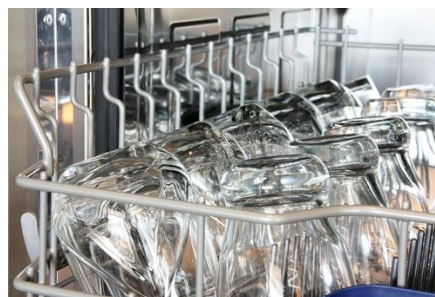
- Monitoring and maintaining floor displays – these displays are often created in dining areas to add interest to the room, and serve as a sales tool to promote certain drinks. Your job will include making sure the display remains attractive throughout the session
- Re-laying glassware on tables when tables are being re-set – this will require you to take the required standard glassware to the table and position each glass in the location required by the venue at each setting. Many venues will set a red wine glass and/or a white wine glass at each setting to encourage guests to purchase wine, and to meet the accepted standards for table setting. Lots of venues also set a glass for water. Where water is provided free-of-charge your job will also require you to set a carafe/jug of water on the table, or offer water to guests when they have been seated. Always handle glasses by the stem or base – never allow your fingers to touch the rim top or bowl of glasses



- Servicing trolleys used by beverage service staff – these may include:
 - General purpose drinks trolleys – for mixing drinks at table
 - Liqueurs trolleys – for service of after dinner fortified wines (port, muscat) liqueurs and spirit or liqueur coffees
 - Cigar humidors

Tasks include:

- Moving and re-positioning trolleys as required
 - Cleaning them and taking care of spills
 - Replenishing glasses and stock
- Removing glasses and items to the bar and washing them – where there is a high demand for those items to be brought back into service to support immediate service needs
 - Cleaning up in-service spills and accidents – this can include:
 - Clearing broken bottles and glasses which have been dropped on the floor of the dining area
 - Drying up areas where drinks have been spilled – on floors and on tables
 - Assisting guests if drinks have been spilled on them
 - Picking up dropped items
 - Cleaning up behind the bar if there has been a breakage or accident
 - Taking beverage orders – in limited cases you may be asked to taken beverage orders from patrons at a bar, or from guests at table. This is a job normally reserved for dedicated beverage service staff who have sufficient product knowledge to make suitable and accurate suggestions and recommendations but there can be times (of high demand) where other staff are busy and you may need to:
 - Take verbal orders for drinks at the bar from customers



- Take orders at table from guests
- Relay orders taken by beverage staff (from guests at table) to bar staff for them to fill
- Accepting payment – this is usually the job of other staff or a cashier but you may be required to assist those staff when they are busy. When accepting payment make sure you:
 - Thank the guest
 - Only accept payment in the forms accepted by the venue: for example, some venues will accept payment in (certain) foreign currencies and some will not; most accept payment via certain credit cards but not all types of credit cards; most venues will not accept personal cheques but may accept traveller’s cheques
 - Verify the amount tendered as payment – “Thank you Sir. Out of 100?”
 - Make sure the amount given covers the amount of the bill
 - Register payment on the workplace POS terminal or cash register
 - Count the change to the customer to prove they are being given the correct change
 - Provide a receipt as required by house policy
- Supplying linen – this may involve:
 - Providing swabs and cleaning cloths to bar staff
 - Providing napkins to beverage service staff for use in the service of wine.



2.3 Deliver assistance to other staff, as required

Introduction

Your role will almost certainly require you to assist other staff in addition to food and beverage service staff.

This section identifies the other staff who you may be asked to help and gives examples of the duties you may be asked to perform.

‘Other staff’

‘Other staff’ can, in reality, mean *any* staff in the venue from any department.

If any ‘internal customer’ requires help you may be asked to provide it.

This means you may be asked to assist:

- Front office
- Housekeeping – room attendants, housemen and porters



- Kitchens
- Banquets
- Concierge and bell services
- Room service
- Cellar staff
- Cleaners.

‘Other assistance’

Generic assistance may involve:

- Providing general assistance to guests
- Back-filling staff in different departments as required such as when staff are absent, sick or under pressure from unexpected levels of demand
- Supplying change to departments for cash registers and POS terminals using cash
- Moving stock
- Receiving deliveries.

In addition remember the sort of work you may be asked to do can cover *any* duties and can include:

- Helping Front Office by:
 - Relaying messages to guest rooms
 - Delivering packages to guests
 - Paging guests in the venue
 - Assisting arriving and departing guests
 - Facilitating the arrival and departure of groups
- Assisting Housekeeping by:
 - Fetching and carrying cleaning needs
 - Re-supplying housekeeping trolleys
 - Lifting and moving items
 - Helping with basic cleaning duties – such as vacuuming
- Providing support for the kitchen by:
 - Washing crockery, cutlery, pots and pans
 - Accepting deliveries into the kitchen
 - Storing stock
 - Undertaking basic food preparation activities – washing vegetables; peeling vegetables; cutting vegetables
 - Removing rubbish
 - Cleaning up spills
 - Scheduled cleaning of food preparation benches, equipment and utensils



- Supporting concierge/bell services by:
 - Transporting luggage to guest rooms
 - Collecting luggage from guest rooms
 - Storing and retrieving Luggage Room items
 - Providing information to guests
 - Opening car/vehicle doors for guests on arrival
 - Securing taxis/transport for guests and farewelling them on departure
- Working with Banquet department to:
 - Clean functions areas and ready them for use
 - Move tables and chairs into position
 - Assist with creating/establishing stages, dance floors, displays
 - Helping set tables
 - Fetching and carrying during the events
 - Assisting with end-of-service duties to 'take down' the function
- Helping room service staff by:
 - Setting up trays and trolleys to be used for room service
 - Obtaining food and or beverage items for service in rooms
 - Carrying/transporting items to guest rooms
 - Helping (under direction of dedicated room service staff) the service of room service food and beverages
 - Collecting used room service items from guest rooms/corridors
 - Cleaning/washing room service items
- Helping cellar staff by:
 - Assisting with deliveries into the cellar/stores areas
 - Moving and/or rotating stock
 - Delivering goods (food, beverages and non-food items [chemicals; stationery' linen]) to other departments
- Supporting cleaning staff by:
 - Spot cleaning as required
 - Fetching and carrying cleaning items and cleaning agents
 - Erecting safety signage
 - Working under direction of experienced cleaners to perform specified cleaning tasks.



Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

2.1 Provide photographs or a video which provides evidence (in a real or simulated environment) you have:

- Delivered assistance to food service staff
 - Delivered assistance to beverage service staff
 - Delivered assistance to 'other staff' in a food and beverage outlet/venue.
-

Summary

Provide support to staff

When providing support to staff:

- Adopt the view other staff are 'internal customers'
- Make sure you determine exactly what they want
- Ask questions to clarify requirements
- Try to anticipate needs and offer help without waiting to be asked
- Realise assistance may be needed by food service staff, beverage service staff and other members of staff across the entire venue
- Much assistance will require you to undertake 'fetching and carrying' work as well as general/basic cleaning activities
- Use your initiative
- Treat the need to assist others as a way of learning about the industry and a method of gaining extra skills which will help with promotion.

Element 3: Clean and tidy public areas

3.1 Identify public areas and equipment/items that may need to be cleaned

Introduction

In addition to food and beverage areas you may be required to clean and tidy 'public areas'.

This section defines 'public areas' and identifies areas and equipment which may require your attention.

'Public areas' defined

'Public areas' are areas of the venue generally open to members of the public, including guest of the establishment.

People do not necessarily need to purchase anything to be in these public areas, but they often do/will.

All 'public areas' are 'front-of-house' areas.

Examples of public areas

Public areas may include internal and external spaces, such as:

- Foyer, lobby and reception areas
- Shops in the venue
- Corridors and hallways
- Waiting areas
- Library
- Business centres
- Car parks
- Walkways and paths
- Gardens, lawns and fountains
- Displays and promotional materials
- Poolside areas
- Areas associated with sporting or recreational areas.



Examples of equipment and items to be cleaned in public areas

Equipment and items to be cleaned and tidied in public areas may include:

- Tables and chairs – including general furniture as contained in the various areas which may include desks, computer consoles, standard lamps, dressers, sofas
- Service counters
- Newspaper and magazine racks
- Musical instruments – which may be played from time-to-time or which may be a central display/feature of an area such as piano or harp
- Displays containing local and/or tourist information
- Doors – including lift/elevator doors, standard doors, automatic doors, revolving doors
- Windows – external facing windows, internal windows and glass on displays and other furniture items
- Plants and planters – as well as floral displays
- Walls and fittings (light switches, plaques, signage, controls) on them
- Telephones – including telephone areas/units and/or booths
- All floor surfaces
- Public toilets – and the vanity areas.



In addition to the above general list of areas and equipment and items there will nearly always be additional spaces and objects specific to individual premises.

3.2 Identify factors that may impact on the delivery of cleaning in public areas

Introduction

In the same way it is vital to identify and consider factors impacting on the delivery of cleaning to food and beverage service areas, so too is it necessary to take into account several factors when delivering cleaning to public areas.

This section identifies the factors to consider.

Factors to consider

When providing cleaning and tidying to public areas you must:

- Follow cleaning schedules developed by the venue – these will advise the times at which areas are to be cleaned. Many areas are cleaned at a specific scheduled time every day and other areas (especially high traffic areas around reception and front office) will be designated for continual monitoring with cleaning and tidying to be done as the need arises

- Avoid or minimise disruption to guests – this means the comfort of guests must take priority over scheduled cleaning. If guests are in a public area and the need to clean is not 'significant' use common sense and leave the cleaning to a later time. Never interrupt guests or ask them to move so you can clean/tidy. Guests must always take priority over cleaning. If you are unsure about whether you should clean and tidy where guests are present, standard practice is to offer to clean and tidy the area and if the guests refuse the offer, thank them and move away. You will then return at a later time when the guests have left, or notify other staff of the need to clean that area.



- Take into account expected trade – if you know guests or groups are expected to arrive at a certain time then the area should be checked and cleaned and tidied prior to this expected arrival time
- Never undertake any duties which place the safety of the guest in jeopardy – this means you must never use cleaning equipment or chemicals in such a way that poses a risk – or an unpleasant experience – to them from (for example) a tripping hazard viewpoint or as a result of them inhaling chemicals or the smell of chemicals
- Take into account the noise your activities may cause – if guests are present and you need to clean in their immediate area then try to ensure noise (from vacuum cleaners, cleaning activities) does not impact on them
- Make sure your activities reduce to the lowest possible level the restrictions on the free movement of guests – this means doing whatever you can to make sure guests have free access to all areas and facilities even while cleaning is being undertaken
- Use appropriate interpersonal skills – such as communicating appropriately with guests, asking permission to clean, thanking them for their permission or their response to your questions, responding to questions.

3.3 Apply cleaning and tidying techniques to identified cleaning needs in public areas

Introduction

The cleaning and tidying techniques identified in Element 1 are the same techniques which need to be applied when cleaning public areas.

This section identifies possible techniques for certain public areas.

Cleaning techniques for public areas

The following cleaning techniques are indicative of what you can expect to provide to the areas listed.

There will always be the potential for providing additional cleaning as the need (accidents, breakages, spills, marks, level of traffic and trade) dictate.

Foyers, lobbies and reception areas

Cleaning and tidying techniques you may need to use include:

- Spot cleaning – the ‘main’ or ‘full’ cleaning of (for example) walls and floors will be the responsibility of the full-time cleaners
- Vacuuming floors – to remove dirt, dust and to generally keep the area looking clean and presentable
- Sweeping – this may apply to the steps and areas immediate outside the lobby area where guests arrive in vehicles and enter the venue
- Mopping – involving wet and dry mopping of hard floor surfaces to maintain their appearance, clean up marks/spills and remove dust/dirt
- Removing litter – from the interior lobby areas and the immediate area outside the entrance. Tasks include picking up rubbish with your hands (discarded newspapers, litter, wrappers) and removing any debris from the external entry area
- Clearing tables – and other items of furniture (window ledges, service counters) of used/unwanted items such as glasses, cups and saucers, cutlery and the clearing and exchange of ash trays. Attention should also be paid to replacing coasters, book matches, advertising material and other items as required
- Assisting guests to move luggage which is posing a risk to other patrons.



Retail outlets

Many venues provide outlets where guest can make purchases of a variety of retail products and your responsibilities may involve servicing these shops in addition to cleaning and tidying other areas.

Cleaning and tidying of these locations may require:

- Removal of litter – from floors and other areas as well as emptying of bins
- Spot cleaning
- Sweeping
- Vacuuming
- Mopping
- Dealing with spills, accidents and breakages.



Outside areas

Tasks will depend on the external facilities provided by the venue with standard responsibilities including:

- Tidying of poolside areas – re-positioning pool chairs, lounges, tables and umbrellas which have been used or moved by guests
- Removal of venue towels which have been used by guests

- Clearing of glasses, bottles, crockery and cutlery which have been taken outside and used by guests
- Picking up litter, rubbish, used food or drink and other containers
- Rubbish and debris removal from car parks, walkways, footpaths and driveways
- Sweeping of the footpaths outside the venue
- Cleaning up spills and breakages
- Hosing areas to remove dirt, dust and debris
- Tidying sports areas (tennis courts, bowls links).

3.4 Identify equipment and items requiring maintenance and report to the appropriate person

Introduction

You were advised of the need to identify and report equipment and items requiring maintenance when servicing food and beverage service areas and the same requirement applies when servicing public areas.

This section reinforces previous information in this regard (as presented in section 1.5).

The need for constant awareness

All your cleaning and tidying activities must incorporate an awareness of the need to be alert to any items requiring maintenance, attention or servicing.

When cleaning and tidying public areas this is of special importance because of the high volume of guests who are in the area whose safety could be jeopardised by the presence of unsafe equipment or items.

Ways to detect equipment and items requiring attention

The use of your senses (your senses of sight, hearing and smell) are central to identifying things requiring attention.

You must be alert to:

- Items which *look* dangerous or unsafe – because (for example) they are physically damaged, are out-of-balance or leaning precariously or have some component of them posing a physical risk to members of the public
- Anything which *sounds* unusual – this can indicate equipment which is not operating properly and is about to – or has already – failed: for example, items of machinery or equipment which are making strange noises or creating sounds which indicate a problem
- The presence of *smells* which indicate a problem – such as the distinct odour of smoke, electrical smells caused by over-heated electrical appliances, or the smell of gas or chemicals.



Taking action

If you identify any of the above you must:

- Take action to fix what you can – if the 'fix' is obvious and it is safe to do so
- Report it.

If you cannot fix the problem, you should:

- Turn the item causing the problem off – or take other appropriate action depending on the cause and/or type of problem
- Stop using the item if it is unsafe – and prevent others/guests doing so: put a 'Do Not Use' or 'Out of Order' sign on it or remove it from the area
- Complete 'Report Fault' paperwork and submit to the appropriate person or department.



Reporting the problem

Report the situation verbally to:

- Your supervisor
- The manager
- The owner
- The Maintenance Department.

An internal, written 'Maintenance Report/Request' (or similar) may also have to be completed.



3.5 Identify unusual, suspicious or unruly behaviour and report to the appropriate person

Introduction

As you clean and tidy public areas there is always a need to be on the lookout to identify unacceptable or suspicious behaviour.

This section presents modified information based on what has already been presented in section 1.6 and adds several more very important aspects.

Behaviour or persons to be aware of

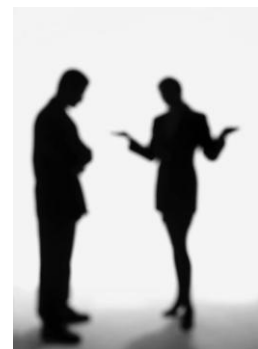
The following people are all cause for concern and should be reported to the appropriate person.

Note your job is simply to report the behaviour or person and not to take any further action such as asking the patron to modify their behaviour, asking questions of the person or attempting to remove the individual.

The key is to never put yourself in harm's way.

You should be alert to all/any of the following and report them when you identify them:

- People discovered in areas where they have no right/permission to be – for example:
 - A guest in a back-of-house area would be cause for concern
 - A guest in a front-of-house area when the area has not yet opened, or after it has closed
- Drunken and disorderly people – these do not have to be guests at or customers the venue as they may have come onto the premises in that condition after having been removed from another venue. There is also a need to keep an eye open for drunken guests who are returning to the property after becoming intoxicated elsewhere. While these people may be trying to make their way to their guest room to go to sleep, it is important to identify them if they remain in public areas as they may cause alarm and annoyance to others, or harm to themselves. They may also require assistance because they are confused, lost or disoriented. Drunken and disorderly people can be identified by many factors some of which include:
 - Loud voices
 - Swearing
 - Arguing
 - Fighting
 - Threatening others
 - Anti-social behaviour
 - Staggering
- Loiterers – anyone who 'hangs around' a venue with no real reason for being there is a loiterer. You may identify a possible loiterer as someone who:
 - Stays in the lobby or any other public area without making a purchase or without engaging with venue staff
 - Appears to take an unwarranted interest in what guests who are 'coming and going' are doing, and or in what staff are doing, where they are going and when they are doing things
 - Is found in an area and looks 'uncomfortable' when observed, or looks 'guilty' when spoken to (such as when you say even the most simple thing, for example "Good evening, Sir). They also pose a potential threat to legitimate guests, who they may be planning to assault or rob
- Barred customers – venues may 'bar' customers: this means they prohibit them from coming into/onto the premises. Barred customers may be banned for a day, a week, a longer period or permanently
- People are usually barred because of their unacceptable previous behaviour or for some other reasons (such as failing to pay an account). Any guest who has been barred – or placed on an in-house 'Black List' – must be reported to management as soon as they are noticed in the venue



- Unaccompanied minors – the presence of children who are alone (that is, not with a family of their parents) are a cause for concern. They should be reported to management so they can determine if they are lost or require some special assistance
- Known vagrants or other undesirables – a vagrant is someone who is homeless and/or someone who lives by begging. These people look alarming to most guests and are annoying when they solicit money or food or drinks. Undesirables include any person known to have engaged in activities not accepted by management – for example anyone who has been guilty of assault, fraud, crime in general or any anti-social activity
- Any people who are engaging in intimidating or other anti-social behaviour. There is a wide interpretation on what is anti-social behaviour and common sense should guide your judgement. If you find their behaviour disturbing it is likely to be unacceptable. Examples include fighting, swearing, using offensive language, harassment of any type, annoying others
- Anyone breaching house rules – this may include ‘dress’ rules.

A further word on security

You must be alert to any circumstances which give rise to security concerns.

Screening requirements

Any person who appears to be trying to avoid the screening processes of the venue as they enter, should be regarded as suspicious, and reported to Security staff or management.

It is also useful to identify anyone who appears nervous/sweating (for no apparent reason) when they enter or are in a public area.

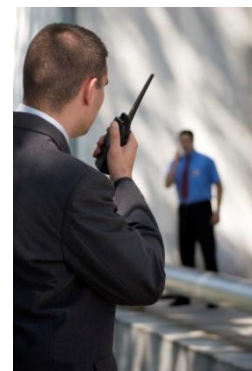
This anxiety may be caused by a totally innocent reason but it is best to check.

Unaccompanied items or luggage

A standard requirement for you when cleaning and tidying in public areas is to be aware of unaccompanied luggage or items.

Where you identify a package, item or luggage which looks suspicious or appears to be unaccompanied:

- Never touch it
- Notify management or security and report the situation
- Follow instructions from management or security – standard procedures for venues when they discover a suspicious unaccompanied item are contained in the Emergency management Plans for the venue and can include:
 - Informing the authorities
 - Moving people from away from the immediate vicinity
 - Turning off anything likely to trigger an explosion, such as cell phones.



Note: there is no definition of what is a suspicious package: many items that do not look suspicious have, in fact, had a device which has exploded.

This means it can be dangerous and misleading to try to define what a suspicious item/package or piece of luggage looks like.

Treat every suspicious package, item or bag with great care: follow the advice given above.

Make the decision quickly about whether or not a problem situation exists.

Usually, individuals do not want to contact authorities in case there is not a problem, and they think they will then look foolish – you must not think this. It really is a case of being ‘better safe than sorry’.

Reporting the behaviour

The following are keys in reporting unusual, suspicious or unruly behaviour:

- Never intervene, never get involved
 - Report it quickly – in person or by telephone/internal communication
 - Provide full details – such as:
 - Where it is
 - Number of people involved
 - What is happening
 - Why you are concerned.



3.6 Use appropriate interpersonal skills when cleaning and tidying to optimise guest experience

Introduction

The same interpersonal skills applied when cleaning and tidying food and beverage service areas must be used when cleaning and tidying public areas.

This section essentially duplicates information presented in section 1.7.

At all times when cleaning and tidying when guests/patrons are present there is a need to apply appropriate interpersonal skills.

In addition to the already stated need to cause minimum disruption to guests this section identifies several other necessary skills which must be applied.

Examples of appropriate interpersonal skills

The following are regarded by the industry as necessary when you interact with guests as part of your cleaning and tidying duties – they must be applied at all times, to all customers, as appropriate to the situation:

- Greeting guests – as they arrive
- Farewelling guests – as they leave the premises

- Providing comprehensive and accurate product and local knowledge – or:
 - Directing them to someone who can provide the required information – such as Reception staff or Concierge. The guest should be escorted to the relevant person, and introduced
 - Showing them to the local visitor information display
- Assisting guests – this should be done not only in response to direct requests for help but also by observing guests and anticipating their needs. Assistance may be provided in relation to:
 - Giving directions to local destinations and attractions
 - Helping them with luggage
 - Making bookings at the venue for guests such as dining rooms/restaurants, spa facilities, sports areas, accommodation
- Arranging for supplementary assistance from other staff to help the guests – this may be necessary when:
 - You do not know the answer to their question
 - The topic being discussed is outside your personal scope of authority to deal with
 - You are engaged in activity which prevents you providing the patron with the assistance they are seeking.



Why apply these skills?

It is important to apply appropriate interpersonal skills in order to:

- Meet guest expectations
- Respect the guests and demonstrate their value to the venue
- Demonstrate customer focus
- Encourage repeat business
- Enhance and optimise the guest experience at the venue.



Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 3.1 Identify a food and beverage venue with public areas and prepare a submission (which may include photographs or video) which details:
- The public areas at the venue which would require cleaning and tidying
 - The equipment and items in those public areas which would require cleaning and tidying
 - Factors staff should take into account when providing cleaning and tidying services to the identified public areas
 - List and describe the cleaning techniques to be applied to the identified areas and items.
-

Summary

Clean and tidy public areas

When cleaning and tidying public areas:

- Make sure you identify the areas and items to be cleaned and tidied
- Determine and factor in relevant factors which impact on the cleaning and tidying of public areas especially in terms of guest comfort and convenience
- Use appropriate techniques to clean and tidy areas and equipment and items
- Realise guests must take priority over cleaning and tidying
- Look for items, furniture and equipment which to be maintained/serviced while cleaning and tidying areas and items
- Use your senses to identify items requiring attention
- Take immediate action to address items requiring attention – never ignore them
- Look for suspicious, unusual or unruly guests while cleaning and tidying
- Report any guests who present a concern or a potential issue
- Be alert to anything indicating a security risk
- Apply appropriate interpersonal skills.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organized. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognize and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

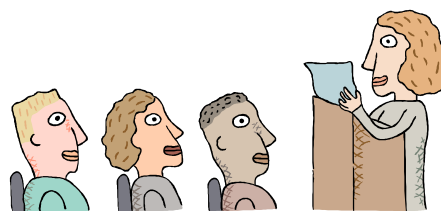
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

Andrews, S., 2006 (3rd reprint); *Hotel Housekeeping Training Manual*; Tata McGraw-Hill, New Delhi

Dukes, R., 2005 (7th edition); *Pool surfaces: problems and solutions*; Techlines, Indian Rocks Beach, Florida

Findley, M. & Formichelli, L., 2005; *The complete idiot's guide to cleaning*; Alpha Books, Indianapolis, In

Hayes, D.K. & Ninemeier, J., 2007 (2nd edition); *Hotel operations management*; Person/Prentice Hall, Upper Saddle River, NJ

Jones, T.J.A, 2007, (5th edition); *Professional management of Housekeeping Operations*; John Wiley and Sons, Hoboken, New Jersey

McKenzie, D., 2007; *Housekeeping: student learning guide - Certificate IV in Hospitality (supervision)*; Regency Publishing, Regency Park, South Australia

McKenzie, D., 2007; *Housekeeping: assessment guide - Certificate IV in Hospitality (supervision)*; Regency Publishing, Regency Park, South Australia

Stutts, A. & Wortman, J.F, 2006 (2nd edition); *Hotel and lodging management: an introduction*; John Wiley & Sons, Hoboken, NJ

Talwar, P, (edition), 2006; *Hotel and Hospitality Management: Housekeeping*; Isha Books, Delhi

Tamminen, T, 2005; *The ultimate guide to spas and hot tubs*; McGraw-Hill; New York: Maidenhead

Trainee evaluation sheet

Clean and tidy beverage and food service areas

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
AID** 