



Excellect 209 (PTY) LTD Trading as

NICORE

Training and Development

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PORTRAY A PROFESSIONAL IMAGE WITHIN A CLEANING TEAM

US 243191

NQF Level: 01

Credits: 4

COURSE OVERVIEW



PURPOSE OF THE UNIT STANDARD

Learners credited with this unit standard are able to work effectively in a cleaning team.

Qualifying learners are able to:

- Take accountability for his/her own cleaning tasks.
- Contribute to the achievement of the objectives of a cleaning team.
- Take pride in being a member of a cleaning team.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Take accountability for his/her own cleaning tasks.

ASSESSMENT CRITERIA

1. The reasons for taking accountability for his/her cleaning tasks is explained in terms of working effectively in a cleaning team, providing customer service and self development.
2. Instructions are carried out correctly to meet company requirements.
3. The reasons for communicating positively between members of a cleaning team is described and two examples are given that support a professional team image.
4. Accountability for all tasks given is taken to support the professional image of a team.

SPECIFIC OUTCOME 2

Understand the importance of contributing to the achievement of the objectives of a cleaning team.

ASSESSMENT CRITERIA

1. Objectives of a cleaning team are described and understood in terms of working effectively in a cleaning team and providing customer service.
2. His/her tasks are described in terms of their contribution to the achievement of the objectives of a cleaning team.
3. The importance of knowing the tasks of other members is explained in terms of their contribution to the achievement of the objectives of a cleaning team.
4. The importance of helping and supporting other team members is explained and two examples of help and support are given in terms of the contribution to the achievement of objectives of a cleaning team.
5. Effective teamwork is explained in terms of benefits to him/herself, the cleaning team and the cleaning company.
6. The importance of each team member working as part of a cleaning team is explained in terms of providing customer service.

SPECIFIC OUTCOME 3

Take pride in being a member of a cleaning team.

ASSESSMENT CRITERIA

Portray A Professional Image Within A Cleaning Team



1. Good timekeeping is kept when reporting for duty and after breaks, and the importance of good timekeeping is explained in terms of working effectively in a cleaning team.
2. Reasons for displaying a professional image are explained in terms of showing pride in the cleaning team.
3. Customer and company property are handled with care and respect and the importance of doing so is explained in terms of working effectively in a cleaning team.
4. Reasons for taking pride in his/her work and appearance are explained in terms of working effectively in a cleaning team, providing customer service and the image of the cleaning team and the company.