



Hospitality - Housekeeping

Front Office (Reception) Levels

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	APPRENTICESHIP	ADVANCED APPRENTICESHIP
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Overview

This qualification focuses on the role of the Housekeeping assistant and will equip staff with the underpinning skills & knowledge to make an effective contribution to the housekeeping team.

Who would benefit from this qualification?

This is aimed at people who are involved in the servicing and cleaning of a range of areas within the Hospitality and Care sectors. Also included in the qualification are units on Health & Safety and Customer Services.

Course Content

All the following mandatory units:

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Clean and service a range of areas
- Work using different chemicals and equipment

Plus 4 of the following units:

- Maintain housekeeping supplies
- Clean and protect floors
- Clean carpets and soft furnishings
- Provide a linen service
- Carry out periodic room servicing and deep cleaning
- Prepare, service and clear meeting and conference rooms
- Collect linen and make beds
- Clean windows from the inside
- Give customers a positive impression of yourself and your organisation

Entry Requirements:

There are no formal entry requirements for candidates undertaking this NVQ, however employers must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.

