



ASSISTANT HOUSEKEEPER

HSP/AssHkr/2/0015

Programme Name

Skills programme and Training Certificate in Assistant Housekeeper, NQF Level 2, SAQA ID HSP/AssHkr/2/0015, 40 Credits.

Programme Purpose

- Successful achievement of the HSP/AssHkr/2/0015 skills programme will enable the learner to effectively perform the duties of an assistant housekeeper within a hospitality environment.

Workplace Requirements

- Access to rooms.
- Access to housekeeping.
- Access to linen and also supplies.

Programme Description

Each person that will successfully achieve this programme will be able to:

- Learner to effectively perform the duties of an assistant housekeeper within a hospitality environment.
- Provide customers with appropriate information on the layout and services offered by the organisation and contribute towards the smooth running of the department.

Target group

- Suitable for Room attendant, Housekeeping supervisors and current Assistant housekeepers.
- Candidates are either non-employed or currently employed within a hospitality establishment.
- Non-employed candidates have the interest and acumen to work in the Accommodation Services arena.
- Employed candidates have the interest to further their skills and knowledge of Accommodation Services.

Entry Requirements

- It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1; minimum Standard 8, Grade 10.
- Candidates are required to complete a numeracy and literacy test.
- Candidates must have a successful outcome of their Skills Programme interview.

Programme Outcomes

On completion of this Skills Programme, the learner will be able to:

- Provide customers with appropriate information on the layout and services offered by the organisation, acting as a representative of the organisation and contribute towards the smooth running of the department and be able to work effectively with fellow workers.
- Maintain good personal health and hygiene when dealing with customers and understand how this enhances the image of the company and identify and respond to factors, faults or incidents, which increase the safety and security risks for staff and customers.
- Learners must be able to use relevant technology and understand how maintaining a high standard of security impacts positively on revenue for the business.
- Maintain customer care for internal and external customers and deal with complaints and incidents and interact verbally/ non-verbally with others in various contexts and situations for a variety of purposes.
- Use the telephone effectively and messages to others.
- Analyse their own strengths and weaknesses, set objectives for self-development and implement a development plan in order to achieve these objectives.
- Identify skills and areas of development appropriate to his/ her current and future position.
- Perform basic calculations, which include addition, multiplication, Subtraction, division, percentage, fractions and decimals.
- Learners must also be able to use the metric system accurately.
- Understand the importance of security, hygiene, cleanliness and organisational standards in order to maintain guest comfort and satisfaction.
- Provide a housekeeping service within a designated area of work.
- Maintain housekeeping supplies at the optimal level, within a safe and secure environment.

Structure of the programme

The Skills Programme in Assistant Housekeeper consists of:

- Classroom based learning
- On-the-job learning
- Assessment

Duration of the Programme

- Programme: 20 Days
- Training Days: 10 Days
- Assessment Days: 10 Days

Number of learners per class: Minimum 15

Programme Roll-Out:

Unit Standard Code	Unit standard Title	Level	Credits
7793	Describe layout, services and facilities of the organisation	2	1
11235	Maintain effective working relationships with other members of staff	3	1
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
7800	Maintain health, hygiene and a professional appearance	2	1
7789	Provide customer service	4	8
7790	Process incoming and outgoing telephone calls	3	3
7794	Communicate verbally	3	8
7812	Perform basic calculations	2	3
7821	Develop self within the job role	3	3
7636	Provide a housekeeping service within designated area of work	3	3
7638	Maintain housekeeping supplies	3	3
7657	Maintain a clean linen supply	3	3
Total Credits			40