



ROOM ATTENDANT

HSP/RmAttd/2/0012

Programme Name

Skills programme and Training Certificate in Room Attendant, NQF Level 2, SAQA ID HSP/RmAttd/2/0012, 21 Credits.

Programme Purpose

- The purpose of this programme is to equip learners with a variety of personal, organisational and vocational skills in order to clean bedrooms and toilet- and washroom areas

Workplace Requirements

- Access to guest accommodation.
- Access to equipment within guest accommodation.

Programme Description

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

- Each person who will successfully achieve this programme will be able to prepare beds and handle linen and bed coverings, service toilet- and washroom areas, clean floors and floor coverings while understanding the importance of hygiene, cleanliness and customer satisfaction, basing performance on this knowledge.
- The learner will also understand the importance of maintaining guest comfort and satisfaction when making beds as well as how to handle and store cleaning equipment and materials. The learner will understand the importance of maintaining equipment in good working order.

Target group

Suitable for room attendants who service guest accommodation.

- Candidates are either unemployed or currently employed within a hospitality establishment.
- Unemployed candidates who have the interest and acumen to work in the Accommodation Services arena.
- Employed candidates who 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:

- Prepare beds and handle linen and bed coverings
- Service toilet and bathroom areas
- Service guest bedroom areas
- Clean floors and floor coverings
- Handle and store cleaning equipment and materials

Structure of the programme

The Skills Programme in Room Attendant of:

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

Duration of the Programme

- Programme: 15 Days
- Training Days: 10 Days
- Assessment Days: 5 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 |
| 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 |
| 7602 | Prepare beds and handle linen and bed coverings | 2 | 2 |
| 7603 | Service toilet and bathroom areas | 2 | 2 |
| 7605 | Service guest bedroom areas | 2 | 1 |
| 7606 | Clean floors and floor coverings | 2 | 1 |
| 7608 | Handle and store cleaning equipment and materials | 2 | 1 |
| 7612 | Handle and dispose of waste | 2 | 1 |
| ADDITIONAL UNIT STANDARD | | | |
| 7789 | Provide Customer Service | 4 | 8 |
| Total Credits | | | 21 |

