



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The Skills Programme: Assistant Housekeeper is designed to enable delegates to effectively perform the duties of an assistant housekeeper within a hospitality environment, and provide customers with appropriate information on the layout and services offered by the organisation and assist in the smooth running of the department.

Target Audience

This skill programme is suitable for Room attendants, Housekeeping supervisors and current Assistant housekeepers, Non-employed candidates that have the interest in the Accommodations Services arena or employed candidate's that have interest to further their skills.

Entry Requirements

- A GEC certificate or equivalent at level 1.
- Must complete a numeracy and literacy test.
- A successful interview.

Additional Requirements

- You will need access to appropriate workplace activities in food service to complete the practical components of the programme.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Assistant Housekeeper

CATHSSETA Statement of Results

SP ID: HSP/AssHkr/2/0015

NQF Level: 2

Credits: 40

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Assistant Housekeeper, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the skills programme, you will be able to:

- Describe layout, services and facilities of an organisation.
- Maintain effective working relationships with other members of staff.
- Maintain a secure and safe working environment.
- Maintain health, hygiene and professional appearance.
- Provide customer service.
- Process Incoming and outgoing telephone calls.
- Communicate verbally.
- Perform basic calculations.
- Develop self within the job role.
- Provide a housekeeping service and maintain housekeeping and clean linen supplies.





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Course Content

SP: Assistant Housekeeper
Accreditation Body: CATHSSETA

SETA Skills Programme ID: HSP/AssHkr/2/0015
NQF Level: 2 | Credits: 40

Unit Standard 7793

- Describe Layout, Services and Facilities of an organisation

Unit Standard 11235

- Maintain effective working relationships with other members of staff

Unit Standard 7796

- Maintain a secure working environment

Unit Standard 7799

- Maintain a safe working environment

Unit Standard 7800

- Maintain health, hygiene and professional appearance

Unit Standard 7789

- Provide customer service

Unit Standard 7790

- Process Incoming and outgoing telephone calls

Unit Standard 7794

- Communicate verbally

Unit Standard 7812

- Perform basic calculations

Unit Standard 7821

- Develop self within the job role

Unit Standard 7636

- Provide a housekeeping service within designated area of work

Unit Standard 7638

- Maintain housekeeping supplies

Unit Standard 7657

- Maintain a clean linen supply

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya[®]
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
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