



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme, Room Attendant, at an NQF level 2, is an entry level programme for room attendants and housekeepers working in different types of accommodation establishments.

There is a strong focus on customer service and maintaining guest comfort and satisfaction. It covers hygiene, cleanliness and maintaining a safe working environment, an establishment's layout, services and facilities, maintaining personal appearance, cleaning and deep cleaning floors and soft floor surfaces, cleaning toilets and bathrooms and preparing beds and handling linen.

Target Audience

The skills programme is aimed at room attendants who service guest accommodation in the hospitality and tourism sector.

It is suitable for any individual who performs housekeeping functions such as bed making, cleaning rooms, sanitising and replacing linen.

Entry Requirements

- A GEC certificate or equivalent at level 1.
- Grade 10 Certificate.
- Complete a numeracy and literacy test and undergo a successful interview.

Additional Requirements

- Access to guest accommodation in the hospitality sector.
- Access to equipment within guest accommodation.
- Access to a workplace mentor.
- Access to a PC, software and the internet where online learning is applicable.

Hospitality & Tourism

Room Attendant

CATHSSETA Statement of Results

SP ID: HSP/RmAttD/2/0012

NQF Level: 2

Credits: 24

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, Room Attendant, 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 an organisation's layout, services and facilities.
- Maintain a secure and safe working environment.
- Maintain health, hygiene and professional appearance.
- Handle and store cleaning equipment and materials and dispose of waste.
- Clean floors and floor coverings.
- Deep clean floors and soft floor coverings.
- Prepare beds, handle linen and bed coverings and maintain guest comfort and satisfaction.
- Service guest bedroom areas and understand the importance of hygiene, cleanliness and organisational standards.
- Service toilet and bathroom areas.
- Provide customer service.





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Course Content

SP: Room Attendant

Accreditation Body: CATHSSETA

| SETA Skills Programme : HSP/RmAttd/2/0012

| NQF Level: 2 | Credits: 24

Unit Standard 7793

- Describe Layout, Services and Facilities of an Organisation

Unit Standard 7796

- Maintain a Secure Working Environment

Unit Standard 7799

- Maintain a Safe Working Environment

Unit Standard 7800

- Maintain Health, Hygiene and a Professional Appearance

Unit Standard 7602

- Prepare Beds and Handle Linen and Bed Coverings

Unit Standard 7603

- Service Toilet and Bathroom Areas

Unit Standard 7605

- Service Guest Bedroom Areas

Unit Standard 7606

- Clean Floors and Floor Coverings

Unit Standard 7608

- Handle and Store Cleaning Equipment and Materials

Unit Standard 7612

- Handle and Dispose Of Waste

Unit Standard 7613

- Deep Clean Floors and Soft Floor Coverings

Unit Standard 7789

- Provide Customer Service

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangqoba



Siyaya[®]
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

