

IVQs in Accommodation Operations and Services (7068)

Level 1 IVQ Certificate in Accommodation Operations and Services (7068-31) (500/5710/8)

Level 2 IVQ Diploma in Accommodation Operations and Services (7068-32) (500/5803/4)

Level 3 IVQ Advanced Diploma in Accommodation Operations and Services (7068-33) (500/5711/X)

Qualification handbook for centres



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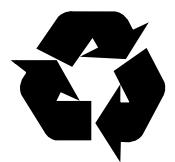
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Important notice

Following the accreditation of the IVQs in Accommodation Operations and Services (7068) on the National Qualifications Framework of England, Wales and Northern Ireland (NQF), some changes have been made to the qualification, at the request of the Office of the Qualifications and Examinations Regulator (Ofqual), the qualifications regulator in England.

These changes took effect on 1 June 2009 and are outlined on pages 05–06.

Note: the content of the qualifications has not changed following accreditation.

Changes to the qualification titles and numbers

The qualification titles and City & Guilds qualification numbers have changed as follows:

Certificate in Accommodation Operations and Services (7068-01)
changed to

Level 1 IVQ Certificate in Accommodation Operations and Services (7068-31)

Accreditation number: 500/5710/8

Diploma in Accommodation Operations and Services (7068-02)
changed to

Level 2 IVQ Diploma in Accommodation Operations and Services (7068-32)

Accreditation number: 500/5803/4

Advanced Diploma in Accommodation Operations and Services (7068-03)
changed to

Level 3 IVQ Advanced Diploma in Accommodation Operations and Services (7068-33)

Accreditation number: 500/5711/X

Changes to system set-up and registration

The new qualification set-up for the accredited IVQs in Accommodation Operations and Services is outlined below.

Candidates must be registered under this new set-up in order to ensure they receive an accredited certificate on successful completion of the qualification.

Level 1 IVQ Certificate in Accommodation Operations and Services (7068-31)

Accreditation number: 500/5710/8

- 301** K/502/2433 – Security at work in accommodation operations and services
- 302** M/502/2434 – Customer care in accommodation operations and services
- 303** T/502/2435 – Personal skills in accommodation operations and services
- 304** A/502/2436 – Safety at work in accommodation operations and services
- 305** F/502/2437 – Fire prevention in accommodation operations and services
- 306** J/502/2438 – Cleaning procedures
- 307** L/502/2439 – Organisation of cleaning
- 308** F/502/2440 – Design, decor and furnishing
- 309** J/502/2441 – Care of textiles

Theory examination (unchanged):

- 001** Accommodation Operations and Services Principles: Multiple-choice

Level 2 IVQ Diploma in Accommodation Operations and Services (7068-32)

Accreditation number: 500/5803/4

- 321** L/502/2442 – Security practices in accommodation operations and services
- 322** R/502/2443 – Customer care in accommodation operations and services
- 323** Y/502/2444 – Personal skills in accommodation operations and services
- 324** D/502/2445 – Safety at work in accommodation operations and services
- 325** H/502/2446 – Fire prevention in accommodation operations and services
- 326** K/502/2447 – Types of accommodation services
- 327** M/502/2448 – Planning and organising the housekeeping service
- 328** T/502/2449 – Principles of design, decor and furnishing
- 329** K/502/2450 – Control in the accommodation environment

Theory examination (unchanged):

- 011** Accommodation operations and services principles 2: Multiple-choice

Level 3 IVQ Advanced Diploma in Accommodation Operations and Services (7068-33)

Accreditation number: 500/5711/X

- 331 M/502/2451 – Security practices in accommodation operations and services
- 332 T/502/2452 – Customer care in accommodation operations and services
- 333 A/502/2453 – Personal skills in accommodation operations and services
- 334 F/502/2454 – Safety at work in accommodation operations and services
- 335 J/502/2455 – Fire prevention in accommodation operations and services
- 336 L/502/2456 – Range of accommodation services
- 337 R/502/2457 – Staffing the service in accommodation operations and services
- 338 Y/502/2458 – Quality control in accommodation operations and services
- 339 D/502/2459 – Financial control in accommodation operations and services
- 340 R/502/2460 – Design aspects of accommodation operations and services

Theory examination (unchanged):

- 021 Accommodation Operations and Services Principles

Registration for theory examination

Registration process for the theory examination has not changed.

Result submission for practical assessment

Practical results must be submitted for each individual unit.

Changes to unit titles

Changes to the unit titles are outlined in section '*Changes to system set-up and registration*'. The content of the units is unchanged.

Change to the grading

The grade 'Credit' has been changed to 'Merit'. All other grades are unchanged. The content of the units concerned is also unchanged.

Notification of Candidate Results (NCR) and Certificate of Unit Credit (CUC)

A Notification of Candidate Results (NCR) will be issued on completion of each assessment (theory or practical).

Certificates of Unit Credit (CUCs) are not available for the accredited IVQs in Hairdressing.

Final certificate will be issued on successful completion of the synoptic theory examination and the practical assessment for all units.

Availability of non-accredited version

The non-accredited version of the qualifications is available until 30 September 2009.

Learners for future theory examinations can only be registered under the accredited version.

Changes to the certificate layout

Certificates issued on completion of an accredited IVQ show the accredited title and the accreditation number for the qualification. The level in the accredited title refers to the NQF level the qualification is accredited at.

The certificate also lists all the units achieved, including the grade and the unit accreditation number.

The certificate carries the logos of the regulatory authorities in England, Wales and Northern Ireland indicating that the NQF accreditation only applies to these countries.

Levels of City & Guilds qualifications

All City & Guilds qualifications are part of an integrated progressive structure of awards arranged over eight levels, allowing people to progress from foundation to the highest level of professional competence. Senior awards, at levels 4 to 7, recognise outstanding achievement in industry, commerce and the public services. They offer a progressive vocational, rather than academic, route to professional qualifications. An indication of the different levels and their significance is given below.

NQF level#	City & Guilds qualifications/programmes	Other qualifications*
8	Fellowship (FCGI)	Doctorate
7	Membership (MCGI) Master Professional Diploma Level 5 vocational awards NVQ/SVQ Level 5	Master's Degree Postgraduate Diploma Postgraduate Certificate
6	Graduateship (GCGI) Associateship (ACGI)**	Bachelor's Degree Graduate Certificate and Diploma
5	Level 5 IVQ Advanced Technician Diploma Full Technological Diploma	Higher National Diplomas Foundation Degree Diplomas of Higher and Further Education
4	Licentiate'ship (LCGI) Higher Professional Diploma Level 4 vocational awards NVQ/SVQ Level 4	Certificate of Higher Education
3	Level 3 IVQ Advanced Diploma Level 3 IVQ Specialist Advanced Diploma*** Level 3 IVQ Technician Diploma Level 3 vocational awards NVQ/SVQ Level 3	A Level Scottish Higher Advanced National Certificate in Education BTEC National Certificate/Diploma
2	Level 2 IVQ Diploma Level 2 IVQ Specialist Diploma*** Level 2 IVQ Technician Certificate Level 2 vocational awards NVQ/SVQ Level 2	GCSE grades A*-C Scottish Intermediate 2/Credit 5 Grade BTEC First Certificate
1	Level 1 IVQ Certificate Level 1 vocational awards NVQ/SVQ Level 1	GCSE grades D-G Scottish Intermediate 1/General 5 Grade Scottish Access 1 and 2

National Qualifications Framework of England, Wales and Northern Ireland (NQF)

* Broad comparability in level

** Only graduates of the City & Guilds College, Imperial College of Science, Technology and Medicine, are awarded the Associateship (ACGI)

*** Part of a new qualification structure which is being introduced across the IVQ provision

IVQ International Vocational Qualifications

NVQ National Vocational Qualifications

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IVQ in Accommodation Operations and Services 7068

About City & Guilds

We provide assessment and certification services for schools and colleges, business and industry, trade associations and government agencies in more than 100 countries. We have over 120 years of experience in identifying training needs, developing assessment materials, carrying out assessments and training assessment staff. We award certificates to people who have shown they have mastered skills that are based on world-class standards set by industry. City & Guilds International provides a particular service to customers around the world who need high-quality assessments and certification.

Introduction to this programme

We have designed the Accommodation Operations and Services programme for those undergoing training or employed in this area of work. The programme aims to reflect the international nature of the knowledge and skills and activities needed for different countries or cultures.

We do not say the amount of time a candidate would need to carry out the programme, but we do provide advice on guided learning hours for each unit at each level (see below). The programme has three levels.

Certificate

The certificate (about 480 guided learning hours) provides a broad introduction to the theory and practical sides of accommodation operations and services for a front line worker.

Diploma

The diploma (about 480 guided learning hours) provides more practice involving a broader range of skills appropriate to a person who may also have some supervisory responsibilities.

Advanced Diploma

The advanced diploma (about 240 guided learning hours) takes these skills to the level appropriate to a person preparing for or working in first level management.

We stress that these figures are only a guideline. We award certificates for gaining and showing skills by whatever mode of study, and not for periods of time spent in study.

We provide certificates for all work-related areas at seven levels within our structure of awards shown in appendix B. This programme covers levels 1, 2 and 3.

Making entries for assessments

Candidates can only be entered for the assessments in this subject if the approved examination centres agree. Candidates must enter through an examination centre we have approved to carry out the assessments for 7068 Accommodation Operations and Services.

There are two ways of entering candidates for assessments.

Internal candidates

Candidates can enter for examinations if they are taking or have already finished a course at a school, college or similar training institution that has directed their preparation whether by going to a training centre, working with another institution, or by open learning methods.

External candidates

These are candidates who have not finished a programme as described above. The examination centres must receive their application for entry well before the date of the examination concerned. This allows them to act on any advice you give about assessment arrangements or any further preparation needed. External candidates must carry out practical assignments and projects if necessary, and they will need extra time and guidance to make sure that they meet all the requirements for this part of the assessment.

In this publication we use the term 'centre' to mean a school, college, place of work or other institution.

Resources

If you want to use this programme as the basis for a course, you must read this syllabus and make sure that you have the staff and equipment to carry out all parts of the programme. If there are no facilities for realistic practical work, we strongly recommend that you develop links with local industry to provide opportunities for hands-on experience.

Assessments

There are three levels of this award.

Certificate Diploma Advanced Diploma

We use a numbering system to allow entries to be made for our awards. The numbers used for this programme are as follows.

Award number

7068-01 Certificate in Accommodation Operations and Services
7068-02 Diploma in Accommodation Operations and Services
7068-03 Advanced Diploma in Accommodation Operations and Services

We use award numbers to describe the subject and level of the award.

Component numbers

001 Accommodation Operations and Services Principles 1
002 Accommodation Operations and Services Practice 1
011 Accommodation Operations and Services Principles 2
012 Accommodation Operations and Services Practice 2
021 Accommodation Operations and Services Principles 3
022 Accommodation Operations and Services Practice 3

We use these numbers throughout this syllabus. You must use these numbers correctly if you send forms to us.

Certificate in Accommodation Operations and Services

To carry out what is needed for the Certificate in Accommodation Operations and Services, candidates must be successful in the following assessments.

7068-01-001 Accommodation operations and services principles 1 (written multiple choice paper which lasts two hours)

[7068-01-002] Accommodation operations and services practice 1

(Total one written paper)

The practical assessments are carried out during the learning programme and should be finished by the date of the written examination so you can send all the results to us. (See appendix A.)

Diploma in Accommodation Operations and Services

To carry out what is needed for the Diploma in Accommodation Operations and Services, candidates must be successful in the following assessments.

7068-02-011 Accommodation operations and services principles 2 (written multiple choice paper which lasts two hours)

[7068-02-012] Accommodation operations and services practice 2

(Total one written paper)

The practical assessments are carried out during the learning programme and should be finished by the date of the written examination so you can send all the results to us. (See appendix A.)

Advanced Diploma in Accommodation Operations and Services

To carry out what is needed for the Advanced Diploma in Accommodation Operations and Services, candidates must be successful in the following assessments.

7068-03-021 Accommodation operations and services principles 3 (written paper which lasts three hours)

[7068-03-022] Accommodation operations and services practice 3

(Total one written paper)

The practical assessments are carried out during the learning programme and should be finished by the date of the written examination so you can send all the results to us. (See appendix A.)

We provide assessments in two ways.

a Fixed date

These are assessments that are carried out on dates and times we set. These assessments have no brackets around their numbers.

b Free date

These are assessments that are carried out at a college or other training establishment on a date or over a period that the college chooses. These assessments have brackets around their numbers.

In this programme the written assessments are fixed date. The practical assessments are free date.

You must carry out assessments according to our International Directory of Examinations and Assessments. If there are any differences between information in this publication and the current directory, the Directory has the most up-to-date information.

Results and certification

Everyone who enters for our certificates, diplomas, and advanced diplomas receives a 'Notification of Candidate Results' giving details of how they performed.

If candidates successfully finish any assessment within this programme (for example, any one of the examination papers) they will receive a certificate of unit credit towards the certificate or diploma for which they are aiming. We grade course work assessments as pass or fail. We grade written assessments on the basis of fail, pass, credit or distinction. The certificate of unit credit will not mention assessments that they do not enter, which they failed or from which they were absent.

Each certificate or diploma clearly states what candidates need for full certification at the relevant level, allowing schools, colleges and employers to see whether they have met the full requirements.

If candidates successfully finish all the requirements for a full certificate or a diploma, they will automatically receive the appropriate certificate.

We will send the 'Notification of Candidate Results', certificates of unit credit, certificates, diplomas and advanced diplomas to the examination centre to be awarded to successful candidates. It is your responsibility to give the candidates the certificates. If candidates have a question about the results and certificates, they must contact you. You may then contact us if necessary.

We will also send you a results list showing how all candidates performed.

How to offer this programme

To offer this programme you must get approval from us. There are two categories of approval.

Subject approval

We give approval to offer a teaching course based on this syllabus.

Examination centre approval

We give approval to enter candidates for examinations.

To be approved by us to offer a teaching course you must send us the application form.

To enter candidates for examinations you must be approved by us as an examination centre. For this programme it is possible to act as a registered examination centre only, and accept external candidates. Approved examination centres must provide suitable facilities for taking examinations, secure places to keep the examination papers and materials, and may have an appointed visiting verifier to review practical work.

After we have received and accepted an application, we will send an approval letter confirming this. You can then send entries in at any time using the International Directory of Examinations and Assessments for guidance.

Please note that in this section we have provided an overview of centre approval procedures. Please refer to the current issue of 'Delivering International Qualifications – Centre Guide' for full details of each aspect of these procedures.

Other information

Designing courses of study

Candidates for the various Accommodation Operations and Services awards will have come from different backgrounds and will have different employment and training experiences. We recommend the following:

- carry out an assessment of the candidates' achievements so you can see what learning they already have and decide the level of entry they will need; and
- consider what learning methods and places will best suit them.

When you assess a candidate's needs, you should design teaching programmes that consider:

- what, if any, previous education qualifications or training the candidate has, especially in the various general vocational education certificates we provide; and
- what, if any, previous practical experience the candidate has which is relevant to the aims of the programme and from which they may have learned the relevant skills and knowledge.

When you choose learning methods and places, you should consider the results of your assessments and whether the following are available.

- Open or distance learning material.
- Workplace learning that can be carried out on site or between you and a local workplace. This will allow the candidates access to specialised equipment and work experience.
- Working with other registered centres to share facilities.
- Opportunities for co-operative learning between candidates for different certificates who need to gain similar skills.

As long as the candidates meet the aims of this learning programme the structures of courses of study are up to you. So, it is possible to include extra topics that meet local needs.

You should avoid teaching theory alone. As far as possible the practical work should be closely related to work in the classroom so that candidates use their theory in a realistic work environment. You can use formal lectures in the classroom with appropriate exercises and demonstrations. Candidates should keep records of the practical work they do so they can refer to it at a later date.

We assume that you will include core skills, such as numeracy, communication, working with people, and organisation and planning throughout a teaching programme.

Presentation format of units

Practical competences

Each unit starts with a section on practical competences which shows the practical skills candidates must have.

At times we give more detail about important words in each 'competence statement'.

For example

'6.5 Identify sources of information for meeting legal requirements.

Sources: supervisor, manufacturers' instructions, company manual'

In the above statement the word 'sources' is given as a range which the candidate should be familiar with. Candidates should cover the complete range. When a range starts with the abbreviation 'eg' the candidates only need to cover some of the ranged areas or you can use suitable alternatives.

Knowledge requirements

Immediately after the section on practical competences the unit tells you what knowledge is needed for that area. The knowledge needed is closely linked to the practical competences, so it is best to teach the two together so that the candidate appreciates the topic more.

Practical activities

You should make sure all practical activities are supervised and instructors should make sure that the results reflect the candidate's own work. You must hold all the documents and material in a file (portfolio) for each candidate for eight weeks after the application for a certificate.

Entry levels

We consider the following programmes to be relevant preparation for this programme.

Successful completion of secondary schooling

Skills Certificate in Health and Safety (1100)
Certificate in Retailing (1121)
Numeracy (3750)

We also consider the following Pitman Qualifications awards as relevant alongside this programme.

Commercial Numeracy
Data Security and Safety
English for Speakers of Other Languages – higher intermediate level
Information and the Internet
Organising and Communicating Electronically
Keyboarding
Practical Data Processing
Spreadsheet Processing Techniques – essential level
Word Processing Techniques – essential level

Progression routes and recognition

We consider the following programmes to be relevant progression routes from this programme.

Diploma in Retailing (1121)
International Tourism (4865)
Food Preparation and Culinary Arts (7065)
Food and Beverage Service (7066)
Reception Operations and Services (7067)

Useful publications

We can provide a list of suggested text books covering specific areas of this programme. We may also have knowledge about other support materials. You should make sure that you have the latest information. We will automatically send updated lists to centres we have approved to offer this programme.

We offer the following publications as additional support materials to help you plan the delivery of International Vocational Qualifications:

Quality Handbook for Visiting Verifiers and Quality Inspectors

Guide to The Assessment Of Practical Skills in International Vocational Qualifications

Preparing Projects and Portfolios for International Vocational Qualifications.

Syllabus

IVQ in Accommodation Operations and Services 7068

Section numbers and titles

Certificate

01 Security at work

02 Customer care

03 Personal skills

04 Safety at work

05 Fire prevention

06 Cleaning procedures

07 Organisation of cleaning

08 Design, décor and furnishings

09 Care of textiles

Diploma

01 Security practices

02 Customer care

03 Personal skills

04 Safety at work

05 Fire prevention

06 Types of accommodation services

07 Planning and organising the housekeeping service

08 Principles of design, décor and furnishings

09 Control in the accommodation environment

Advanced Diploma

01 Security practices

02 Customer care

03 Personal skills

04 Safety at work

05 Fire prevention

06 Range of accommodation services

07 Staffing the service

08 Quality control

09 Financial control

10 Design aspects

01 Security at work

Practical competences

The candidate must be able to do the following:

- 1.1 Handle safely establishment key systems within responsibility.
- 1.2 Use appropriate security procedures with regard to guests' belongings.
- 1.3 Use appropriate security procedures with regard to equipment and materials.
- 1.4 Report security hazards and suspicious items to the appropriate authority.
- 1.5 Report incidents in accordance with establishment procedures.
- 1.6 Follow emergency procedures in accordance with establishment guidelines.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 1.1 Identify and describe the key systems within an organisation.
Keys: grand master, master, sub-master, floor master, section master
- 1.2 State the procedures for reporting lost and found property.
Reporting to: supervisor
Details of property: when found, where found, item description
Holding: length of time held, company policy, any legal implications
- 1.3 Explain the security procedures for equipment and materials.
Benefits: reduced theft, reduced costs, more efficient care of equipment and materials
- 1.4 Identify security hazards within the workplace.
Types: bomb threats, suspicious packages, broken items, missing items
- 1.5 State the procedures for reporting security incidents.
Minor incidents: supervisor
Major incidents: raise alarm
- 1.6 Outline the personal characteristics required of staff to deal with ongoing security.
Characteristics: vigilant, observant, attention to detail, honest

02 Customer care

Practical competences

The candidate must be able to do the following:

- 2.1 Deal with customers politely and promptly.
- 2.2 Establish customer requirements and deal with them promptly.
- 2.3 Communicate with customers appropriately on the telephone.
- 2.4 Deal with customers appropriately in face to face interaction.
- 2.5 Deal with difficult customers, including angry, boisterous, intoxicated and abusive customers, according to establishment guidelines.
- 2.6 Deal with customers with special needs appropriately.
- 2.7 Provide appropriate information and assistance to customers.
- 2.8 Refer customers to the appropriate contact where necessary.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 2.1 Identify the personal characteristics and social skills of staff required to perform successful customer care.
Characteristics: politeness, promptness, willingness to assist
- 2.2 Describe the kinds of situations requiring customer attention.
Situations: urgent, non-urgent, special requirements
- 2.3 Describe the benefits of a sound customer care policy.
Customers: satisfaction
Establishment: customer return, reputation, increased trade
- 2.4 Describe standard customer care procedures.
In-house: standard procedures, greeting guests, telephone procedure
Resources: information

03 Personal skills

Practical competences

The candidate must be able to do the following:

- 3.1 Present self positively and in accordance with establishment standards.
- 3.2 Use suitable health and hygiene practices.
- 3.3 Complete all tasks with a professional attitude.
- 3.4 Operate effectively and co-operatively in team situations.
- 3.5 Communicate clearly and effectively at all times.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 3.1 List the elements of good personal presentation.
Elements: clean clothes, clean footwear, appropriate use of cosmetics, clean and tidy hair, males to be clean shaven with beards and moustaches trimmed, routine care of hands and nails
- 3.2 Describe the appropriate health and hygiene practices.
Practices: balanced diet, sufficient sleep, relaxation, good use of leisure time, posture, deportment, clean body, face, teeth, hands and feet
- 3.3 Describe the importance of adopting a professional attitude.
Professional attitude: punctuality, patience, tact, self organisation, good humour, responding positively to instructions, criticisms and appraisals
- 3.4 Describe the likely effects of negative personal attitudes.
Customers: poor relations
Staff: low morale
- 3.5 Identify the basic elements of good team work.
Elements: communication, co-operation, organisation
- 3.6 Describe the importance of effective communication skills.
Verbal: speaking concisely, clarity, listening
Non-verbal: body language, attitude
- 3.7 State the role of staff in promoting good customer care.
Customers: increasing satisfaction, confidence
Establishment: image promotion, sales increase

04 Safety at work

Practical competences

The candidate must be able to do the following:

- 4.1 Wear appropriate protective clothing at all times.
- 4.2 Use only safe and fully maintained equipment.
- 4.3 Use equipment and cleaning chemicals safely.
- 4.4 Complete a basic safety hazard analysis.
- 4.5 Report safety hazards to the appropriate authority.
- 4.6 Operate and clean equipment safely and with reference to manufacturers' instructions as appropriate.
- 4.7 Store dangerous substances safely.
- 4.8 Carry out simple first aid procedures.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 4.1 State the benefits of wearing protective clothing.
Benefits: safety, protection, any legal requirements
- 4.2 Identify faults which would make equipment unsafe to use.
Electric damage: plugs, cables
Leaks: ill-fitting or damaged attachments
Noises: unusual
- 4.3 Describe the safety procedures for equipment and cleaning materials.
Signs: examples, display
Training: induction, use and care of equipment, handling substances
- 4.4 Identify the safety hazards within the workplace.
Surfaces: slippery, uneven, chipped, broken
Substances: chemicals, mixing
Obstructions: corridors, by doors
Electrical: supply, power points, appliances
- 4.5 Describe the reporting procedures for safety hazards.
Minor: procedures
Major: type, action, responsibility
In-house procedures: examples
- 4.6 Describe the care and storage of potentially dangerous substances.
Substances: cleaning chemicals
Storage: containers, labels, secure lids
Control: responsibilities, location, issues
- 4.7 Explain the basic first aid procedures.
Treatment: fracture, shock, electric shock, burns, poisoning, fainting
First aid box: contents, checks

- 4.8 Describe the procedures for reporting and recording accidents.

Procedures: reporting, recording

05 Fire prevention

Practical competences

The candidate must be able to do the following:

- 5.1 Take appropriate action on the discovery of a fire hazard.
- 5.2 Take appropriate action on the discovery of a fire.
- 5.3 Use fire fighting techniques and skills in accordance with training to deal with fire safely.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 5.1 Identify possible causes of fire.
 - Maintenance:** examples
 - Electrical:** spark, overloads
 - Human error:** cigarette
 - Cleaning:** substances, spillages
- 5.2 State the action to be taken on the discovery of a fire.
 - Reporting:** emergency services, internal responsibility, customs and staff
 - Evacuation:** procedures, assembly points, roll calls
- 5.3 Explain the appropriate methods of fire fighting.
 - Equipment:** operation, extinguishers, colour coding and uses, blankets
 - Types of fire:** appropriate actions
 - Ventilation:** causes, actions
- 5.4 Identify and describe fire detection equipment.
 - Detectors:** smoke, flame, heat, manual alarms
- 5.5 State the reporting procedures for fire hazards and fires.
 - Establishment:** procedures
 - Legal:** any legal requirements

06 Cleaning procedures

Practical competences

The candidate must be able to do the following:

- 6.1 Use the correct procedures in accordance with manufacturers' instructions when operating cleaning equipment.
- 6.2 Handle and use cleaning chemicals safely.
- 6.3 Wear appropriate protective clothing for all cleaning tasks.
- 6.4 Clean different floor coverings using appropriate methods and materials.
- 6.5 Clean ceilings and walls using appropriate methods and materials.
- 6.6 Clean sanitary fittings using appropriate methods and materials.
- 6.7 Clean furniture using appropriate methods and materials.
- 6.8 Clean bedrooms using appropriate methods and materials.
- 6.9 Clean public areas using appropriate methods and materials.
- 6.10 Clean function rooms using appropriate methods and materials.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 6.1 State the basic reasons for cleaning.
Reasons: appearance, customer expectations, extending life of surfaces/ furnishings
- 6.2 Identify the different types of spoilage.
Types: dust, dirt, graffiti, organic matter, bacteria
- 6.3 Explain the ways in which soiling occurs.
External: examples
Internal: examples
- 6.4 Describe the methods of controlling soiling.
Cleaning: schedules, examples
Restriction: movement people/equipment, dust control mats, soil retarding/resistant finishes
Control: pest, filtering, selection of finishes
- 6.5 Explain factors affecting the standard of cleanliness.
Surfaces: condition, type, use, staff numbers
Training: induction, ongoing
Equipment: types available
Procedures: in-house, schedules

- 6.6 List types of cleaning equipment.
Manual: cloths, mop, sweepers, wet mops, brushes, brooms, cleaning trolleys
Suction: cylinder, tub, upright
Rotary: floor maintenance – high/low speed
Shampooing: dry foam
- 6.7 List types of cleaning chemicals.
Detergents: examples
Solvent based: examples
Abrasives: examples
Polishes: vinegar, cream, wax, ammonia
Others: examples: caustic soda, sodium hypochlorite
- 6.8 Identify the cross contamination hazards.
Situations: using guest towels for cleaning, clean/soiled linen mix, one cloth for different tasks, personal hygiene factors, incorrect procedures, not cleaning mops/cloths
- 6.9 Describe types of surface finishes.
Hard floors: porous, semi-porous, non-porous
Floor coverings: woven, tufted, bonded
Walls and ceilings: paint, paper, fabric, plastics, wood, metal, tile, glass, stone, brick
Sanitary fittings: ceramic, enamel, stainless steel, plastic
Furniture: wood hard/soft, plywood, block board, chipboard, wicker, cane, metal, plastic, glass, upholstered
- 6.10 Describe cleaning methods for hard floors.
Dry: mop, sweeping, suction, clearing
Wet: damp mopping, scrubbing, buffing, spray cleaning
Polishing: solvent based polishes, water based polishes
- 6.11 Describe the cleaning methods for floor coverings.
Suction: examples
Shampoo: dry foam, wet shampoo, hot water extraction, bonnet buffing
Stain removal: examples
- 6.12 Describe the cleaning methods for ceilings and walls.
Dry: suction mop/sweep
Wet: damp wiping, wet sponge, mopping, squeegees (glass)
Preservatives: wax, cream, oil (unsealed wood)
- 6.13 Describe the cleaning methods for sanitary fittings.
Methods using: neutral detergents, alkali detergents, strong acid detergents
- 6.14 Describe the cleaning methods for furniture.
Dry: suction
Wet: damp wiping, washing
Polishing: oil polishes, paste waxes, liquid waxes, furniture creams (bottle, spray, aerosol)

- 6.15 Describe the cleaning procedures for bathrooms.
Procedures: sources of bacteria identified, safety measures, removal of soiled linen and rubbish, cleaning of bidet/bath/shower/wash hand basin, cleaning of toilet, renewal linen and guests' supplies, inspect area, cleaning floor, daily maintenance check and care of equipment
- 6.16 Describe the cleaning procedures for bedrooms.
Methods: block, single/orthodox
Prioritising: departure, stay-over, vacant room cleaning
Procedure: place trolley outside room, ventilate, remove rubbish, flush toilet, strip bed, remove all soiled linen, remake beds, leave dust to settle, clean bathroom, damp dust, check/replace guests' supplies, adjust ventilation, check all electric fittings, replace ash trays/waste bins, suction clean, check room appearance
In-house variances: explained
Safety: measures
Need for customer confidentiality: examples
- 6.17 Describe the cleaning procedures for public areas.
Considerations: constant traffic, importance of appearance, need for accessibility
Areas included: doorways, corridors, foyers, lifts, bars, lounges
- 6.18 Describe the cleaning procedures for function rooms.
Routine: periodic tasks
Furniture: arrangement affecting cleaning
Accessibility: times, examples
Servicing: examples

07 Organisation of cleaning

Practical competences

The candidate must be able to do the following:

- 7.1 Select appropriate cleaning procedures for a variety of situations.
- 7.2 Organise cleaning tasks effectively and efficiently.
- 7.3 Organise cleaning tasks according to type.
- 7.4 Process and complete appropriate documentation.
- 7.5 Monitor standards according to establishment requirements.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 7.1 State the factors that have an effect on cleaning schedules.
Factors: type of establishment, frequency of occupancy, change over, in-house policy, areas exposed to soiling
- 7.2 Explain the benefits of effective and efficient working methods.
Benefits: time saving, morale, job satisfaction, reduced fatigue, effective use of equipment, effective use of cleaning materials, staff deployment, training, customer satisfaction
- 7.3 State the factors affecting the allocation of duties.
Factors: other duties of staff, hours of work, experience of individual, type and size of areas/décor, furnishings of area, standard of previous cleaning
- 7.4 Explain the necessity for tasks to be designated.
Frequency: several times daily, daily, weekly, periodic
Reasons: hygiene, safety, effective use of resources, efficiency, customer satisfaction
- 7.5 Explain the documentation used in the organisation of cleaning.
Documents: task cards, work schedules, duty rôtas, arrivals/departure lists, cleaning specifications
- 7.6 Explain the need to monitor standards.
Factors: customer satisfaction, hygiene, safety, security, problem identification, appropriate work load identification, effectiveness of training and induction
- 7.7 List the other departments with which liaison is needed.
Departments: reception, maintenance, restaurant, portering, kitchen, conference/banqueting, finance, administration

08 Design, décor and furnishings

Practical competences

The candidate must be able to do the following:

- 8.1 Prepare a diagram of a basic room layout for a specific target market.
- 8.2 Prepare a diagram of a basic bedroom layout, suitable for a disabled guest.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 8.1 Identify the basic accommodation needs of customers.
Facilities: sleep, refreshment, sanitary, recreation, entertainment, special needs
Ambience: atmosphere
- 8.2 Explain the importance of room design and appearance.
Special features: examples
Facilities: ventilation, heating
Furnishings: fittings, furniture, soft furnishings, decorative objects
Colour: examples

09 Care of textiles

Practical competences

The candidate must be able to do the following:

- 9.1 Use appropriate control procedures when handling linen.
- 9.2 Handle linen hygienically.
- 9.3 Make beds in accordance with establishment standards.
- 9.4 Identify and remove stains appropriately.
- 9.5 Use appropriate washing processes for linen items.
- 9.6 Select suitable cleaning processes for soft furnishings.
- 9.7 Use appropriate ironing and finishing processes for linen items.
- 9.8 Select and organise appropriate storage facilities for textiles.
- 9.9 Complete a linen condition check and report results.
- 9.10 Report damaged textile items appropriately.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 9.1 Identify the linen items used in accommodation and restaurant areas.
Bedrooms: sheets, pillowcases
Restaurant: tablecloths, napkins
Types: cotton, synthetic
- 9.2 Explain the factors that determine the purchase of linen.
Factors: type, fabric, quality, cost, laundry, facilities for laundry, storage
- 9.3 State the different types of laundering services.
Types: on-premises, commercial, hire, combined options
- 9.4 Describe linen control systems.
Systems: requisition, topping-up, set amount, clean for dirty
- 9.5 Describe the operational requirements of a linen storage area.
Requirements: access, ease of cleaning, lighting, ventilation, security, surfaces, fire risks
- 9.6 State the basic rules for stain removal.
Rules: speed, identification, testing, strength of treatment, process, rinsing, drying

Assessment

Test specification for written paper Accommodation Operations and Services Principles 1 (7068-01-001)

This is a multiple choice written paper lasting two hours with 60 questions. Candidates must answer **all** questions.

Topic	Approximate % examination weighting
01 Security at work	10
02 Customer care	10
03 Personal skills	10
04 Safety at work	10
05 Fire prevention	10
06 Cleaning procedures	25
07 Organisation of cleaning	12
08 Design, décor and furnishings	05
09 Care of textiles	08

01 Security at work

Practical competences

The candidate must be able to do the following:

- 1.1 Handle safely establishment key systems within responsibility.
- 1.2 Use appropriate security procedures with regard to guests' belongings.
- 1.3 Use appropriate security procedures with regard to equipment and materials.
- 1.4 Report security hazards and suspicious items to the appropriate authority.
- 1.5 Report incidents in accordance with establishment procedures.
- 1.6 Follow emergency procedures in accordance with establishment guidelines.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

02 Customer care

Practical competences

The candidate must be able to do the following:

- 2.1 Deal with customers politely and promptly.
- 2.2 Establish customer requirements and deal with them promptly.
- 2.3 Communicate with customers appropriately on the telephone.
- 2.4 Deal with customers appropriately in face to face interaction.
- 2.5 Deal with difficult customers, including angry, boisterous, intoxicated and abusive customers, according to establishment guidelines.
- 2.6 Deal with customers with special needs appropriately.
- 2.7 Provide appropriate information and assistance to customers.
- 2.8 Refer customers to the appropriate contact where necessary.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

03 Personal skills

Practical competences

The candidate must be able to do the following:

- 3.1 Present self positively and in accordance with establishment standards.
- 3.2 Use suitable health and hygiene practices.
- 3.3 Complete all tasks with a professional attitude.
- 3.4 Operate effectively and co-operatively in team situations.
- 3.5 Communicate clearly and effectively at all times.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

04 Safety at work

Practical competences

The candidate must be able to do the following:

- 4.1 Wear appropriate protective clothing at all times.
- 4.2 Use only safe and fully maintained equipment.
- 4.3 Use equipment and cleaning chemicals safely.
- 4.4 Complete a basic safety hazard analysis.
- 4.5 Report safety hazards to the appropriate authority.
- 4.6 Operate and clean equipment safely and with reference to manufacturers' instructions as appropriate.
- 4.7 Store dangerous substances safely.
- 4.8 Carry out simple first aid procedures.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

05 Fire prevention

Practical competences

The candidate must be able to do the following:

- 5.1 Take appropriate action on the discovery of a fire hazard.
- 5.2 Take appropriate action on the discovery of a fire.
- 5.3 Use fire fighting techniques and skills in accordance with training to deal with fire safely.

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Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

06 Cleaning procedures

Practical competences

The candidate must be able to do the following:

- 6.1 Use the correct procedures in accordance with manufacturers' instructions when operating cleaning equipment.
- 6.2 Handle and use cleaning chemicals safely.
- 6.3 Wear appropriate protective clothing for all cleaning tasks.
- 6.4 Clean different floor coverings using appropriate methods and materials.
- 6.5 Clean ceilings and walls using appropriate methods and materials.
- 6.6 Clean sanitary fittings using appropriate methods and materials.
- 6.7 Clean furniture using appropriate methods and materials.
- 6.8 Clean bedrooms using appropriate methods and materials.
- 6.9 Clean public areas using appropriate methods and materials.
- 6.10 Clean function rooms using appropriate methods and materials.

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Instructor signature

Instructor name (please print)

Completion date

07 Organisation of cleaning

Practical competences

The candidate must be able to do the following:

- 7.1 Select appropriate cleaning procedures for a variety of situations.
- 7.2 Organise cleaning tasks effectively and efficiently.
- 7.3 Organise cleaning tasks according to type.
- 7.4 Process and complete appropriate documentation.
- 7.5 Monitor standards according to establishment requirements.

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Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

08 Design, décor and furnishings

Practical competences

The candidate must be able to do the following:

- 8.1 Prepare a diagram of a basic room layout for a specific target market.
- 8.2 Prepare a diagram of a basic bedroom layout, suitable for a disabled guest.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

09 Care of textiles

Practical competences

The candidate must be able to do the following:

- 9.1 Use appropriate control procedures when handling linen.
- 9.2 Handle linen hygienically.
- 9.3 Make beds in accordance with establishment standards.
- 9.4 Identify and remove stains appropriately.
- 9.5 Use appropriate washing processes for linen items.
- 9.6 Select suitable cleaning processes for soft furnishings.
- 9.7 Use appropriate ironing and finishing processes for linen items.
- 9.8 Select and organise appropriate storage facilities for textiles.
- 9.9 Complete a linen condition check and report results.
- 9.10 Report damaged textile items appropriately.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

Sections

Diploma

01 Security practices

02 Customer care

03 Personal skills

04 Safety at work

05 Fire prevention

06 Types of accommodation services.

07 Planning and organising the housekeeping service

08 Principles of design, décor and furnishings

09 Control in the accommodation environment

01 Security practices

Practical competences

The candidate must be able to do the following:

- 1.1 Organise the safe handling of key systems within the establishment.
- 1.2 Maintain appropriate security procedures when dealing with guests' belongings.
- 1.3 Use suitable security procedures when dealing with equipment and materials.
- 1.4 Use appropriate security procedures following the reporting of hazards/suspicious items.
- 1.5 Use effective emergency procedures when the need arises.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 1.1 Describe the responsibilities for key systems within the establishment.
Factors: control, crime prevention, customer/client reassurance
- 1.2 Explain the need for procedures for reporting lost/found property.
Factors: length of time held, procedures for valuable items, procedures for passports, disposal of items, maintenance and recording procedures
- 1.3 Explain the need for supervision of security practices with regard to equipment and materials.
Factors: crime prevention, misuse, hazard reduction, cost reduction
- 1.4 State the responsibilities for reporting security incidents.
Factors: major/minor incidents, raising alarm, evacuation procedures, follow-up procedures
- 1.5 List and describe the emergency procedures.
Factors: any legal implications, staff and guest co-operation and supervision, key personnel with responsibilities, documentation
- 1.6 Identify the personal characteristics necessary for handling security practices
Characteristics: vigilant, observant, attentive to detail, prompt action
- 1.7 Explain the need for customer confidentiality.
Factors: VIPs special considerations, documentation, valuables, servicing meetings, need for discretion

02 Customer care

Practical competences

The candidate must be able to do the following:

- 2.1 Employ a positive approach to customer service, including politeness, promptness, identification of customer requirements and taking remedial action.
- 2.2 Deal appropriately with customers in different situations, including, face to face, telephone and writing.
- 2.3 Deal with difficult customers, including angry, boisterous, intoxicated and abusive customers, according to establishment guidelines.
- 2.4 Deal appropriately with customers with special needs including physical, language and VIPs.
- 2.5 Provide assistance to customers including, information, physical help and referral.
- 2.6 Recognise limits of authority and refer situations appropriately.
- 2.7 Deal appropriately with customer requirements including urgent, non-urgent and special requirements.
- 2.8 Use written and in-house procedures of standard customer service.
- 2.9 Record customer service provision using records and written reports where appropriate.
- 2.10 Maintain confidentiality where appropriate.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 2.1 Identify the characteristics necessary for good customer service.
Characteristics: politeness, willingness to assist, prompt service, remedial action, identifying customer requirements, clean and secure environment
- 2.2 Identify the customer requirements of facilities.
Requirements: urgent, non-urgent, special requirements
- 2.3 Describe the benefits of good customer service practices.
Benefits: customer satisfaction, repeat sales, referred trade, improved reputation, increased business
- 2.4 State the referral facilities and procedures.
Facilities: line management, roles of specialists
Reception responsibilities for dealing with customers: examples
- 2.5 Explain the procedures for customer service.
Procedures: in-house, written

- 2.6 Describe the methods of recording customer service/customer feedback.
Methods: log, written reports
- 2.7 Describe the methods of responding to customer feedback.
Methods: oral, written, referral, urgent, non-urgent
- 2.8 Describe the follow-up procedures for customer feedback.
Procedures: acknowledge complaints, investigate cause, apologise, explain, rectify deficiency, record on file

03 Personal skills

Practical competences

The candidate must be able to do the following:

- 3.1 Practice appropriate personal presentation consistently.
- 3.2 Maintain good standards of personal hygiene and health.
- 3.3 Maintain professional attitudes consistently.
- 3.4 Demonstrate competence in the role of team leader.
- 3.5 Maintain effective communication skills.
- 3.6 Demonstrate good relationships with customers and colleagues.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 3.1 Explain the elements of good personal presentation.
Elements: appropriate clean clothing and footwear, routine care of clothing and footwear, use of make-up, neat and well groomed hair, routine care of hands and nails, clean shaven and/or beards and moustaches trimmed (male)
- 3.2 Describe good health and personal hygiene practices.
Factors: balanced diet, sufficient sleep and relaxation, sensible use of leisure time, good posture and deportment, daily cleaning of body, face, teeth, hands and feet
- 3.3 Describe the importance of adopting exemplary professional attitudes.
Factors: example to other staff, fairness, integrity, trustworthiness, honesty, respond positively to instructions and criticisms, respond positively to appraisals, punctuality and good attendance, being patient and tactful, well organised, good humoured, reprimanding subordinates appropriately and instigating appropriate discipline procedures
- 3.4 Explain the adverse effects of negative personal attitudes.
Effects: lack of team motivation, poor working relationships, poor customer relations, poor leadership, staff dissatisfaction
- 3.5 Explain the elements of good team work.
Elements: appropriate leadership, appropriate motivation, need for co-operation, organisation, communication
- 3.6 Describe the use of effective communication skills.
Skills: use of visual and verbal communication, written, body language

- 3.7 State the ways in which good housekeeping can contribute to the success of the establishment.

Factors: image of organisation, gaining customer confidence, achieving customer satisfaction, exceeding customer expectations where appropriate, maximising sales and revenue, job satisfaction and security, motivation of colleagues and subordinates, team leadership

04 Safety at work

Practical competences

The candidate must be able to do the following:

- 4.1 Wear appropriate protective clothing whenever necessary.
- 4.2 Ensure sufficient supplies of protective clothing are maintained.
- 4.3 Practice appropriate safety procedures when using equipment and dangerous substances, including cleaning equipment.
- 4.4 Undertake a safety hazard analysis at appropriate times.
- 4.5 Report safety hazards without delay.
- 4.6 Use manufacturers' instructions appropriately when using cleaning equipment.
- 4.7 Demonstrate basic first aid procedures.
- 4.8 Store dangerous substances appropriately.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 4.1 Describe the benefits of wearing protective clothing.
Benefits: safety, protection, any legal requirements
- 4.2 Explain the reasons for having adequate supplies of protective clothing.
Reasons: responsibilities, any legal aspects, health and safety of colleagues
- 4.3 Describe the possible consequences of not fully maintaining equipment.
Consequences: staff exposure to unnecessary risks, guest exposed to unnecessary risks, equipment out of commission, insufficient equipment available for use, difficulties of organising work, reduced standards of work
- 4.4 Explain the importance of safety hazard analysis.
Factors: risk and accident prevention, thinking positively about safety, employer encouraged to think about risks and take preventative measures
- 4.5 Describe the reporting procedures for safety hazards.
Minor: procedures
Major: types, actions, responsibilities
In-house: examples
- 4.6 State the main safety procedures as recommended by manufacturers.
Equipment: examples
Chemicals: any types used or handled

- 4.7 Describe the care and storage of any dangerous substances.
Substances: chemicals
Storage: location
Responsibilities: specific examples
- 4.8 Explain basic first aid procedures.
Factors: treatments, referral documentation, provision and maintenance of trained personnel, provision and maintenance of supplies

05 Fire prevention

Practical competences

The candidate must be able to do the following:

- 5.1 Identify fire hazards and take appropriate action.
- 5.2 Demonstrate good practice in accordance with fire prevention training.
- 5.3 Take appropriate action on discovery of a fire.
- 5.4 Demonstrate appropriate skills and techniques in fire training.
- 5.5 Inspect fire fighting equipment regularly and arrange for necessary maintenance.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 5.1 Describe the appropriate measures for fire prevention.
Measures and factors: security, flame resistant materials, flame retarding finishes, combustible rubbish, electric wiring, storage of flammable materials, fire guards, spontaneous combustion, fire resisting doors
- 5.2 Describe the fire detection and alarm systems.
Detectors: smoke, flame, heat
Alarms: manual, automatic
Testing: procedures
- 5.3 Describe the evacuation procedures for staff, guests and visitors.
Procedures: examples
- 5.4 Describe the appropriate methods of fire fighting.
Methods: types of fire and equipment to use
- 5.5 Explain the importance of fire drills and fire training.
Factors: staff awareness, guests' confidence, reduction in risk to guests and staff, dangers, limitations
- 5.6 Describe the procedures for the supply and maintenance of fire prevention and fire fighting equipment and supplies.
Factors: products, suppliers, selection of appropriate equipment, maintenance procedures, any legal requirements

06 Types of accommodation services

Practical competences

The candidate must be able to do the following:

- 6.1 Produce monitoring systems for a specific service.
- 6.2 Conduct monitoring and evaluation services.
- 6.3 Actively seek customer feedback.
- 6.4 Collate and analyse customer feedback.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 6.1 Describe characteristics of a range of accommodation services.
Tangible: guest care services, linen, laundry, valeting, beverage service, cleaning, maintenance, turndown service, guest supplies, special requests
Intangible: customer contact, variations depending upon establishment and company policy
- 6.2 Explain the need for planned service.
Factors: financial benefits, functional benefits, aesthetic benefits, human benefits, customer benefits
- 6.3 Describe the aims of accommodation services.
Maintenance: physical life of building, delay of deterioration and replacement, degree of flexibility
Cleaning: removal of soil, prevention of redeposition, extent of physical life of surfaces and finishes, prevention of cross infection, aesthetic appeal, maintain standards
Laundry: provision of suitable linen, uniforms, guest service
Other guest services: customer satisfaction, exceeding customer expectations, flexibility
- 6.4 Identify the resources required to provide the services.
Resources: manpower, materials, financial, time, management and control, use of computers
- 6.5 Explain the necessity for monitoring services.
Factors: effective, efficient, suitable, competitors, customers' perceptions, company policy

07 Planning and organising the housekeeping service

Practical competences

The candidate must be able to do the following:

- 7.1 Produce documentation for planning a cleaning service.
- 7.2 Participate in the recruitment and selection of employees.
- 7.3 Produce a programme for a basic training session.
- 7.4 Produce suitable materials for a basic training programme.
- 7.5 Prepare rosters for employees.
- 7.6 Record employee achievements and progress.
- 7.7 Demonstrate commitment to guest satisfaction.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 7.1 Explain good standards of practice in maintaining cleanliness.
Standards: users' requirements, users' activities, type of area, infection risk, type of establishment, available finance
- 7.2 Explain the need for and methods of planning the cleaning service.
Planning: analysis of the establishment and its users, establishment policy and standards required
- 7.3 List the documentation required for the organisation of an appropriate housekeeping provision.
Documentation: specification, task identification, frequencies, standard procedures, task analysis sheets/job breakdown, use of computers, work procedure
- 7.4 Describe the organisation of human resources for the housekeeping service.
Factors: job description, work schedules, recruitment and selection, interview structure, induction/orientation, training, rostering of employees, supervision techniques
- 7.5 Explain the benefits of motivational techniques relevant to the work of the housekeeping department.
Factors: recognition, appraisal, incentives, employee discipline
Benefits: employee morale, stability of workforce
- 7.6 State the reasons for maintaining an appropriate provision of equipment and materials.
Factors: sufficiency defined, appropriate equipment and materials for tasks, effective cost, well maintained
- 7.7 Describe the types of linen provision.
Types: linen hire, on-premises laundry, use of commercial laundry, combinations of types used

- 7.8 Describe the types and methods of linen service.
Services: control systems, processing, storage, distribution, laundry, dry cleaning, uniform control
- 7.9 Describe effective infection control and hygiene.
Factors: infection risk, infection cycle, cross infection, spread of infection, hygiene precautions, establishment policy

08 Principles of design, décor and furnishings

Practical competences

The candidate must be able to do the following:

- 8.1 Prepare a report evaluating guest bedroom design, décor and furnishings.
- 8.2 Prepare a report evaluating public area design, décor and furnishings.
- 8.3 Prepare a design, including sample board and sketch for an en suite guest bedroom.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 8.1 Explain the user requirements for the different kinds of accommodation.
Users: variety of customer groups, tourists, business, VIPs, staff visitors
Requirements: basic facilities and services, specialist facilities and services, appropriate environment and atmosphere
- 8.2 Explain the principles of design and décor.
Analysis requirements and provision: customer/user expectations, colour, pattern, texture, space, materials, furniture, fittings, lighting, heating, ventilation, accessories
- 8.3 State the factors to consider in evaluating the suitability of designs.
Factors: customer perceptions, expectations, corporate image, competitiveness, types of market, financial viability
- 8.4 Describe the factors affecting the purchase and selection of furniture and accessories.
Factors: cost, customer expectation, ease of maintenance and replacement, ease of cleaning, flexibility, co-ordination with existing designs
- 8.5 Describe briefly the procedures involved in redecorating.
Factors: evaluation, time constraints, budgetary, choice of décor, employee involvement, customer inconvenience, control procedures, safety hazards
- 8.6 Describe briefly the process of refurbishment.
Factors: evaluation, time constraints, budgetary, schedule of work, theme, design décor, furnishings, employee involvement, customer inconvenience, control procedures, sub-contractors, safety hazards

09 Control in the accommodation environment

Practical competences

The candidate must be able to do the following:

- 9.1 Compile standard procedure documentation.
- 9.2 Select appropriate equipment and materials.
- 9.3 Carry out appropriate equipment and material trials.
- 9.4 Maintain accurate financial records.
- 9.5 Demonstrate effective scheduling of staff.
- 9.6 Carry out stock inventory procedures.
- 9.7 Devise effective staff schedules.
- 9.8 Carry out room inspection programmes effectively.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 9.1 Identify the main areas of control.
Areas: staff, physical resources, expenses
Documentation: manual records, use of computers
- 9.2 Describe the control of staffing input.
Factors: maintenance, improvement of standards by specifications, induction, training, supervision, use of standard procedures
- 9.3 Describe the control of physical resources.
Equipment: selection/evaluation of appropriate trials, purchase/sources, maintenance, suitability for use, safety procedures, quantity, cost effectiveness, durability, stock control procedures, levels
Materials (including cleaning, linen, guest supplies): selection/evaluation of appropriate trials, purchase/sources, suitability of use, safety procedures, quantities, stock control procedures, inventory levels, cost effectiveness
- 9.4 Explain briefly the control of operating costs and expenses.
Factors: capital budget, operation budget, revenue statements, income statements, accurate stock keeping, identification of variances, monitoring usage rates, inventory costs, variances in relation to standard cleaning procedures, effective scheduling of staff, effective training and supervision
- 9.5 Describe and explain good practice in room inspection procedures.
Problem identification: standard cleaning procedures, areas requiring maintenance, areas requiring deep/periodic cleaning, areas requiring refurbishment, safety hazards, training deficiencies, relationship to guest satisfaction and staff motivation.

Assessment

Test specification for written paper Accommodation Operations and Services Principles 2 (7068-02-011)

This is a multiple choice written paper lasting two hours with 60 questions. Candidates must answer **all** questions.

Topic	Approximate % examination weighting
01 Security practices	08
02 Customer care	10
03 Personal skills	10
04 Safety at work	08
05 Fire prevention	08
06 Types of accommodation services	11
07 Planning and organising housekeeping	25
08 Principles, of design, décor and furnishings	08
09 Control in the accommodation environment	12

01 Security practices

Practical competences

The candidate must be able to do the following:

- 1.1 Organise the safe handling of key systems within the establishment.
- 1.2 Maintain appropriate security procedures when dealing with guests' belongings.
- 1.3 Use suitable security procedures when dealing with equipment and materials.
- 1.4 Use appropriate security procedures following the reporting of hazards/suspicious items.
- 1.5 Use effective emergency procedures when the need arises.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

02 Customer care

Practical competences

The candidate must be able to do the following:

- | | | |
|------|---|--------------------------|
| 2.1 | Employ a positive approach to customer service, including politeness, promptness, identification of customer requirements and taking remedial action. | <input type="checkbox"/> |
| 2.2 | Deal appropriately with customers in different situations, including, face to face, telephone and writing. | <input type="checkbox"/> |
| 2.3 | Deal with difficult customers, including angry, boisterous, intoxicated and abusive customers, according to establishment guidelines. | <input type="checkbox"/> |
| 2.4 | Deal appropriately with customers with special needs including physical, language and VIPs. | <input type="checkbox"/> |
| 2.5 | Provide assistance to customers including, information, physical help and referral. | <input type="checkbox"/> |
| 2.6 | Recognise limits of authority and refer situations appropriately. | <input type="checkbox"/> |
| 2.7 | Deal appropriately with customer requirements including urgent, non-urgent and special requirements. | <input type="checkbox"/> |
| 2.8 | Use written and in-house procedures of standard customer service. | <input type="checkbox"/> |
| 2.9 | Record customer service provision using records and written reports where appropriate. | <input type="checkbox"/> |
| 2.10 | Maintain confidentiality where appropriate. | <input type="checkbox"/> |

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

03 Personal skills

Practical competences

The candidate must be able to do the following:

- 3.1 Practice appropriate personal presentation consistently.
- 3.2 Maintain good standards of personal hygiene and health.
- 3.3 Maintain professional attitudes consistently.
- 3.4 Demonstrate competence in the role of team leader.
- 3.5 Maintain effective communication skills.
- 3.6 Demonstrate good relationships with customers and colleagues.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

04 Safety at work

Practical competences

The candidate must be able to do the following:

- 4.1 Wear appropriate protective clothing whenever necessary.
- 4.2 Ensure sufficient supplies of protective clothing are maintained.
- 4.3 Practice appropriate safety procedures when using equipment and dangerous substances, including cleaning equipment.
- 4.4 Undertake a safety hazard analysis at appropriate times.
- 4.5 Report safety hazards without delay.
- 4.6 Use manufacturers' instructions appropriately when using cleaning equipment.
- 4.7 Demonstrate basic first aid procedures.
- 4.8 Store dangerous substances appropriately.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

05 Fire prevention

Practical competences

The candidate must be able to do the following:

- 5.1 Identify fire hazards and take appropriate action.
- 5.2 Demonstrate good practice in accordance with fire prevention training.
- 5.3 Take appropriate action on discovery of a fire.
- 5.4 Demonstrate appropriate skills and techniques in fire training.
- 5.5 Inspect fire fighting equipment regularly and arrange for necessary maintenance.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

06 Types of accommodation services

Practical competences

The candidate must be able to do the following:

- 6.1 Produce monitoring systems for a specific service.
- 6.2 Conduct monitoring and evaluation services.
- 6.3 Actively seek customer feedback.
- 6.4 Collate and analyse customer feedback.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

07 Planning and organising the housekeeping service

Practical competences

The candidate must be able to do the following:

- 7.1 Produce documentation for planning a cleaning service.
- 7.2 Participate in the recruitment and selection of employees.
- 7.3 Produce a programme for a basic training session.
- 7.4 Produce suitable materials for a basic training programme.
- 7.5 Prepare rosters for employees.
- 7.6 Record employee achievements and progress.
- 7.7 Demonstrate commitment to guest satisfaction.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

08 Principles of design, décor and furnishings

Practical competences

The candidate must be able to do the following:

- 8.1 Prepare a report evaluating guest bedroom design, décor and furnishings.
- 8.2 Prepare a report evaluating public area design, décor and furnishings.
- 8.3 Prepare a design, including sample board and sketch for an en suite guest bedroom.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

09 Control in the accommodation environment

Practical competences

The candidate must be able to do the following:

- 9.1 Compile standard procedure documentation.
- 9.2 Select appropriate equipment and materials.
- 9.3 Carry out appropriate equipment and material trials.
- 9.4 Maintain accurate financial records.
- 9.5 Demonstrate effective scheduling of staff.
- 9.6 Carry out stock inventory procedures.
- 9.7 Devise effective staff schedules.
- 9.8 Carry out room inspection programmes effectively.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

Sections

Advanced diploma

01 Security practices

02 Customer care

03 Personal skills

04 Safety at work

05 Fire safety

06 Range of accommodation services

07 Staffing the service

08 Quality control

09 Financial control

10 Design aspects

01 Security practices

Practical competences

The candidate must be able to do the following:

- 1.1 Compile an appropriate asset audit for the accommodation department.
- 1.2 Prepare and evaluate appropriate security check lists.
- 1.3 Produce suitable plans to cover contingencies.
- 1.4 Plan and carry out staff training in security.
- 1.5 Update knowledge of security developments at all times.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 1.1 Explain the need for security provision throughout the workplace.
Areas: buildings, plant and equipment, stocks of consumables, stocks of non-consumables, furniture, fittings, capital investment, revenues generated by the business
- 1.2 Classify types of security threat.
Classification group 1: intrusion, attack, vandalism, theft, pilferage
Classification group 2: fire, physical damage, breakdown
Classification group 3: provision of below standard service
Classification group 4: bona fide guests, bona fide visitors, non-bona fide guests, non-bona fide visitors
- 1.3 Critically appraise the use of asset audits.
Factors: extent of audits, adoption of control and assurance strategies
- 1.4 Describe the main elements involved in control strategies.
Standard operating procedures: policy statements, establishment directives, record keeping, staff responsibilities, co-ordinating role
Areas: key control, lost property, stock control, linen handling, use of chemicals, guest loans, guest property submitted for safe-keeping, staff standards of performance
- 1.5 Describe the main elements involved in assurance strategies.
Elements: contingency programmes such as evacuation procedures, staff responsibilities, co-ordinating roles
- 1.6 Describe and explain the need for reporting procedures.
Procedures: examples
- 1.7 Describe the benefits of security awareness training for staff.
Benefits: examples

02 Customer care

Practical competences

The candidate must be able to do the following:

- 2.1 Produce customer profiles for the accommodation department.
- 2.2 Practice appropriate employee recognition.
- 2.3 Carry out informal evaluations of customer satisfaction.
- 2.4 Carry out formal evaluations of customer satisfaction.
- 2.5 Organise customer care staff training.
- 2.6 Demonstrate self development in customer care.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 2.1 Define the categories of customer characteristics.
Characteristics: socio-economic groups, sex, occupation, origins, country, region
Source of business generated: travel agents, tour operators, special promotions
Other factors: lead time for reservations, length of stay, time of stay – weekend/weekday, season of stay – spring/summer, average spend, method of payment, level of bad debt, level of customer satisfaction
- 2.2 Explain the benefits of using a customer service matrix to form customer care strategies.
Factors: degree of uncertainty/certainty, degree of standardisation
- 2.3 Describe the role of employee recognition in relation to customer care.
Formal: awards, publicity
Informal: praise, recognition, follow-up
- 2.4 Describe the factors and their value involved in appraising customer satisfaction.
Formal: surveys, focus groups
Informal: debriefing customer contact staff, talking to customers
- 2.5 Describe the factors and their value involved in the measurement of quality service.
Factors: reliability, responsiveness, competence, accessibility, courteousness, communication, credibility, safety, understanding, tangible aspects
- 2.6 Describe the benefits of customer care training for staff.
Benefits: examples

03 Personal skills

Practical competences

The candidate must be able to do the following:

- 3.1 Maintain appropriate personal presentation consistently.
- 3.2 Maintain appropriate health and safety practices.
- 3.3 Maintain an appropriate professional attitude.
- 3.4 Practice effective leadership in all appropriate areas of work.
- 3.5 Maintain effective communication skills.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 3.1 Explain the need to maintain appropriate levels of personal presentation.
Requirements: examples for other staff members, establishment policy, customer perception and expectations
- 3.2 Explain the need to maintain satisfactory personal health and hygiene practices.
Requirements: examples for other staff, establishment policy, customer perceptions and expectations
Personal benefits: well being, quality of work, quality of working environment
- 3.3 Describe the elements combined to produce a positive professional attitude.
Elements: consideration, respect, recognition, credit, involvement, availability, fair, equitable treatment, positive action on an individual basis
- 3.4 Describe the possible consequences of negative professional attitudes.
Consequences: direct effect on well being of staff, levels of performance, working environment, subordinate relationships, customer expectations and perceptions
- 3.5 Explain the importance and benefits of effective team management.
Work of management theorists: eg Maslow, McGregor, Blake and Marton, Venison, Likert
- 3.6 Describe the benefits of effective communication skills.
Factors: openness, upward distortion of information, personal characteristics, feedback, conflict, job retention and labour turnover
Areas: preparation and compilation of documents, interviews, presentations, reception systems, public relations, customer contact, introducing new systems and procedures

04 Safety at work

Practical competences

The candidate must be able to do the following:

- 4.1 Prepare reports identifying health and safety hazards.
- 4.2 Prepare reports detailing how risks will be minimised.
- 4.3 Organise safety training appropriately.
- 4.4 Update own knowledge and competence on safety matters.
- 4.5 Ensure reported safety hazards are dealt with appropriately.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 4.1 Describe the procedures for the use, handling, storage and transporting of articles and substances.
Factors: examples
- 4.2 Describe the procedures for the provision and maintenance of safe plant and systems.
Procedures: examples
- 4.3 List the information, training, instruction and supervision necessary to maintain establishment health and safety standards.
Information: examples
Training: examples
Instruction: examples, standard manuals, notices
Supervision: examples
Establishment practices: first aid training, any legal responsibilities and obligations
- 4.4 Explain the importance of ensuring working conditions are safe.
Factors: positive effect on employee morale, customer expectations and perceptions, legal implications
- 4.5 Describe the methods of recording safety procedures.
Methods: reports, establishment practices

05 Fire prevention

Practical competences

The candidate must be able to do the following:

- 5.1 Collate appropriate data for analysing fire hazards within the establishment.
- 5.2 Organise, conduct and evaluate training in fire safety.
- 5.3 Produce control procedures for flammable materials.
- 5.4 Appraise establishment areas continually for fire risk and produce appropriate reports.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 5.1 Describe the factors involved in analysing the hazards of the establishment and its contents.
Establishment and contents: main structure, internal layout, design, furniture, fittings
Additional purchases: selection procedures, hazards identified
Facilities: fire and smoke detectors, maintenance, smoke doors, alarms, alternative escape routes, exit signs, emergency lighting, extinguishers
- 5.2 Describe the control procedures relating to the storage of materials.
Storage: highly flammable items, no smoking areas, advisory bodies, documentation, issue, authority, key control
- 5.3 Explain the necessity for implementing procedures relating to fire prevention.
Factors: co-operation with maintenance department, inspection of high risk areas, inspection of stores, company policy on smoking, enforcement
- 5.4 Explain the necessity for implementing special procedures relating to fire prevention during renovation/redcoration.
Procedures: review flammability of materials chosen, storage of deliveries during this period, co-operation with contractors, inspection of contractors' work for fire risks, temporary disablement of detection systems
- 5.5 Explain the specific procedures covering fire detection, alarm and escape.
Detection: heat detectors, smoke detectors, observation
Alarm: building sirens and alarms, voice alarms, visual alarms, communication systems
Escape: emergency instructions, floor plans, exit lights, exit routes, use of video, instructions for guests, emergency lighting

- 5.6 Explain how special procedures can minimise fire hazards caused by building users.
Procedures: staff training and retraining, promotion of fire prevention, dealing appropriately with detection of fire hazards, dealing appropriately with fire, co-operation of all departments, effecting safest means of escape, fire fighting (establishment policy or instructions of appropriate advisory bodies)

06 Range of accommodation services

Practical competences

The candidate must be able to do the following:

- 6.1 Produce an appropriate report evaluating establishment services.
- 6.2 Collate and evaluate guest feedback.
- 6.3 Produce an appropriate report evaluating the implication of additional services to the establishment.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 6.1 Describe the factors used to evaluate the scope and characteristics of services.
Tangible: guest care services: cleaning – guest rooms/leisure areas/ conference areas, linen provision, valeting, guest supplies, guest loan/special request
Staff: uniform, relaxation areas
Intangible: customer contact, security, mood, atmosphere
- 6.2 Explain the requirements for and benefits of planning services.
Benefits: functional, financial, customer, aesthetic, staff, establishment, any legal responsibilities
- 6.3 Explain the benefits of evaluating the aims of accommodation services.
Maintenance: physical life of building, preventative maintenance, planned maintenance, degree of flexibility, and legal responsibilities
Cleaning: physical life of surfaces and finishes, prevention of cross infection, aesthetic appeal, any legal responsibilities
- 6.4 List and describe the resources required to provide accommodation services.
Constraints and establishment policies: manpower, materials, financial, time
- 6.5 Explain the necessity to follow procedures when monitoring services.
Factors: customer perceptions and expectations, provision of value added, effectiveness, efficiency, suitability, competitiveness, establishment policies and procedures, flexibility of response

07 Staffing the service

Practical competences

The candidate must be able to do the following:

- 7.1 Produce an appropriate operational plan.
- 7.2 Participate in the effective recruitment and selection of staff.
- 7.3 Participate in the appropriate induction of staff.
- 7.4 Produce an appropriate training needs analysis.
- 7.5 Plan appropriate training sessions effectively.
- 7.6 Participate in appraisal interviews.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 7.1 Explain how optimum staffing levels can be established.
Internal factors: work specifications, work measurement, frequencies, future plans
External factors: economic climate, labour market, competitors
- 7.2 Describe the procedures involved in effective operational planning.
Procedures: job design, job descriptions, work schedules, staffing budgets, duty rôtas
- 7.3 Describe appropriate recruitment and selection procedures.
Factors: evaluation of vacancy, sources of recruitment, selection, interview structure and techniques, assessment
- 7.4 Describe appropriate induction and training procedures.
Induction/primary areas: environment, colleagues, performance standards, customers
Induction/secondary areas: organisation, structure, policies
Training: systematic approach, identifying training needs, analysing training needs, establishing training objectives, devising training programmes, format of training sessions, instructional techniques, methods of training, training records, assessing the effectiveness of training, costs, training packages
- 7.5 Explain the benefits of providing appropriate staffing ratios.
Factors: a fixed rôta, a cyclical rôta, an alternative shift system
Effects upon: occupancy trends, enhanced payments, part-time employees

- 7.6 Describe the key responsibilities in the role of the supervisor.
Primary functions recognised: organisation of work, task planning, assist in directing tasks, co-ordination of resources, staff and resource control, evaluation of job performance
Support functions: training, discipline, motivational, customer care
- 7.7 Explain the use of incentive bonus schemes.
Types of scheme: variable incentive, measured day work, productivity agreements, piecework, points system, profit sharing
Problems arising: management of types of schemes, administration, monitoring standards
Reward schemes: lack of absence/sickness, consistent high quality performance standards, increasing sales, safety reduction in accidents
- 7.8 Explain the use of staff appraisal to enhance team development.
Factors: sources of information and feedback, assistance to increase current performance, identification of promotion potential, preparation for promotion, performance related salary, negotiated/agreed standards of performance, identification of priorities
- 7.9 Describe the promotion and provision of appropriate staff welfare.
Facilities: residents, non-residents, health and medical services, working conditions, health and safety, security, counselling and advice, social activities
- 7.10 Explain the extent of authority regarding the termination of employment.
Establishment policy: examples
Reasons for dismissal: unsuitability, disciplinary action
Redundancy: establishment policy
Other: unavoidable resignations, avoidable resignations
- 7.11 State how labour turnover is described and the consequences of high labour turnover.
Factors: charting length of service, survival graphs
Consequences: increased recruitment costs, induction costs, training, costs, demotivating staff, decrease in standards of performance
- 7.12 Describe the employment of direct labour and/or contract labour.
Procedures: tendering, monitoring

08 Quality control

Practical competences

The candidate must be able to do the following:

- 8.1 Produce stores quality control procedures in appropriate format.
- 8.2 Produce appropriate quality monitoring/auditing checklists.
- 8.3 Carry out quality monitoring/auditing procedures.
- 8.4 Produce a report justifying recommendations for productivity improvements for an appropriate area within accommodation services.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 8.1 Explain the necessity for the efficient provision of resources within the accommodation department.
Staff provision: examples, selection, evaluation, purchase, continuity of supply, updating
Equipment provision: examples, selection, evaluation, purchase, continuity of supply, updating
Materials provision: examples, selection, evaluation, purchase, continuity of supply, updating
- 8.2 Explain the necessity for an efficient and effective stores control system.
Factors: legal obligations, maintenance of standards, costs, organisational aspects, facilitates monitoring products, product evaluation, identification of losses, budgetary control
- 8.3 Describe the operation and benefits of stores issues systems.
Factors: new for old, topping up/imprest, requisition, constant/set amount, issue by vending (generally uniforms)
- 8.4 Identify the main factors affecting appropriate quality levels.
Factors: accommodation services, front office customer contact
Resources: staff, equipment, materials
- 8.5 Identify the factors affecting the customer expectations of quality.
Factors: suitability of product, price, perceived added value
- 8.6 Describe the processes for establishing the appropriate standards of quality within the department.
Process: establishment policy, analysis of guests' needs, work load, standard procedures, organisation of staff

- 8.7 Identify and explain the procedures required to control quality.
Procedures: measuring work quality/quantity, appropriate monitoring systems/checklists, bar codes, definition of appropriate standards, hazard analysis
- 8.8 Identify and describe the factors that may facilitate an improvement in productivity.
Factors: equipment issue, task sequencing, new technology, rewards schemes, job design/redesign, department information/monitoring information, forward planning, training for flexibility, motivation of staff

09 Financial control

Practical competences

The candidate must be able to do the following:

- 9.1 Compile appropriate operating budget documentation for a given period.
- 9.2 Compile appropriate documentation for controlling expenses.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 9.1 Explain the basic concepts of budgeting as applied to accommodation provision.
Types of budget: capital, operating
Planning: operating budget
Operating budget: as a control system
Revenue forecast: income statement, expenditure statements
- 9.2 Describe the budgetary process in relation to accommodation provision.
Factors: forecasting room sales for appropriate budget periods, forecasting expenditure/cost per room occupied, number of staff hours required, averaging costs of outside services as appropriate, operating supplies, linens (laundry if applicable), uniforms
- 9.3 Describe the benefits of following procedures for the control of expenses.
Procedures: accurate record keeping, effective rostering/scheduling of staff, appropriate training, efficient purchasing
- 9.4 Describe the basic concepts of the capital budget.
Concepts: high costs, long lifespan purchase
Examples: refurbishment, redecorating, additional facilities

10 Design aspects

Practical competences

The candidate must be able to do the following:

- 10.1 Present an evaluation, taking into account customer expectations, of a design for an accommodation area with specific reference to surface finishes, services, colour schemes, furniture, fittings and accessories.

Knowledge requirements

Instructors must ensure that candidates are able to:

- 10.1 Explain the basic principles of ergonomics in relation to accommodation services.
Principles: anthropometrics, kinetics, applied physiology, applied psychology
- 10.2 Identify the essential services for accommodation areas and describe their consideration in a design plan.
Services: heating, lighting, ventilation, drainage
- 10.3 Identify suitable surface finishes and describe their consideration in a design plan.
Surface finishes: wall, floor, ceiling, finishes, windows, sanitary fittings, furniture, furnishings, accessories
- 10.4 Describe the contribution an appropriate combination of elements can make to a strategic design.
Elements: customer expectations, space, heating, ventilation, materials, surfaces, textures, colours, patterns, signage, lighting, acoustics, odour
- 10.5 Explain and identify the intangible aspects of design and their importance.
Aspects: customer perceptions, mood of establishment, atmosphere of the establishment

Assessment

Test specification for written paper Accommodation Operations and Services Principles 3 (7068-03-022)

This is a written paper lasting three hours with 10 questions.
Candidates must answer **all** questions.

Topic	Approximate % examination weighting
	All questions carry equal weighting
01 Security practices	
02 Customer care	
03 Personal skills	
04 Safety at work	
05 Fire prevention	
06 Range of accommodation services	
07 Staffing the service	
08 Quality control	
09 Financial control	
10 Design aspects	

01 Security practices

Practical competences

The candidate must be able to do the following:

- 1.1 Compile an appropriate asset audit for the accommodation department.
- 1.2 Prepare and evaluate appropriate security check lists.
- 1.3 Produce suitable plans to cover contingencies.
- 1.4 Plan and carry out staff training in security.
- 1.5 Update knowledge of security developments at all times.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

02 Customer care

Practical competences

The candidate must be able to do the following:

- 2.1 Produce customer profiles for the accommodation department.
- 2.2 Practice appropriate employee recognition.
- 2.3 Carry out informal evaluations of customer satisfaction.
- 2.4 Carry out formal evaluations of customer satisfaction.
- 2.5 Organise customer care staff training.
- 2.6 Demonstrate self development in customer care.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

03 Personal skills

Practical competences

The candidate must be able to do the following:

- 3.1 Maintain appropriate personal presentation consistently.
- 3.2 Maintain appropriate health and safety practices.
- 3.3 Maintain an appropriate professional attitude.
- 3.4 Practice effective leadership in all appropriate areas of work.
- 3.5 Maintain effective communication skills.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

04 Safety at work

Practical competences

The candidate must be able to do the following:

- 4.1 Prepare reports identifying health and safety hazards.
- 4.2 Prepare reports detailing how risks will be minimised.
- 4.3 Organise safety training appropriately.
- 4.4 Update own knowledge and competence on safety matters.
- 4.5 Ensure reported safety hazards are dealt with appropriately.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

05 Fire prevention

Practical competences

The candidate must be able to do the following:

- 5.1 Collate appropriate data for analysing fire hazards within the establishment.
- 5.2 Organise, conduct and evaluate training in fire safety.
- 5.3 Produce control procedures for flammable materials.
- 5.4 Appraise establishment areas continually for fire risk and produce appropriate reports.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

06 Range of accommodation services

Practical competences

The candidate must be able to do the following:

- 6.1 Produce an appropriate report evaluating establishment services.
- 6.2 Collate and evaluate guest feedback.
- 6.3 Produce an appropriate report evaluating the implication of additional services to the establishment.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

07 Staffing the service

Practical competences

The candidate must be able to do the following:

- 7.1 Produce an appropriate operational plan.
- 7.2 Participate in the effective recruitment and selection of staff.
- 7.3 Participate in the appropriate induction of staff.
- 7.4 Produce an appropriate training needs analysis.
- 7.5 Plan appropriate training sessions effectively.
- 7.6 Participate in appraisal interviews.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

08 Quality control

Practical competences

The candidate must be able to do the following:

- 8.1 Produce stores quality control procedures in appropriate format.
- 8.2 Produce appropriate quality monitoring/auditing checklists.
- 8.3 Carry out quality monitoring/auditing procedures.
- 8.4 Produce a report justifying recommendations for productivity improvements for an appropriate area within accommodation services.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

09 Financial control

Practical competences

The candidate must be able to do the following:

- 9.1 Compile appropriate operating budget documentation for a given period.
- 9.2 Compile appropriate documentation for controlling expenses.

This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

10 Design aspects

Practical competences

The candidate must be able to do the following:

- 10.1 Present an evaluation, taking into account customer expectations, of a design for an accommodation area with specific reference to surface finishes, services, colour schemes, furniture, fittings and accessories.



This is to confirm that the candidate has successfully completed the above tasks:

Candidate signature

Candidate name (please print)

Instructor signature

Instructor name (please print)

Completion date

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Appendix A

Practical Assessments

Two assessment methods are used in the 7068 Accommodations Operations and Services programme – written questions and practical assessments.

Practical assessments

Each unit (assessment component) in this programme has one or more practical assessments that are taken from the practical components that make up the first part of each syllabus section. The competence checklists (tick boxes), given at the end of each unit, serve as the marking criteria for these assessments and should be used to record the outcome of each candidate's performance. Local custom and practice is allowed within the specifications of the 'range' supporting each practical competence statement. The results of the assessment must be documented and available for audit by the visiting verifier. ALL assessments must be successfully completed.

The assessments may be held at any time agreed by the instructor and the candidate so that each candidate has a personal record of his/her practical assessments.

The competence checklists in this publication are intended to be photocopied.

Preparation, supervision and marking

It is essential that the instructor ensures all necessary preparations are carried out. This will involve ensuring:

- the candidate is ready to demonstrate his or her practical skills
- every candidate understands what is involved
- any necessary equipment is available for the assessment.

Marking of the practical performance is determined on outcomes as defined by the practical competences. Each tick box will show either 'yes – the candidate achieved this' or 'no – the candidate did not achieve this'. The candidate must be successful in all competences included in the checklist before it can be 'signed off' and its results transferred to the summative record.

All assessments require supervision to ensure that the results reflect only the work of the individual candidate concerned. You must keep all assessment documentation and material in a file for each candidate until the results have been agreed by the visiting verifier and until confirmation of results has been received from City & Guilds.

Records, results and certification

When all the required practical assessments for a specific award have been achieved, then the result must be sent to City & Guilds. We suggest that you keep a record of each individual's achievements which may then be transferred to the entry forms. A model is given at the end of this section but you may use any form of record keeping that is convenient and accessible.

Results for practical assessments are entered onto Form S which must be countersigned by the visiting verifier and sent to us.

Candidates wishing to gain the full award (certificate, diploma or advanced diploma) must successfully complete all forms of assessment. We recommend that the practical results are sent at the time of, or shortly before, the date of the written examinations.

Visiting verifier

The operation of this programme requires the appointment of a visiting verifier. **The visiting verifier must countersign the results of the practical assessments on Form S.** The visiting verifier should also be able to inspect records and candidates' work to verify the results before submission.

Certificate in Accommodation Operations and Services Candidate assessment record

Candidate's name and number

Centre name and number

Assessment reference	Date completed	Instructor signature	Instructor name
002/01 Security at work			
002/02 Customer care			
002/03 Personal skills			
002/04 Safety at work			
002/05 Fire prevention			
002/06 Cleaning procedures			
002/07 Organisation of cleaning			
002/08 Design, décor and furnishings			
002/09 Care of textiles			

Diploma in Accommodation Operations and Services Candidate assessment record

Candidate's name and number

Centre name and number

Assessment reference	Date completed	Instructor signature	Instructor name
012/01 Security practices			
012/02 Customer care			
012/03 Personal skills			
012/04 Safety at work			
012/05 Fire prevention			
012/06 Types of accommodation services			
012/07 Planning and organising the housekeeping service			
012/08 Principles of design, décor and furnishings			
012/09 Control in the accommodation environment			

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