

Housekeeping level 2

Aim

The Housekeeping Level 2 qualification aims to expand on knowledge and skills of a room attendant, key maid or anyone in a similar role. It concentrates on communication skills within a team, Health and Safety requirements within different areas and customer service standards to be met.

Units:

8 units to be completed

Mandatory units

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Clean and service a range of areas
- Work using different chemicals and equipment

Optional units

Four units must be achieved from the following list.

- Maintain housekeeping supplies
- Clean and protect floors (CSSNTO)
- Clean carpets and soft furnishings (CSSNTO)
- Provide a linen service
- Carry out period room servicing and deep cleaning
- Prepare, service and clear meeting and conference rooms
- Collect linen and make beds
- Clean windows from the inside
- Give customers a positive impression of yourself and your organisation

Entry Requirements

There are no formal educational requirements for the Housekeeping level 2 qualification but all staff undertaking the qualification should have the opportunity and experience of working in a housekeeping environment.