

LEVEL 2 NVQ DIPLOMA IN HOUSEKEEPING

Aim

The City and Guilds Level 2 NVQ Diploma in Housekeeping 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.

Structure

To achieve the full qualification, learners must attain a minimum of 37 credits in total. This comprises of:

- All of the mandatory units (9 credits)
- The remaining 28 credits from Section A

<u>Level</u>	<u>Unit Title</u>	<u>Credit Value</u>
<i>Mandatory Units</i>		
1	101 – Maintain a safe, hygienic and secure working environment	3
1	104 – Work effectively as part of a hospitality team	3
2	264 – Cleaning and servicing a range of housekeeping areas	3
<i>Section A Optional Units</i>		
1	137 – Collect linen and make beds	3
1	138 – Clean windows from the inside	2
2	265 – Use of different chemicals and equipment in housekeeping	4
2	266 – Maintain housekeeping supplies	3
2	267 – Clean, maintain and protect hard floors (Asset Skills)	4
2	268 – Clean and maintain soft floors and furnishings (Asset Skills)	4
2	269 – Providing a linen service	3
2	270 – Carry out periodic room servicing and deep cleaning	3
2	201 – Give customers a positive impression of self and your organisation (ICS)	5
2	274 – Deal with customers across a language divide (ICS)	8
2	275 – Maintain customer service through effective handover (ICS)	4
2	666 – Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector	2
<u>Entry Requirements</u>		
<p>There are no formal educational requirements for the NVQ Housekeeping Level 2 qualification, but all staff undertaking the qualification should have the opportunity and experience of working in a housekeeping environment.</p>		