

## City & Guilds NVQ Diploma in Housekeeping Level 2



### In a nutshell

Apprentices working in hospitality can hone their customer service and housekeeping skills with this in-depth diploma.

### This course is for...

- ...apprentices working as a housekeeper, room attendant, chambermaid
- ...those wishing to work in the hospitality environment
- ...those looking to hone their customer service skills

### Course content

Apprentices must achieve a total of 37 credits, nine credits from mandatory group A and 28 credits from optional group B.

## Group A (mandatory)

Maintenance of a safe, hygienic and secure working environment  
Working effectively as part of a hospitality team  
Cleaning and servicing a range of housekeeping areas

## Group B (optional)

Give customers a positive impression of yourself and your organisation  
Deal with customers across a language divide  
Maintain customer service through effective handover  
Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector  
Collect linen and make beds  
Clean windows from the inside  
Use of different chemicals and equipment in housekeeping  
Maintain housekeeping supplies  
Clean, maintain and protect semi-hard and hard floors, soft floors and furnishings  
Providing a linen service  
Carry out periodic room servicing and deep cleaning

Learners will also study Essential Skills Wales (ESW) qualifications which are designed to help them develop and demonstrate the skills needed to make the most of their learning, work and life. Details are below:

## Application of Number Level 1

Understanding numerical data  
Carrying out calculations  
Interpreting results and presenting findings

## Communication Level 1

Speaking and listening  
Reading  
Writing

## Assessment

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.



# COURSE INFORMATION LEAFLET

## Entry Requirements

Learners will need to be employed in an appropriate role to study this diploma.

## Additional information

The course will usually take 78 weeks to complete. After successful completion, learners can go on to study NVQ Level 2 Front of House or Customer Service.

Apply online at [www.coleggwent.ac.uk](http://www.coleggwent.ac.uk)

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