

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.



COURSE INFORMATION LEAFLET

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.

Apply online at www.coleggwent.ac.uk

studentrecruitment@coleggwent.ac.uk | 01495 333777 (Croesawn alwadau yn Gymraeg)





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.