



The hospitality industry is fraught with competition - all of the services offered by a hospitality business can be duplicated from one location to another, from one country to another. Housekeeping can be a way to set a business apart from its competitors.

It establishes a service's reputation for cleanliness and quality. It is vital to have a strong housekeeping department for customers' health, safety and comfort.

In addition to the physical service that housekeeping provides, attitude, motivation and communications play an important role in ensuring a consistently high service.

Measuring and monitoring housekeeping standards is made easier when all staff have the same grounding and understanding of the value of their role and its importance in the complete service provided.

### **Qualification aim**

This is the hospitality industry's professional qualification for staff who prepare and service bedrooms or who clean, service and prepare public rooms within their own workplace.

### **Who is this qualification suitable for?**

All types of outlets, ranging from hotels, hostels, hospitals, care homes, other residential institutions, boarding schools, halls of residence, guest houses and bed and breakfast establishments. If learners are promoted within their job role they should consider either the Level 2 in Team Leading or the Level 3 Hospitality Supervision and Leadership Diploma.

### **What is involved?**

The Diploma is made up of mandatory units, which cover maintaining a safe, hygienic and secure working environment, teamwork, and cleaning and servicing a range of housekeeping areas in a hospitality environment. There's a wide range of optional units covering different hospitality areas, allowing learners to meet the needs of their own role.

They will be assessed in their workplace and so it is essential that their current role allows them to demonstrate housekeeping skills in practice.

### **Example units**

- 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

### **Qualification and progression**

This Diploma can form part of an Intermediate Hospitality Apprenticeship; check with your training provider at the point of registration if the learner is to be enrolled onto the Diploma only or an apprenticeship programme.