



Tertiary and Vocational Education Commission

National Competency Standards and Curriculum For Room Attendant NVQ Level 2

Course Synopsis

This course is designed to introduce students to basic competencies of a Room Attendant. It develops capabilities with regard to Communication Skills, Hygiene and Good Grooming, Cleaning and arranging a departure room, vacant room and an occupied room, Cleaning and Arranging Floor Corridors and Service Areas, Handling a Mini Bar and Refrigerators, Cleaning and Maintaining Public Areas.

Course Title	Course Duration
Room Attendant	3 Months
Objectives and Career Paths available following completion of the course	
<p>The objective of this course is to prepare students for work in the hospitality industry as room attendants. They will also be introduced to communication and other soft skills that will allow them to advance in the industry through different career paths.</p> <p>Students who follow this course will have basic understanding of the competencies of a Room Attendant and will be able to assist the industry through maximum support in this area.</p>	
Competencies / Modules to be covered	
<ul style="list-style-type: none"> a. Career Skills including English communication b. Hygiene and Good Grooming c. Structure of a hotel d. Cleaning and Arranging a departure room e. Cleaning and Arranging a vacant room f. Cleaning and Arranging a occupied room g. Cleaning and Arranging floor corridor and service area h. Handling a Mini Bar i. Cleaning and Maintaining public areas 	
Recommended Teaching Methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Module Title	Course Duration
Career Skills including English Communication	At least 60 hours in any 3 month course
<p>Objectives of the module</p> <p>This module is compulsory in all NVQ Level 2 courses. It develops oral communication skills in English and helps students to prioritize their work and develop routines that contribute to efficiency.</p>	
<p>Competencies to be covered</p> <p>a Understand and use simple expressions to communicate</p> <p>This subject provides the necessary communication skills so that students can introduce themselves and interact with others, and follow simple instructions while clarifying matters about which they have doubts</p> <p>b Read and write effectively</p> <p>This subject provides the necessary skills to read simple instructions and write brief notes</p> <p>c. Use English correctly</p> <p>This subject is not taught separately but is included in the development of the productive and receptive skills above, since awareness of the structure of the language is necessary for these The development of appropriate vocabulary is also targeted to deploy the above skills</p> <p>d. Develop the capacity to think and plan productively y</p> <p>This subject develops cognitive abilities and skills with regard to effective work, with strengthening planning capacity and ensuring prioritization</p> <p>e. Develop effective working capacity</p> <p>This subject develops the capacity to work effectively individually and in harmony with others through ensuring a sense of individual responsibility</p>	

Course Title	Course Duration
Hygiene and Good Grooming	20 hrs.
Objectives of the module	
Understanding of the importance and appeal of an attractive appearance, physical fitness and personal hygiene, and cultivating these	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Maintain personal hygiene through regular bathing, and keeping clean and neat hair and nails 2. Avoid body odor and maintaining oral hygiene 3. Wear a neat and clean uniform at all times 4. Use light, subtle, carefully applied makeup as required 5. Have clean and washed socks with polished shoes 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Course Title	Course Duration
Structure of a hotel	20 hrs.
Objectives of the module	
Introduces understanding of how to work in the hotel, the different tasks of different personnel, the need for clear reporting mechanisms and systems to ensure follow up	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Understand different departments of hotel and explain function of each section 2. Understand the career paths in different areas of hotel activity and the skills necessary for progress 3. Realize the importance of general understanding of the priorities of office colleagues 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Course Title	Course Duration
Cleaning and Arranging a departure room	40 hrs.
Objectives of the module	
Providing necessary skills related to cleaning and arranging a departure room.	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Identify the guest rooms to be cleaned for the shift 2. Restock linen room supplies 3. Check the housekeeping trolley prior to use. 4. Clean the floor in the guest rooms 5. Clean the kitchenette area, if applicable 6. Check operational readiness of all items and equipment in the room 7. Arrange the mini bar neatly 8. Refrain from removing guest belongings and valuables and hotel properties with garbage 9. Clean the glassware 10. Arrange the bed as per standard operation procedure. 11. Arrange guest services 12. Gives the guest a clean and sanitized bath room 13. Deodorize the bathroom 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Module Title	Course Duration
Cleaning and Arranging a vacant room	40 hrs.
Objectives of the Module	
Providing necessary skills in cleaning and arranging a vacant room	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Open night/heavy curtains neatly 2. Place bed coverlet 3. Make the bed according to the set standards without any folds 4. Making sure no lights are switched on 5. Check operational readiness of all items and equipment in the room 6. Arrange quality amenities and supplies neatly and presentably 7. Stock the mini bar 8. Clean the bath room fittings polishing the fixtures 9. Arrange the room neatly and free of odor 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Course Title	Course Duration
Cleaning and Arranging an occupied room	40 hrs.
Objectives of the module	
Providing necessary skills in cleaning and arranging a occupied room	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Enter the room without any inconvenience to the guest 2. Ensure safety of occupant and properties 3. Respect guest request as per standard operation procedure 4. Inform misuses and damages the desk immediately 5. Clean of guest room as per hotel standard/ standard operation procedure 6. Remove soil linen 7. Arranging bed as per standard operation procedure 8. Give the guest a clean and sanitized bath room 9. Deodorize the bathroom 10. Refill supplies and amenities 11. Keep an update on optimum satisfaction of guest 12. Have a spotlessly cleaned and odor free room and floor 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Module Title	Course Duration
Cleaning and Arranging floor corridor and service area	55 hrs.
Objectives of the module	
Providing necessary skills in cleaning and arranging floor corridor and service area	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Clean the guest elevator 2. Clean the floor and a well maintained elevator 3. Clean ash plates 4. Have no dust / no finger marks 5. Hand over items found immediately to the housekeeping desk 6. Clean of the garbage area 7. Check the cleanliness of equipment 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Module Title	Course Duration
Handling a Mini Bar	15 hrs
Objectives of the module	
Providing necessary skills in handling a Mini bar	
Competencies to be covered	
<ol style="list-style-type: none"> 1. Keep the fridge neat, defrosting as needed, having ice trays filled with filtered water, checking seals of all items 2. Make sure all items with hotel identity 3. Bill for all consumed items according to the standard operation procedure 4. Inform for consumption, spoilages, damages and mal practices as per standard operation procedure 5. Keep the items in order labels facing the customer 6. Keep all bottles wipe and clean 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.

Module Title	Course Duration
Cleaning and Maintaining Public Areas	70 hrs.
<p>Objectives of the module</p> <p>Providing necessary skills in cleaning and maintaining public area</p>	
<p>Competencies to be covered</p> <ol style="list-style-type: none"> 1. Clean wooden surfaces 2. Clean glass surfaces 3. Clean painted surfaces 4. Clean fiber glass surfaces 5. Clean flexi glass Surfaces 6. Clean coated aluminum surfaces 7. Clean metal surfaces 8. Clean stone floor 9. Clean granite surfaces 10. Clean terrazzo surfaces 11. Clean marble surfaces 12. Clean resilient floors 13. Clean tile surfaces 14. Clean surfaces of carpets 15. Clean cement floor 16. Clean wall paper 17. Clean mirror surfaces 18. Clean terra cotta surfaces 	
Recommended teaching methods :	e. g.: role plays, simulations, technical projects, experiments, case studies, student presentations, panel discussions, educational games etc.