ROOM ATTENDANT

Competency Standards Code : H55S002
Source : National Competency Standard

National Certificate at NVQ Levels in the occupation of

ROOM ATTENDANT

will be awarded to those who are competent in

NVQ Level 2 - units 2+4 (H55S002QI L2)
NVQ Level 3 - units 1+2+4 (H55S002Q2 L3)
NVQ Level 3 - units 1+2+3+4 (H55S002Q3 L3)
NVQ Level 3 - units 1+2+3+4+5 (H55S002Q4 L3)



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Unit of Competency	Elements	Module Number & Module	Tasks Number & Task
		M-01 Introduction to House keeping	
1. Clean and arrange a departure room (H55S002U01)	l. Check mini bar and inform for billing 2. Check for any damage / losses to property / left behind property 3. Inform room service division for clearance 4. Air the accommodation unit 5. Check for any maintenance defects 6. Remove garbage and empty ash tray 7. Remove soiled linen 8. Check and dust all surfaces 9. Make the bed 10.Replace guest amenities/supplies 11 Clean bath room and replace bath room linen and amenities 12.Clean the floor according to the surface 13.Arrange curtains 14.Make final glance	**M-02** Clean and Arrange a Departure Room	A-01 Enter room A-02 Draw curtains A-03 Check mini bar for billing A-04 Inform misuses and damages of hotel property A-05 Check left behind property A-06 Clean Mini bar A-07 Remove Garbage A-08 Inform defects A-09 Inform clearance A-10 Strip Soil linen A-11 Make bed A-12 Clean window & balcony A-13 Remove Dust A-14 Arrange guest amenities A-15 Clean bathroom A-16 Arrange amenities & supplies of bath room A-17 Clean floor A-18 Make a final glance
2. Clean and arrange a vacant room (H55S002U02)	1. Check for functionality of the room and bath room 2. Check the room for cleanliness and pests 3. Check for guest amenities and supplies 4. Make a final glance	**M-03** Clean and Arrange a Vacant Room	B-01 Replace the turn down B-02 Check for maintenance in vacant room B-03 Check for guest amenities & supplies B-04 Ensure mini bar in order B-05 Check bathroom B-06 Check for cleanliness and pests

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Unit of Competency	Elements	Module Number & Module	Tasks Number & Task
3. Clean and arrange an occupied room (H55S002U03)	1. Check mini bar and inform for billing 2. Check for any damage/losses to property 3. Inform room service division for food and beverages clearance 4. Air the accommodation unit 5. Check for any maintenance 6. Remove garbage and empty ash trays 7. Remove soiedl linen 8. Check and dust all surfaces 9. Make the bed 10.Replace guest amenities/supplies 11.Clean bath room and replace bath room linen and amenities 12.Clean the floor according to the surface 13.Arrange curtains 14.Make final glance	**M-04** Clean and arrange an occupied room	C-01 Seek permission to enter room C-02 Ensure safety of occupant & property C-03 Arrange curtains C-04 Inform guest valuable to the desk C-05 Inform misuses and damages the desk C-06 Inform laundry/room service C-07 Inform for urgent maintenance C-08 Check garbage for guest properties / valuables C-09 Remove soil linen C-10 Arrange bed C-11 Arrange bath room C-12 Replenish supplies and amenities C-13 Follow up maintenance work C-14 Clean room & floor
4. Clean and arrange floor, corridor & service area (H55S002U04)	1 Clean the guest service area 2. Stack the trolley accordingly 3. Separate soiled linen 4. Check linen par of the floor 5. Clean equipment 6. Replace cleaning agents 7. Clean and check service area 8. Check/dispose garbage 9. Replace fresh linen and maintain par levels	**M-05** Clean and Arrange Floor Corridor & Service Area	D-01 Clean guest elevator D-02 Check for maintenance corridor/ service area D-03 Clean ash stands D-04 Polish ash stand D-05 Inform guest property D-06 Clean service elevator landing & floor D-07 Clear garbage D-08 Clean equipment D-09 Check equipment for working condition D-10 Maintain floor par levels D-11 Maintain linen stocks D-12 Stack the trolley D-13 Ensure safety of floor closet

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Unit of Competency	Elements	Module Number & Module	Tasks Number & Task
5. Handle mini bar (H55S002U05)	1. Check stock levels 2. Check for damages/ expiry dates 3. Fill up mini bar trolley 4. Check bill and replace consumption 5. Order and collect consumed items	**M-06** Handle Mini bar	E-01 Check mini bar
			E-02 Bill mini bar
			E-03 Inform relevant departments
			E-04 Replenish mini bar
			E-05 Check for damages/ expire dates
			E-06 Check stock levels
6. Clean and Maintain Public Areas	1. Clean and maintain surface area 2. Clean and maintain floor area	**M-07** Clean and Maintain Public Areas	F-01 Clean and Maintain Perspex Surfaces
			F-02 Clean and Maintain Wooden Surfaces
			F-03 Clean and Maintain Glass Surfaces
			F-04 Clean and Maintain Painted Surfaces
			F-05 Clean and Maintain Gypsum Surfaces
			F-06 Clean and Maintain Fiber Glass Surfaces
			F-07 Clean and Maintain Flexi Glass Surfaces
			F-08 Clean and Maintain Coated AluminiumSurfaces
			F-09 Clean and Maintain Metal Surfaces
			F-10 Clean and Maintain Stone floor
			F-11 Clean and Maintain Granite Surfaces
			F-12 Clean and Maintain Terrazzo Surfaces
			F-13 Clean and Maintain Marble Surfaces
			F-14 Clean and Maintain Resilient floors
			F-15 Clean and Maintain Tile Surfaces
			F-16 Clean and Maintain Surfaces of Carpets
			F-17 Clean and Maintain Cement Floor
			F-18 Clean and Maintain Wall Paper
			F-19 Clean and Maintain Material
			F-20 Clean and Maintain Mirror Surfaces
			F-21 Clean and Maintain terra cotta Surfaces

1. Clean and arrange a departure room (H55S002U01)

1.1 Pest control methods
1.2 Organizational procedures
1.3 Hotel products
1.4 Occupational health & safety
1.5 Health & fire safety standards
1.6 Bed making principles
1.7 Emergency procedure

2. Clean and arrange a vacant room (H55S002U02)

2.1 Pest control methods
2.2 Handle an emergency
2.3 Handle special request
2.4 Organizational procedures
2.5 Hotel products
2.6 Occupational health & safety
2.7 Health & fire safety standards
2.8 Bed making principles
2.9 Personal attitudes such as courtesy and understanding etc.
2.10 Knowledge of safe chemical usage
2.11 Knowledge of guest handling
2.12 Standard operating procedure

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3. Clean and arrange an occupied room (H55S002U03)

3.1 Pest control methods
3.2 Handle special request
3.3 Organizational procedures
3.4 Hotel products
3.5 Occupational health & safety
3.6 Health & fire safety standards
3.7 Bed making principles
3.8 Personal attitudes such as courtesy and understanding etc.
3.9 Knowledge of guest handling
3.10 Guest belonging

4. Clean and arrange floor, corridor & service area (H55S002U04)

4.1Pest control knowledge on documentation 4.2Par levels (stock levels)
4.3Occupational health & safety
4.4Storing procedures
4.5Fire safety
4.6Standard operating procedures
4.7Personal attitudes such as courtesy and understanding etc.
4.8Product knowledge
4.9Emergency procedures

5. Handle mini bar (H55S002U05)

5.1 Identify different kinds of liquor & beverage glasses.
5.2 Method of billing
5.3 Organizational procedures.
5.4 Knowledge of refrigerator & equipment
5.5 Knowledge on Excise Act.
5.6 Knowledge of health & safety.

6. Clean and Maintain Public Areas

6.1 Double locking system
6.2 Knowledge of identification of stains
6.3 Knowledge of chemicals, handling equipment,
6.4 detergents, pest control, waxes and protective finishes Window cleaning techniques
6.5 To use caution boards
6.6 Basic knowledge of paints

Vocabulary - ශබ්ද කෝෂය

Departure	-	පිටවීම	Garbage	-	කසල	Ensure	-	සහතික කරනවා
Damage	-	පළුදුවීම	Empty ash tray	-	හිස් අළු බ÷න	Turn down	-	ප්‍රතික්ෂේප කරනවා
Losses	-	නැතිවීම	Soiled linen	-	කිළිටු රෙදි	Occupied room	-	නියුතු කාමරය
Inform	-	දැනුම්දෙනවා	Surface	-	මතුපිට	Seek	-	සොයනවා
Room service	-	කාමර සේවාව	Guest amenities	-	ප්‍රසන්න බව	Permission	-	අවසර
Division	-	කොට්ඨාශය	Replace	-	වෙනුවට යොදනවා	Misuses	-	පීඩාව
Clearance	-	ඉවත් කිරීම	Left behind	-		Replenish	-	නැවත පුරවනවා
Accommodation unit	-	වාසස්ථානය	Final glance	-	බැබලීම	Corridor	-	ඉස්තෝප්පුව
Maintenance	-	නඩත්තුව	Functionality	-	ක්‍රියාව	Elevator	-	ඉහළ තට්ටුවට යන ආධාරකය
Remove	-	ඉවත්කරනවා	Vacant room	-		Landing	-	ගොඩබැසීම
Separate	-	වෙන වෙනම	Maintain	-	නඩත්තු කරනවා	Expire date	-	කල් ඉකුත්වන දිනය
Dispose garbage	-	කසල ඉවත් කරනවා	Per level	-		Handle	-	පාලනය කරනවා
Stack	-	ගොඩගසනවා	Consumption	-	පරිභෝජනය	Special request	-	විශේෂ ඉල්ලීම
Pest control	-	හිරිහැර පාලනය	Emergency	-	හදිසි	Guest handling	-	අමුත්තන් පිළිගැනීම
Organizational procedure	-	ආයතනයේ පිළිවෙල	Personal attitudes	-	පෞද්ගලික ආකල්ප	Stock level	-	තොග ප්‍රමාණය
Occupational	-	වෘත්තීය	Courtesy	-	අනුග්‍රහය	Belonging	-	අයිති
Principles	-	මූලධර්ම	Chemical usage	-	රසායනික භාවිතය	Beverage	-	පානය
Documentation	-	ලිපිගොනු	Storing	-	ගබඩා කිරීම	Protective	-	ආරක්ෂක
Operating procedure	-	ක්‍රියාකරන පිළිවෙල	Liquor	-	මත්පැන්	Caution board	-	දැන්වීම් පුවරුව
Excise act	-	මධ්‍යසාර පනත	Detergent	-	කුණු ඉවත් කරන ද්‍රව්‍ය			
Technique	-	තාක්ෂණික	Finish	-	අවසාන			

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