



REPUBLIC OF KENYA
COMPETENCY-BASED MODULAR CURRICULUM
FOR
ACCOMMODATION OPERATIONS
KNQF LEVEL 4
CYCLE 3
PROGRAMME ISCED CODE: 1013 354A



TVET CDACC
P.O BOX 15745-00100
NAIROBI

HOUSEKEEPING OPERATIONS

ISCED UNITCODE: 1013 351 03MA

TVET CDACC UNIT CODE: HOS/CU/ACO/CR/03/4/MA

DURATION OF UNIT: 300 hours

This unit addresses the unit of competency: **Perform housekeeping operations**

UNIT DESCRIPTION:

This unit describes competencies required to prepare an establishment facility, make guest beds, provide floral services, and perform turn-down services in housekeeping operations.

Summary of Learning Outcomes

S/No	Learning Outcomes	Duration (Hours)
1.	Prepare the establishment facility	120
2.	Make guest bed	50
3.	Provide floral services	80
4.	Perform turn-down services	50
Total		300

Learning Outcomes, Content, and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Prepare establishment facility	<p>1.1 Introduction</p> <ul style="list-style-type: none">• Definition of terms• Importance of housekeeping.• Organisation structure.• Duties and responsibilities <p>1.2 . Organizational codes of conduct</p> <ul style="list-style-type: none">• Teamwork• Conflict Resolution• Customer Care• Attributes of a housekeeper.• Attention to details.• Time management skills.• Reliability and trustworthiness.• Organisational skills.	<ul style="list-style-type: none">• Practical assessment• Project• Portfolio of evidence• Third party report• Simulation• Written tests• Oral questioning

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Loyalty. • Communication skills. • Flexibility. • Professionalism. • Problem solving skills • Integrity. <p>1.3 Hygiene, safety and control in housekeeping</p> <ul style="list-style-type: none"> • Hygiene measures • Safety and security measures • Control measures • Energy and fuel conservation • Materials control • Pests and rodent's control <p>1.4 Types of establishment facility.</p> <ul style="list-style-type: none"> • Guest rooms • Conference halls • Lounges • Offices • Corridors • Sanitary areas • Stair case <p>1.5 Facility and property maintenance</p> <ul style="list-style-type: none"> • Lighting • Ventilation • Drainage • Water • Sanitation <p>1.6 Previous preparations tasks.</p> <ul style="list-style-type: none"> • Collecting equipment and materials • Ventilating the room/ public area • Assembling equipment and materials • Labelling of equipment and materials 	

Learning Outcome	Content	Methods of Assessment
	<p>1.7 Cleaning</p> <p>1.7.1 Definition of terms.</p> <ul style="list-style-type: none"> • Cleaning • Dust • Dirt. • Sanitation. • Disinfection. • Maintenance • Vacuuming. <p>1.7.2 Principles of cleaning.</p> <ul style="list-style-type: none"> • Remove dust and dirt at the source • Use the right cleaning method. • Use appropriate cleaning agents. • Work from top to bottom. • Use the right cleaning tools and equipment. • Follow the manufacturer's instructions. • Clean regularly and consistently. <p>1.7.3 Types of cleaning.</p> <ul style="list-style-type: none"> • Daily cleaning • Weekly cleaning • Periodic cleaning <p>1.7.4 Cleaning equipment and materials.</p> <ul style="list-style-type: none"> • Identification of equipment and materials. • Use, care and maintenance • Cleaning agents • Identification. • Use and storage. <p>1.8 Surface and surface finishes</p> <ul style="list-style-type: none"> • Hard surfaces • Terrazzo • Ceramic tiles 	

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Plastic • Cemented • Wooden • Metallic • Glass <p>1.9 Cleaning of different surfaces.</p> <ul style="list-style-type: none"> • Methods and procedures of cleaning different surfaces. • Stain removal. <p>1.10 Cleaning of furnishings</p> <ul style="list-style-type: none"> • Hard furnishings • Furniture • Soft furnishings • Curtains and drapes • Upholstery • Cushions and pillows • Carpets • Fabric wall hangings • Bath linens • Decorative fabric accessories <p>1.11 Surface Finishes.</p> <ul style="list-style-type: none"> • Polished finish. • Matte finish • Brushed finish. • Painted finish. • Varnished finish. <p>1.12 Types of supplies.</p> <ul style="list-style-type: none"> • Toiletries • Towels • Bathrobes • Bottled water • Sandal <p>1.13 Types of amenities</p> <ul style="list-style-type: none"> • Coffee making facilities • Internet • Mini bar • T. Vs • Bedside lamp 	

Learning Outcome	Content	Methods of Assessment
	<p>1.15 Interior decoration.</p> <ul style="list-style-type: none"> • Definition. • Principles of interior decoration. • A theme and a plan. <p>1.16 Theme interpretation.</p> <ul style="list-style-type: none"> • Cultural or heritage theme. • Nature or eco-friendly theme. • Luxury or opulence theme. • Modern or minimalist theme. • Vintage or retro theme. • Adventure or sports theme. • Wellness or spa theme. • Seasonal or festive theme. <p>1.17 Post cleaning tasks</p> <ul style="list-style-type: none"> • Types of waste • Methods of waste disposal • Cleaning of tools and equipment • Restocking of supplies and amenities • Inspection of equipment • Storage of equipment and materials 	
1. Make guest bed	<p>2.1 Types of beds</p> <ul style="list-style-type: none"> • Single bed • Twin bed • Double bed • King size bed • Queen size bed • Cots • Bunk bed • Patients' beds <p>2.2 Types of beddings</p> <ul style="list-style-type: none"> • Mattresses • Comforter • Duvets • Bed sheets 	<ul style="list-style-type: none"> • Practical assessment • Project • Portfolio of evidence • Third party report • Simulation • Written tests • Oral questioning

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Pillows • Pillow cases <p>2.3 Previous preparations tasks.</p> <ul style="list-style-type: none"> • Collecting beddings and materials • Ventilating the room • Assembling equipment and materials • Labelling of equipment and materials <p>2.4 Procedure of bed making.</p>	
2. Provide floral services	<p>3.1 Introduction</p> <ul style="list-style-type: none"> • Definition • Principles of floral arrangements • Basic floral arrangement shapes <p>3.2 Equipment used in floral arrangements</p> <ul style="list-style-type: none"> • Personal protective equipment <ul style="list-style-type: none"> ➤ Industrial gloves ➤ Face Masks ➤ Safety glasses ➤ Gum boots ➤ Overalls • Floral scissors • Floral knife • Flower vase/pot • Wire Mesh <p>3.3 Materials used in floral arrangements</p> <ul style="list-style-type: none"> • Oasis/foam • Fresh flowers • water • Artificial flowers • Decorative accessories <p>3.4 Treatment of flowers</p> <ul style="list-style-type: none"> • Conditioning. • Hardening. 	<ul style="list-style-type: none"> • Practical assessment • Project • Portfolio of evidence • Third party report • Simulation • Written tests • Oral questioning

Learning Outcome	Content	Methods of Assessment
	<ul style="list-style-type: none"> • Water treatment. • Stem cutting. • Temperature control. 3.5 Methods of flower preservation <ul style="list-style-type: none"> • Air drying. • Pressing. • Silica gel drying. • Glycerine preservation. • Refrigeration. • Chemical preservation. 3.6 Care and maintenance of potted plants	
3. Perform turn down service	4.1 Definition of terms. <ul style="list-style-type: none"> • Turn down service 4.2 Turn-down service procedure 4.3 Final touches carried out during turn-down service <ul style="list-style-type: none"> • Refresh the scent • Place amenities thoughtfully • Ensure temperature comfort • Silent exit 	<ul style="list-style-type: none"> • Practical assessment • Project • Portfolio of evidence • Third-party report • Simulation • Written tests • Oral questioning

Suggested Methods of Instruction

- Practical
- Projects
- Demonstration
- Group discussion
- Facilitator-led instructions

RECOMMENDED RESOURCES FOR 25 TRAINEES

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning Materials			
	Textbooks	1) Hotel housekeeping management and operations, Andrews 2) The professional housekeeper, Madelin Schneider	1	1:25

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
	Projector	Functional projector for displaying content during presentations	1	1:25
	Lap top	Functional laptop with online instructional content	1	1:25
	Flip charts	Plain white	1	1:25
	White board markers	Assorted	1	1:25
	White board	Quality whiteboard of approximately 6 ft by 3 ft for writing during theory instruction	1	1:25
B	LEARNING FACILITIES & INFRASTRUCTURE			
	Lecture/Theory Room	Spacious room with seats for 25 trainees.	1	1:25
	Workshop	A fully equipped operational guest house.	1	1:25
C	LARGE HOUSEKEEPING EQUIPMENT			
	Vacuum cleaner		1	1:25
	Furniture	Assorted	5	1:25
	Floor scrubber and polisher		1	1:25
D	CLEANING AGENTS AND MATERIALS			
	Liquid Detergent	Multi – purpose	3liters	1:8
	Dustbin liner	50pcs per packet	1	1:25
	Disinfectant	Multi – purpose set free	3 litres	1:8
	Air freshener	Multi – purpose set free	3 litres	1:8
	Wood polish	Multi – purpose set free	2 litres	1:13
	Metal polish	Multi – purpose set free	2 litres	1:25
	Bleach	Multi-purpose	2 litres	1:13
	Scouring powder	Multi – purpose set free	2 litres	1:25
	Toilet cleanser		3 litres	1:8
	Bar soap	Scent free 1kg bar	1	1:25
	Scoring pads	Assorted sizes	10	1:2.5
	Steel wool	Assorted sizes	10	1:2.5
	Rubber gloves	Assorted sizes	10 pairs	1:3
	Window cleaners	1 litre bottles	5	1:5

S/No.	Category/Item	Description/Specifications	Quantity	Recommended Ratio (Item: Trainee)
	Yellow dusters	Non fluffy	25	1:1
E	CLEANING EQUIPMENT			
	Cob web brush	With handles	2	1:12.5
	Soft brushes	Soft with handle and without	2	1:12.5
	Dustpans and brush	A set	2	1:12.5
	Mops	Both dry and wet	5	1:5
	Mop buckets	Assorted materials / sizes	5	1:5
	Toilet brushes and holders	With handles	5	1:5
	Hard brushes	With handle and without.	5	1:5
	Buckets	Assorted sizes	10	1:3
	Squeezers	With handles	2	1:13
F	SAFETY EQUIPMENT			
	Fire extinguishers	Assorted types	3	1:8
	Fire blankets	Standard size	2	1:3
	First aid kit	Complete set	1	1:25
	PPEs			
G	WASTE DISPOSAL EQUIPMENT.			
	Dustbins	Large with lids	4	1.6
	Dustbin liners	50 pcs per packet	1	1.25