



REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARD

FOR

ACCOMMODATION OPERATIONS ATTENDANT

LEVEL 4

OCCUPATIONAL STANDARDS ISCED CODE: 1013 354A



TVET CDACC
P.O BOX 15745-00100
NAIROBI

PERFORM HOUSEKEEPING INTERIOR DECORATIONS
ISCED UNIT CODE: 1013 351 04MA
TVET CDACC UNIT CODE: HOS/OS/ACO/CR/04/4/MA

UNIT DESCRIPTION:

This unit describes competencies required to Perform establishment skirting and Towel folding, make surface draping's and make floral arrangements.

The unit is applicable in the hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace functions	These are assessable statements which specify the required level of performance for each of the elements <i>(Bold and italicized terms are elaborated in the range)</i>
1. Perform establishment skirting and towel folding.	<p>1.1 <i>Previous preparation tasks are carried out as per work requirement.</i></p> <p>1.2 Cleaning and maintenance of skirting and towel is carried out as per work procedure.</p> <p>1.3 Hygiene and safety practices are observed as per work procedure.</p> <p>1.4 Establishment facility is organized based on skirting style and towel folding theme interpretation.</p> <p>1.5 Post cleaning activities are carried out as per work requirement.</p>
2. Make surface draping's.	<p>2.1 <i>Previous preparation tasks are carried out as per work requirement.</i></p> <p>2.2 Cleaning and maintenance of draping is carried out as per work procedure.</p> <p>2.5 Hygiene and safety practices are observed as per work procedure.</p> <p>2.6 Draping styles are practised as per work procedure.</p> <p>2.7 Post cleaning activities are carried out as per work requirement</p>
3. Make floral arrangements	<p>3.1 Personal protective equipment is donned as per work requirement.</p> <p>3.2 Flowers, equipment and materials are assembled as per work requirement.</p> <p>3.3 Floral arrangement is performed as per work requirement.</p> <p>3.4 Flowers are preserved as per work procedure.</p> <p>3.5 Potted plants are cared for as per work procedure.</p> <p>3.6 Post cleaning activities are carried out as per work</p>

	requirement
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RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

Variable	Range
1. <i>Previous preparation tasks</i> may include but not limited to:	<ul style="list-style-type: none"> • Collecting equipment and materials • Ventilating the room/ public area • Assembling equipment and materials • Labelling of equipment and materials
2. <i>Establishment facility</i> may include but not limited to:	<ul style="list-style-type: none"> • Guest rooms • Conference halls • Lounges • Offices • Corridors • Sanitary areas • Stair cases • Balconies
3. <i>Cleaning</i> may include but not limited to:	<ul style="list-style-type: none"> • Daily cleaning • Weekly cleaning • Periodic cleaning
3. <i>Skirting styles and towel folding</i> may include but not limited to:	<ul style="list-style-type: none"> • Skirting styles: box pleated Shirred/ gathered pleat Accordion pleat Table clip skirting • Towel folds Basic towel folds Decorative/creative towel folds
4. <i>Floral arrangement</i> may include but not limited to:	<ul style="list-style-type: none"> • Crescent • Vertical • Cascade • Fan shaped • Oval
5. <i>Draping styles</i> may include but not limited to:	<ul style="list-style-type: none"> • Flat panel • Pleated

Variable	Range
	<ul style="list-style-type: none"> • Swag style • Ceiling to floor draping • Backdrops with or without lighting
6. Personal protective equipment may include but not limited to:	<ul style="list-style-type: none"> • Industrial gloves • Face Masks • Safety glasses • Gum boots • Overalls
7. Equipment for flower arrangement may include but not limited to:	<ul style="list-style-type: none"> • Floral scissors • Floral knife • Flower vase/ pot • Wire Mesh
8. Materials for flower arrangement may include but not limited to:	<ul style="list-style-type: none"> • Oasis/foam • Fresh flowers • Water • Artificial flowers • Decorative accessories
9. Post cleaning tasks may include but not limited to:	<ul style="list-style-type: none"> • Dispose of waste • Cleaning of tools and equipment • Restock supplies and amenities • Inspect and store equipment and materials
10. Final touches may include but not limited to:	<ul style="list-style-type: none"> • Refresh the scent • Place amenities thoughtfully • Ensure temperature comfort • Silent exit

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required knowledge

The accommodation operations attendant needs to demonstrate knowledge of:

- Cleaning equipment and materials
- Machine operation
- Cleaning agents
- Cleaning procedures
- Proper utilization of resources
- Flower arrangements
- Customer care
- Resource utilization control mechanisms

Required skills

The accommodation operations attendant needs to demonstrate the following skills:

- Basic book keeping skills
- Communication skills
- Organizational skills
- Time management
- Interpersonal skills
- Planning skills
- Digital skills

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

11. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.11 Carried out previous preparation tasks as per work requirement.</p> <p>1.12 Carried out cleaning of establishment facility as per surface type.</p> <p>1.13 Organized establishment facility based on theme interpretation.</p> <p>1.14 Replenished establishment facility <i>supplies</i> and <i>amenities</i> as per work place policy.</p> <p>1.15 Stripped off the soiled beddings as per work procedure.</p> <p>1.16 Made beds as per work procedure.</p> <p>1.17 Assembled flowers, equipment and materials as per work requirement.</p> <p>1.18 Performed floral arrangement is performed as per work requirement.</p> <p>1.19 Preserved flowers as per work procedure.</p> <p>1.20 Carried out guest room turn down services as per work procedure.</p>
12. Resource implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none">• Appropriately simulated environment where assessment can take place• Access to relevant work environment

	<ul style="list-style-type: none"> • Resources relevant to the proposed activities or tasks
13. Methods of assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> • Practical. • Portfolio of evidence • Role play • Third party report • Written tests • Oral questions.
14. Context of assessment	Competency may be assessed at the training institution, the workplace or in a simulated workplace environment.
15. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.