



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 OPERATIONS.

ISCED UNIT CODE: 1013 351 03MA

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

UNIT DESCRIPTION:

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

The unit is applicable in the hospitality industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace functions	PERFORMANCE CRITERIA 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. Prepare accommodation/ establishment facility.	1.1 Previous preparation tasks are carried out as per work requirement. 1.2 Cleaning of establishment facility is carried out as per surface type . 1.3 Establishment facility is organized based on theme interpretation. 1.4 Soft furnishings are provided as per room standard. 1.5 Establishment facility supplies and amenities are replenished as per the workplace policy. 1.6 Post-cleaning tasks are carried out as per work procedure.
2. Make guest bed	2.1 Previous preparation tasks are carried out as per work requirement. 2.2 Bed is stripped off the soiled bedding as per work procedure. 2.3 Bed is made as per work procedure. 2.4 Bed is decorated as per purpose.
3. Provide floral services	3.1 Personal protective equipment is donned as per work requirement. 3.2 Flowers, equipment and materials are assembled as per work requirement. 3.3 Floral arrangement is performed as per work requirement. 3.4 Flowers are preserved as per work procedure. 3.5 Potted plants are cared for as per work procedure.
4. Perform turn down service	4.1 Guest room turn down services are identified as per work procedure. 4.2 Guest room turn down services are carried out as per workplace procedure.

	4.3 <i>Final touches</i> are performed as per work 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
5. <i>Surface type</i> may include but not limited to:	<ul style="list-style-type: none"> • Terrazzo • Ceramic tiles • Thermal plastic • Cemented • Wooden • Painted • Metallic • Glass
6. <i>Bed</i> may include but not limited to:	<ul style="list-style-type: none"> • Single bed • Twin bed • Double bed • King size bed • Queen size bed • Cots

Variable	Range
	<ul style="list-style-type: none"> • Bunk bed • Patients' beds
7. <i>Bedding</i> may include but not limited to:	<ul style="list-style-type: none"> • Mattresses • Comforter • Duvets • Bed sheets • Pillows • Pillow cases • Bed runners
8. <i>Soft furnishings</i> may include but not limited to:	<ul style="list-style-type: none"> • Bed side mats • Curtains • Bath mats • Sheers/ blinders •
9. <i>Supplies</i> may include but not limited to:	<ul style="list-style-type: none"> • Toiletries • Towels • Bathrobes • Bottled water • Sandals
10. <i>Amenities</i> may include but not limited to:	<ul style="list-style-type: none"> • Coffee making facilities • Internet • Mini bar • T. Vs • Bedside lamp • Intercom
11. <i>Floral arrangement</i> may include but not limited to:	<ul style="list-style-type: none"> • Crescent • Vertical • Cascade • Fan shaped • Oval
12. <i>Turn down services</i> may include but not limited to:	<ul style="list-style-type: none"> • Bed preparation • Lighting adjustments • Curtain adjustments • Towel and bathroom set up
13. <i>Personal protective equipment</i> may include but not limited to:	<ul style="list-style-type: none"> • Industrial gloves • Face Masks • Safety glasses • Gum boots

Variable	Range
	<ul style="list-style-type: none"> • Overalls
14. 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
15. 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
16. 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
17. 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.

1 Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Carried out previous preparation tasks as per work requirement.</p> <p>1.2 Carried out cleaning of establishment facility as per surface type.</p> <p>1.3 Organized establishment facility based on theme interpretation.</p> <p>1.4 Replenished establishment facility <i>supplies</i> and <i>amenities</i> as per work place policy.</p> <p>1.5 Stripped off the soiled beddings as per work procedure.</p> <p>1.6 Made beds as per work procedure.</p> <p>1.7 Assembled flowers, equipment and materials as per work requirement.</p> <p>1.8 Performed floral arrangement is performed as per work requirement.</p> <p>1.9 Preserved flowers as per work procedure.</p> <p>1.10 Carried out guest room turn-down services as per work procedure.</p>
2 Resource implications	<p>The following resources should be provided:</p> <p>2.1 An appropriately simulated environment where assessment can take place</p> <p>2.2 Access to the relevant work environment</p> <p>2.3 Resources relevant to the proposed activities or tasks</p>
3 Methods of assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Practical.</p> <p>3.2 Portfolio of evidence</p> <p>3.3 Role play</p>

	3.4 Third party report 3.5 Written tests 3.6 Oral questions.
4 Context of assessment	Competency may be assessed at the training institution, the workplace or in a simulated workplace environment.
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.