

CITY & GUILDS
**GLOBAL HOSPITALITY
CERTIFICATION**
HANDBOOK



ROOM
ATTENDANT

CITY & GUILDS GLOBAL HOSPITALITY CERTIFICATION

ROOM ATTENDANT



The holder of this badge has a working knowledge and experience of housekeeping operations. They work as part of a team and are responsible for servicing rooms and public areas in a hotel or in a hospitality establishment with accommodation.

THIS DOCUMENT SHOULD BE READ IN CONJUNCTION WITH THE
CITY & GUILDS GLOBAL CERTIFICATION INTRODUCTION HANDBOOK

WHAT THE DIFFERENT COLOURS MEAN

Skills required: Skills required to achieve a badge are shown in black colour.

Examples: For each skill required, a range of examples are provided to illustrate how the relevant skill can be demonstrated. Examples are shown in blue colour.

Examples are a list of activities which are likely to be carried out when undertaking the role the badge relates to. The list of examples is **not** exhaustive. Individuals are **not** required to demonstrate every skill listed and there may be other relevant skills which are not listed, but can be accepted.

Definitions: Key terms, which are used to illustrate the skills required and/or the examples, are explained in light blue colour.

Room Attendant	
	CORE SKILLS
C1	Adhere to professional workplace standards
	Be polite and approachable
	Be punctual
	Keep up to date by reading the staff noticeboard/memos
	Attend staff/department meetings
	Follow appropriate guest etiquette
	Explain the importance of maintaining the privacy and security of guests
	Be professionally presented: clean and ironed uniform for every shift which meets safety and hygiene standards
	Maintain good personal hygiene at all times
	Take pride in their work
	Maintain integrity and honesty
	Guest etiquette refers to the way in which hospitality staff interact with and respond to guests. Appropriate etiquette means that guests are treated with courtesy and respect and are made to feel welcome in the establishment.
C2	Work as part of own team
	Show respect for others
	Display and maintain a positive attitude to work
	Cooperate with colleagues to deliver guest experience in line with the requirements of the establishment
	Provide feedback to peers and line manager to improve the quality of housekeeping service
	Be able to receive constructive feedback
	Use feedback to improve the quality of housekeeping service for guests
C3	Communicate with colleagues and guests
	Act in a polite and helpful manner
	Provide information in a clear and timely manner in person, by telephone, in written form or by e-mail
C4	Demonstrate time management and organisational skills
	Plan daily tasks in line with the needs of the housekeeping department
	Complete tasks to meet deadlines
	Respond and adapt to changing daily requirements
	Maintain effective records in written or electronic form, in line with establishment procedures

C5	Provide guest service
	Make guests feel welcome
	Anticipate guest needs
	Respond to guest requests
C6	Make decisions and solve problems in own area of responsibility
	Identify any issues or faults with housekeeping stock, resources and/or equipment and take necessary action
	Deal with guest requests and feedback, including complaints, and escalate them to line manager, if necessary
C7	Demonstrate a basic awareness of costs within the business and the importance of profitability
	Explain the importance of using time, materials and consumables efficiently to help manage the cost of housekeeping operations
	Explain the importance of the efficiency of housekeeping operations to maximise revenue
C8	Demonstrate an awareness of sustainable practices within a hospitality establishment
	Have an understanding of how the following practices can contribute to protecting the environment:
	- Reducing waste
	- Recycling waste/packaging
	- Economic use of power and electricity
	- Consideration of carbon footprint: the environmental impact of getting goods to the establishment (eg food miles)

Room Attendant	
	ROLE SPECIFIC
R1	Demonstrate an understanding of own role and its relevance to the establishment
	Explain key activities that are part of own role
	Explain how own department contributes to the effective running of the establishment
R2	Prepare to service rooms and public spaces
	Check daily requirements for rooms and public areas to be serviced and any special requirements
	Check that housekeeping stock is available to be used
	Check that cleaning trolley is ready to be used
	Re-stock cleaning trolley, as necessary
	Check cleaning equipment is safe and ready to use
R3	Service rooms and public spaces
	Demonstrate an understanding of establishment cleaning standards
	Clean guest bedrooms and bathrooms
	Replenish consumables
	Check rooms for any damage or faulty equipment and report to line manager, as necessary
	Carry out periodic deep cleaning
	Clean public areas
	Carry out lost property procedures
	Ensure guest belongings are kept safe and secure while cleaning the room
R4	Liaise with other departments, as necessary, to meet guests' needs
	Explain which department(s) can help meet guest requests
	Work with colleagues in other departments to deliver guest service
R5	Demonstrate a working knowledge of legislation and health and safety requirements which apply to housekeeping
	Work in a way which meets relevant and current industry, legislative and company requirements and regulations
R6	Demonstrate a working knowledge of technology, appropriate for own role
	Use digital communication technology to carry out role, for example emails, handheld device and/or software and social media

Room Attendant	
	PROFESSIONAL DEVELOPMENT
P1	Have a basic understanding of career pathways within the hospitality industry, including progression opportunities for current role
	Provide a broad overview of the structure of the establishment
	Identify career opportunities relevant to own role
	Describe opportunities to progress from current role (ie next steps)
P2	Undertake a range of training or learning activities to acquire new or update existing skills and knowledge
	Identify training or learning needs specific to own role
	Participate in training or learning activities
	Provide evidence of training or learning undertaken
	<p>Training or learning activities refers to on-the-job training, workshops, seminars, conferences, courses, competitions and mentoring.</p> <p>Training or learning needs refers to the development of skills and knowledge related to hospitality which may include:</p> <ul style="list-style-type: none"> - Product knowledge - Understanding of new developments, trends, IT systems and equipment - Changes to legal or industry regulations such as health and safety and food safety - Changes to establishment standards - Development of soft skills such as communication and teamwork.
P3	Apply knowledge/skills acquired from training or learning activities to improve working practice
	Identify opportunities to apply new knowledge/skills learnt
	Describe how new knowledge/skills learnt have been put into practice