



NVQ in Housekeeping:

This qualification is intended for those who work within either an hotel or residential environment, where duties include the cleaning and servicing of a variety of rooms.

The course provides training for improving practical cleaning and housekeeping skills, as well as teaching and improving team work skills.

Housekeeping NVQ Level 2

Mandatory Units

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Clean and service a range of areas
- Work using different chemicals and equipment

Optional Units — Choose 4

- Maintain housekeeping supplies
- Clean and protect floors (CSSNTO)
- Clean carpets and soft furnishings (CSSNTO)
- Provide a linen service
- Carry out periodic room servicing and deep cleaning
- Prepare, service and clear meeting and conference rooms
- Collect linen and make beds
- Clean windows from the inside
- Give customers a positive impression of yourself and your organisation

