

# LEARNERSHIPS QUALIFICATION



National Certificate:

## Accommodation Services

Level 2

**SAQA ID: 14110**

### DURATION

12 MONTHS

**B-BBEE POINTS CLAIMABLE  
FOR ALL LEARNERSHIPS**

**TAX CONCESSIONS APPLY BETWEEN  
R80 000 - R120 000  
PER CANDIDATE**

**BOOK YOUR SEAT**

National Certificate:

# Accommodation Services

Level 2

## Course Purpose

This qualification has been developed for the accommodation industry. It brings together all aspects of housekeeping and basic supervision. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels. The qualification leads to the accommodation services diploma and provides articulation with Gaming, Travel and other Tourism industries.

## The certificate will enable qualifying candidates to:

- Deal with customers
- Process incoming and outgoing telephone calls
- Display Cultural Awareness in dealing with Customers & Colleagues
- Maintain effective working relationships with other members of staff
- Perform basic calculations and communicate verbally and non-verbally
- Prepare beds and handle linen and bed coverings
- Service toilets and bathroom areas
- Service guest bedroom areas
- Clean floors and floor coverings
- Handle and store cleaning equipment and materials
- Handle and dispose of waste
- Maintain the housekeeping service
- Maintain a safe and secure working environment
- Describe the Sectors of the Hospitality, travel & Tourism Industries
- Conduct on-the-job coaching
- Develop self within the job role
- Source information about self employment opportunities
- Maintain customer satisfaction
- Maintain the receipt, storage and issue of goods

## Who Should Study Accommodation Services Level 2?

Accommodation Services is designed for any individual who is, or wishes to be, part of housekeeping services within the accommodation industry. It encompasses operational aspects of housekeeping and basic supervision skills.

## Duration

12 MONTHS

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## Level 2

US	Name of Unit Standard
7801	Describe the sectors of the Hospitality, Travel and Tourism Industries
7793	Describe layout, services and facilities of the organization
7796	Maintain a secure working environment
7799	Maintain a safe working environment
7868	Monitor and maintain health, safety and security
7869	Maintain a preventative maintenance programme
7866	Plan, organise and monitor work in own area of responsibility
7860	Introduce new staff to the workplace
7836	Monitor customer satisfaction
7612	Handle and dispose of waste
7608	Handle and store cleaning equipment and materials
7846	Maintain the cleaning programme for own area of responsibility
7606	Clean floors and floor coverings
7884	Control and order stock
7844	Contribute to the identification of short term supply needs
7839	Maintain the receipt, storage and issue of goods
7821	Develop self within the job role
7827	Source information about self-employment opportunities
7818	Conduct on-the-job coaching
7602	Prepare beds and handle linen and bed coverings
7605	Service guest bedroom areas
7603	Service toilet and bathroom areas
7658	Maintain the housekeeping service
7813	Identify work opportunities
7815	Apply for a job or work experience placement
7784	Communicate in a business environment
7785	Function in a business environment
7787	Sell products or services
7786	Operate a Computer
7854	Provide First Aid
7626	Clean and maintain public areas
7800	Maintain health, hygiene and a professional appearance
7790	Process incoming and outgoing telephone calls
11235	Maintain effective working relationships with other members of staff
7791	Display cultural awareness in dealing with customers and colleagues
7822	Prepare written communications
7789	Provide a customer Service
7812	Perform basic calculations
7794	Communicate verbally



BCONSULT

**WE AIM TO BOOST YOUR COMPETITIVENESS IN THE MARKETPLACE AND  
OUTRANK YOUR COMPETITORS**

 **COMPANY PROFILE**

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**FOOD AND BEVERAGE HANDLING PROCESSES LEVEL 1**  
**SAQA ID: 58026** [SEE MORE](#)



**FOOD AND BEVERAGE SERVICES LEVEL 4**  
**SAQA ID: 14113** [SEE MORE](#)

**GET IN TOUCH**

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