Job title	**Room Attendant**		
Job purpose	Clean and prepare rooms	**SCQF**	5

Core functions	**Specific Characteristics required**	**Personal attributes**
1. Clean guest rooms efficiently and to high standards 2. Check the general condition of the room and notify the Housekeeper of any malfunction or damage 3. Replenish products as appropriate. 4. Undertake cleaning of all ancillary areas 5. Ensure all rubbish and waste is disposed of safely 6. Ensure all equipment is stored correctly 7. Report lost property to the appropriate person 8. Undertake deep cleaning (stain removal etc) as required 9. Respond to customer enquiries and complaints promptly and report to the appropriate person with a high standard of customer care. 10. Maintain a high standard of personal presentation and punctuality 11. Work in line with relevant legislation and company policies and procedures	**Knowledge and understanding** Demonstrate and/or work with; • Basic knowledge about the housekeeping function which is mainly factual but has some theoretical component. • A range of simple facts and ideas about and associated with housekeeping. • Knowledge and understanding of basic processes, materials and terminology such as linen service. **Practice; Applied K&U** • Relate ideas and knowledge to practical contexts. • Complete some routine and non-routine tasks • Plan and organise both familiar and new tasks • Select appropriate tools and materials and use safely and effectively [eg without waste]. **Cognitive** • Use a problem-solving approach to deal with a situation or issue that is straightforward • Operate in a familiar context but where there is a need to take account of or use additional information of different kinds, some of which will be theoretical or hypothetical. For example checking stock to match demand. • Use some abstract constructs	The individual should be able to; • Work alone or with others with only limited supervision that may mean they have to work autonomously at times. An example of this may be having responsibility for completing a number of rooms in a set time • Apply a good grasp of the skills and knowledge needed to be responsible for a number of rooms • Take responsibility for solving basic day-to-day problems that arise such as items not being available because of supply issues • Use a range of standard communication, ICT and numeracy skills to handle information, some of which may be detailed. • Show awareness of the roles, responsibilities and requirements involved in carrying out work in housekeeping

12. To work well within the team maintaining effective communication at all times. 13. To undertake <u>personal development</u> as required.	**Communication, ICT, Numeracy** Use a range of routine skills for example; • Produce and respond to detailed written and oral communication in familiar contexts • Use standard applications to process, obtain and combine information • Use a range of numerical and graphical data in straightforward contexts that have some complex features. **Autonomy, accountability and working with others** • Work alone or with others on tasks with minimum supervision • Agree goals and responsibilities for self and/or work team with line manager • Take leadership responsibility for some tasks • Show an awareness of others' roles, responsibilities and requirements of practices and processes	• Contribute to the evaluation and improvement of work practices and processes

Relevant qualifications prior to this level	▪ SVQ1 in Accommodation Services at SCQF level 4; This qualification is assessed according to vocational competence and must be done in the workplace.
Relevant qualifications to this occupational level	▪ SVQ2 in Housekeeping at SCQF level 5 This qualification is assessed according to vocational competence and must be done in the workplace. The units are at SCQF level 4 and 5 and cover all operational skills required.
Apprenticeship available for this occupation	Modern Apprenticeship in Hospitality at SCQF level 5; this is based on the SVQ2 in Housekeeping plus core skills
Development opportunities	▪ SVQ3 in Hospitality Supervision and Leadership at SCQF level 7 This qualification is assessed according to vocational competence and must be done in the workplace. Most of the relevant units have generic supervisory content with the exception of two; Supervise housekeeping services and Supervise linen services. • HNC in Hospitality • A broad knowledge based course usually delivered in college. • HNC Unit in Accommodation Servicing; on completion of this unit the candidate should be able to; demonstrate knowledge and understanding of the function and importance of accommodation provision and reasons for maintaining standards; and plan the provision of accommodation servicing. Membership of Professional Association – UK Housekeepers Association
Possible occupations to progress	Deputy or Assistant Housekeeper or Housekeeping supervisor/ Hotels/ Youth Hostels/ Serviced Accommodation