

Hospitality and Tourism  
General Attendant – MQF Level 3

**National Occupational Standards**

**Sector:** Hospitality and Tourism - Housekeeping

**Occupation:** General Attendant

**MQF Level:** 3

**Units:**

- GATT301: Health and Safety requirements at the workplace
- GATT302: Preparation of materials and equipment for the provision of guest room and public area cleaning
- GATT303: Cleaning procedures for guest room / public area cleaning
- GATT304: Customer service
- GATT305: Post service procedures
- GATT306: Work Ethics

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**GATT301: Health and Safety requirements at the workplace**

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health, safety and security requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health, safety and security procedures which ensure that their actions do not create health, safety and security risks to self, others or their property and belongings.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Follow health, safety and security regulations for preparing, disposing or cleaning and storing of materials, equipment and products.
2. Use tools, equipment, materials and products in an appropriate manner to prevent damage to themselves and others, to the building, (and its furnishings) and to guest belongings.
3. Carry out safe working practices according to the workplace health, safety and security regulations.
4. Deal with hazards, security threats and injuries as stipulated in internal procedures.

**Required Knowledge**

The level 3 general attendant must know and explain:

1. The role and responsibilities of themselves and others under the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007.
2. The risks they are exposed to (as well as the risk they are exposing others to), if they fail to apply indicated health, safety and security practices at all times.
3. The right procedures to use in this line of work (safe use of room access systems, products and equipment).
4. Which are the potential hazards that one may encounter in this line of work and the procedure to use once one comes across such hazard.
5. The importance of personal health and hygiene practices in facilitating one's role.
6. Emergency procedures (and contact persons) used in one's place of work.

**Required Skills**

The level 3 general attendant must be able to:

1. Comply with duties and obligations defined in the Health and Safety Act as amended by Act XXXII of 2007 and Legal Notice 426 of 2007.
2. Work according to health, safety and security regulations indicated at the place of work at all times.
3. Identify and report any hazards or hazardous materials found at the workplace.
4. Ensure the safe use, disposal/ maintenance, and storage of materials, tools and equipment.
5. Follow indicated procedures for lost property immediately.
6. Seek senior member's assistance when faced with a situation which falls outside one's responsibility.
7. Follow emergency procedures when required.
8. Recognise suspicious situations and alert senior member of staff immediately. Use the appropriate protective clothing where applicable
9. Recognize any hazards or hazardous materials at the workplace.

**GATT302: Preparation of materials and equipment for the provision of guest room and public area cleaning**

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to the preparation of guest room and public area cleaning. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to prepare and equip oneself with all that is needed to clean guest rooms and public areas.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Collect documentation (as well as room access equipment tools) indicating section of rooms/public area zones allocated for cleaning.
2. Update oneself with challenges/priorities/special requests of the day (especially if out on leave in previous days).
3. Ensure that one's housekeeping/public area trolley is organised and contains all materials and tools needed to carry out allocated areas of cleaning.
4. Ensure that the service equipment is clean, undamaged and set up prior to service.
5. Ensure that a sufficient and adequate supply of service items are stored in the panel room.

**Required Knowledge**

The Level 3 general attendant must know and explain:

1. The purpose of panel rooms and their function in one's daily role. Additionally, Room Attendants need to be aware of the importance of maintaining good hygiene practices within each panel room/trolley.
2. The significance of waste control and its relevance and application to one's work.
3. The meaning and purpose of linen and materials control and the basic application of these to one's work.
4. The procedure to use to check equipment and materials required before the cleaning service.
5. Information about the minimum and maximum PAR levels to be retained for each item in the panel room.
6. The type of materials and products (and equipment) required for the cleaning service.

**Required Skills**

The Level 3 general attendant must be able to:

1. Attend and interact if required (to clarify queries), departmental morning briefings. At this time, collect documentation (and room access systems) indicating section of cleaning.
2. Organise (and maintain clean at all times), allocated panel room (inclusive of trolley).
3. Estimate and prepare, the expected consumption of necessary stock items/resources needed.
4. Choose the right tools, materials and equipment for the jobs at hand whilst ensuring that these are not damaged in any way. Apply internal procedures if found to be faulty.
5. Choose the right warning signs in accordance to the each planned task.

**GATT303: Cleaning procedures for guest room/ public area cleaning**

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to guest room/public area cleaning. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to clean guest rooms ideally prior to the arrival of guests and to clean public areas with minimal disruption to guests.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Ensure that each guest room/public area is left clean, and where applicable, replenished of all amenities according to internal standards.
2. Ensure that all arrival rooms/conference and meeting rooms are left free from trace of previous occupiers.
3. Ensure that any lost property found in departure rooms/public areas are reported immediately and forwarded and documented at the earliest possible.
4. Ensure that any guest rooms displaying 'do not disturb' are reported and followed up regularly during one's shift. An update to one's supervisor should be provided just before end of shift.
5. Provide ongoing recording (in accordance to internal practices) of completed guest rooms/public area sections.

**Required Knowledge**

The level 3 general attendant must know and explain:

1. What potential customers are expecting to find in guest rooms/public areas.
2. What constitutes poor cleaning standards and their effect on customer needs and expectations.
3. The procedure for cleaning an occupied guest room (inclusive of balcony and bathroom).
4. The procedures for cleaning a departure guest room (inclusive of balcony and bathroom).
5. The process of bed-making/changing.
6. The amount and quality of linen and amenities required for each guest room.
7. The internal procedure to use for guest property.
8. The procedures required for cleaning different public areas.
9. The procedures to use for reporting of maintenance requirements.
10. The importance and relevance of cleaning Frequency schedules.
11. The importance of time management and its relevance for a room attendant.
12. The role of a supervisor and the benefits of supporting each other at all times.
13. The reporting procedure of any missing / damaged items from the room.

**Required Skills**

The level 3 general attendant must be able to:

1. Clean occupied rooms according to requirements.
2. Clean departure rooms according to requirements.
3. Ensure that all linen available is free of creases and stains.
4. Clean all public areas according to internal requirements.
5. Ensure that any urgent repairs are reported to the supervisor immediately and that necessary documentation is completed and forwarded as required at the earliest possible.
6. Apply internal procedures for lost property.
7. Apply internal procedures for any missing/ damaged items in the room.
8. Act promptly to any guest request/complaint.
9. Liaise with immediate superior when facing unexpected situations.

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**GATT304: Customer service**

This unit lists the knowledge and skills needed by a person holding this position to perform customer service ensuring a positive customer experience. Upon completion of the unit, the persons carrying out this work will be able to apply effective customer service.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Communicate orally using an acceptable level of communicative English.
2. Communicate with guests also through the standard of cleanliness and attention to detail displayed in the provision of cleaning services.
3. Observe guests behaviours and ensure that these are supported and facilitated where possible.
4. Respect guest belongings and privacy at all times.
5. Address complaints and requests promptly and professionally to ensure a positive client experience throughout their stay at the hotel.

**Required Knowledge**

The level 3 general attendant must know and explain:

1. The importance of effective verbal and non-verbal communication at the place of work (especially with guests).
2. The benefits of communicating with guests in a common language.
3. Standards and their implied form of communication.
4. The meaning of 'meeting and exceeding' customer satisfaction.
5. The element and importance of respect shown to guests (privacy, confidentiality, care for guest belongings... etc.)
6. How to handle a guest complaint.
7. The meaning of product knowledge and ways how room attendants can develop this practice.

**Required Skills**

The Level 3 general attendant must be able to:

1. Speak English communicatively.
2. Value the customer by adopting a professional and courteous attitude at all times.
3. Maintain a positive mind-set during the execution of one's work.
4. Address difficult clients in a professional manner.
5. Carry out tasks effectively and efficiently under supervision and according to requirements.
6. Attend work on a timely and in a presentable manner wearing clean and appropriate clothing according to the workplace standards.
7. Collaborate with other team members (both within and outside the department).
8. Provide assistance and general information to hotel guests when required.

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**GATT305: Post service procedures**

This unit lists the knowledge and skills needed by a person holding this position to carry out post service cleaning and clearing of materials, tools and equipment. Upon completion of the unit, the persons carrying out this work will be able to identify and apply the correct procedures for clearing up and reorganizing the trolley and panel room after completion of the cleaning service.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Ensure that service areas are cleared up and cleaned adequately following service.
2. Ensure that the service areas and customer areas are reorganized correctly following workplace procedures.
3. Dispose of the leftovers, garbage and unwanted items in an appropriate manner.

**Required Knowledge**

The level 3 general attendant must know and explain:

1. The benefits of a well organised panel room/trolley.
2. The internal procedures and processes used to clean, check and store specific tools and equipment after service.
3. The internal procedures and processes used to dispose of specific waste after service.
4. The internal procedures used to process used linen.
5. The procedure to use for handover of completed shift (inclusive of paperwork).
6. The procedure to be used for stock replenishment (for panel room and trolley respectively).

**Required Skills**

The level 3 general attendant must be able to :

1. Keep panel rooms/trolleys well organised at all times.
2. Clean, check and store tools and equipment after each service.
3. Identify consumed stock/material consumption and replenish accordingly.
4. Dispose of any waste as indicated in internal procedures.
5. Indicate and put aside faulty equipment. Report maintenance required immediately.
6. Give a full handover of completed and uncompleted work. Complete all paperwork requirements.

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**GATT306: Work Ethics**

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

**Performance Criteria**

The candidate must have the necessary knowledge and skills to:

1. Maintain a professional and courteous attitude with customers.
2. Maintain a harmonious team work environment with colleagues and management representatives.
3. Respect work obligations of self and other team members whilst showing tolerance and acceptance to diversity in general.
4. Deal with difficult or unexpected situations in a professional manner and seek help from senior member when required.

**Required Knowledge**

The level 3 general attendant must know and state:

1. The meaning of work ethics and its relevance to one's work.
2. Examples of work ethics.
3. The importance and benefits of work ethics.
4. The impact of poor work ethics on the customer, the employee and on the organisation.
5. The value of diversity.
6. The difference between tolerance and acceptance especially in relation to diversity (in ability, thought, race, sexuality, religion etc).

**Required Skills**

The level 3 general attendant must be able to :

1. Value all type of guests by maintaining a professional and courteous attitude with customers at all times.
2. Accept and work together with different employees.
3. Remain within acceptable boundaries of behaviour at all times.
4. Retain confidentiality at all times.
5. Ensure that guest property is not used inappropriately.
6. React professionally when faced with challenging situations.
7. Work professionally even when unsupervised.