National Occupational Standards

Sector: Housekeeping
Occupation: Housekeeper
MQF Level: MQF level 5

Units:
- HK501: Health, safety and security requirements at the workplace.
- HK502: Customer Care
- HK503: Responsibilities of the housekeeping department
- HK504: Human Resources Management and Business Development
- HK505: Work Ethics
## HK501: Health, safety and security 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 and encourage health, safety and security procedures which ensure that their actions or those of their team members, do not create health, safety and security risks to self or others (or their property or belongings.)

### Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Follow and promote health, safety and security regulations within tasks allocate to the housekeeping staff in various areas including back of house (including laundry section), public areas and guest rooms.
2. Encourage the proper use of electrical equipment, cleaning tools and chemicals to avoid damaging guest and hotel property and avoid hurting themselves.
3. Train and carry out safe working practices and promote their application, according to the workplace health, safety and security regulations.
4. Apply and ensure that hazards, security threats and injuries within one’s section (guest rooms/ public and back of house areas) area dealt with in accordance to organisational procedures.

### Required Knowledge

The Housekeeper at MQF level 5 must know, evaluate and explain:

1. The role and responsibilities of themselves and of others within their team in accordance to the Health and Safety regulations.
2. The different types of hazards found at work especially the ones caused inadvertently by team members (e.g. chemicals / linen carts / trolleys which are left unattended in corridors / public areas) and instruct alternatives to cleaning attendants and supervisors to avoid such occurrences.
3. The significance of risk assessments in regard to all cleaning tasks performed according to the allocated responsible areas of housekeeping consisting of the back of house (including laundry section), public areas and guest rooms.
4. The procedures of property evacuation.
5. The first aid procedure to be practiced if an occurrence happens within the property, or the first aider responsible.
6. The policies of personal health and hygiene in order to be able to instruct other staff members to follow these policies as required.
7. The training given to supervisors and cleaning attendants in case of possible hazards and health and safety issues that are encountered in the work place.

### Required Skills

The Housekeeper at MQF Level 5 should be able to:

1. Monitor and promote the application of (within the housekeeping department) health, safety and security practices in line with internal procedures at all times.
2. Train and carry out health and safety best practices according to designated tasks and areas.
3. Train departmental staff how to report and follow any hazards encountered whilst

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1 The term hotel refers to any tourist accommodation establishment.
performing the requested duties.

4. Demonstrate effective emergency procedures during drills/ or real occurrences.

5. Carry out risk assessments within guest rooms, public areas and back of house (including laundry).

6. Carry out risk assessment according to type of job and person.
   a. Example 1: risk assessment of jobs carried out by pregnant staff should differ from tasks allocated to a woman that is not pregnant as per the safeguarding maternity act.
   b. Example 2: Heavy object carrying task risk assessment that can be allocated to persons who can manage to lift heavy items.

7. Be smartly dressed and provide a smart uniform to staff which falls under health and safety standards (e.g. uniform fabric that is fire retardant, provision of safety shoes etc.)
# HK502: Customer Care

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 and encourage effective customer service.

## Performance Criteria

The candidate must have the necessary knowledge and skills to:

1. Communicate both verbally and in writing using a good level of English (CEFR Level B1 and upwards).
2. Ensure that design, comfortability and hygienic standards are met and exceeded. In lack of achievement in standard to conduct re training to supervisors and cleaning attendants.
3. Promote ideas how staff can exceed guest’s expectation / satisfaction.
4. Instruct the housekeeping staff to follow the safety data act in order to keep the privacy of guests.
5. Address complaints and requests promptly and professionally to ensure a positive guest experience throughout their stay at the hotel.

## Required Knowledge

The Housekeeper at MQF level 5 must know, evaluate and explain:

1. How to deal with difficult situations involving guests and/ or team members.
2. The benefits of speaking different languages when interacting with guests and team members of various nationalities.
3. The procedures of how to maintain hotel standards and possible ideas how to exceed guest expectations.
4. The internal procedures and level of authorisation requirement for complimentary gifts or discounted prices especially with returning guests or guests who have sustained some sort of inconvenience.
5. The design requirement for the comfortability of guests within guest rooms and public areas.
6. Information about in-house facilities, activities and entertainment programmes within and outside property.
7. Safety data procedures to keep the privacy of guests in compliance with in-house SOPs and GDPR regulations.

## Required Skills

The Housekeeper at MQF Level 5 should be able to:

1. Handle customer / team members’ complaints in an effective manner.
2. Speak and write English professionally (CEFR level B1 and upwards).
3. Be collaborative and encourage collaboration between housekeeping personnel and other departments in order to satisfy the guest needs.
4. Encourage team members to try and meet guest additional requests to seek assistance if required.
5. Handle complaints from guests in relation to housekeeping. Evaluate if a guest is to be given compensation or a complimentary gift as a result of lack of service / standard provided by housekeeping staff.
6. Discuss with superiors any suggested alternatives for the design of room and public areas for the comfortability of guests.
7. Train staff in all the requirements of the safety data act in order to keep the privacy of guests and monitor it accordingly.
**HK503: Responsibilities of the Housekeeping Department**

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with housekeeping responsibilities within the accommodation establishments. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow best practices within the daily work in the housekeeping department in the position of Housekeeper.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to:

1. Evaluate high level of cleanliness in guest rooms, public areas and back of house areas.
2. Keep General Manager informed on the objectives of high level of cleanliness and maintenance of the accommodation establishment.
3. Be responsible for any assigned housekeeping duties such as; linen requirements, contractor’s requirements, required stock takes and documentation, staff appraisals and schedules and budgetary necessities.
4. Review any occurrences during the daily supervision of specific areas and tasks conducted during the day and respect where necessary.
5. Operate and be responsible for the Housekeeping department.

**Required Knowledge**
The Housekeeper at MQF level 5 must know, evaluate and explain:

1. The procedures of cleaning, servicing and maintaining the guest rooms, public areas and back of house areas.
2. The system of linen distribution and distribution to room attendants and any other department like food and beverage and banqueting.
3. The inventory system to keep record of all housekeeping equipment and supplies.
4. The requirement needed from all attendants and housekeeping staff.
5. The training for the housekeeping staff.
6. Proper documentation and updating in record books, registers and files.
7. Supplies and tools to order for the housekeeping department which are in line with budget requirements.
8. The procedure of periodic stock-taking and maintaining of stock records for chemicals, tools, equipment, linen, uniforms, guest supplies and amenities.
9. The necessary requirements in forecasting and budgeting for operations, wages and salaries and capital expenditure.
10. The necessary information required for staff appraisals, disciplining and promotion prospects.
11. Good communication and working systems with the department and other departments within the accommodation establishment.
12. The importance of security and safety regulations to all department and staff.
13. The best practice to deal with guest complaints and requests.
14. Review the required reported maintenance work and instruct accordingly.
15. Ensure lost property procedures are adhered to.
16. The importance of frequent meetings with staff.
17. The importance of organising meetings with required contractors and suppliers.
18. The importance of implementing proper handover procedures in the absence of housekeeper.
## Required Skills

The Housekeeper at MQF Level 5 should be able to:

1. Ensure the maximum efficiency possible in the care, comfort, cleanliness and upkeep of guest rooms, public areas and back of house areas.
2. Assess if rooms need maintenance, that room standards are maintained and if there a need of an upgrade to any room in order to be well maintained.
3. Ensure a welcoming environment and a courteous, reliable service for all department staff.
4. Evaluate, train, assess and supervise all staff within the Housekeeping department.
5. Appraise the performance of staff with area supervisors.
6. Apply health and safety requirement and train staff in the security regulations accordingly.
7. Assess work done by hired contractors like cleaning services, pest control, flower arrangements, laundry/linen cleaning or hiring, window cleaning and any other specialised cleaning.
8. Design and implement training programmes within the housekeeping department with general manager.
9. Review on a periodical basis department stocktaking, inventories and the maintaining of stock records.
10. Evaluate the amount and type linen part stocks (e.g. distribution of linen, movement of linen and requirements to purchase more linen as necessary for the designated department.)
11. Plan the cleaning attendant’s duty for the required weeks following the accommodation establishment occupancy forecast, plan and schedules activities.
12. Plan the budget requirement for the Housekeeping Department.
13. Review any occurrences during the daily supervision of specific areas and tasks conducted during the day and report where necessary.
14. Plan and arrange meetings with department staff.
15. Plan and arrange meetings with required contractors and suppliers.
16. Operate and maintain an appropriate and efficient handover system in the absence of housekeeper.
**HKS04: Human Resources Management and Business Development**

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to daily duties within the Housekeeping Department. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to deal with staff related issues, training, motivation, conflict resolution and business development.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to:

1. Prepare all staff records, time plans and schedules.
2. Recruit and train staff.
3. Resolve conflicts, staff complaints, misconduct and staff negligence.
4. Maintain an eye for detail during hotel touring.

**Required Knowledge**
The Housekeeper at MQF level 5 must know, evaluate and explain:

1. Workplace regulations regarding shifts, scheduling, vacation leave etc.
2. Functions of all staff members at the workplace.
3. Training needs of new recruits as well as ongoing training of new procedures etc.
4. Basics in staff motivation.
5. Basics in interpersonal communication.
6. Different ways to give feedback to staff members.
7. Basic conflict resolutions techniques.
8. New ideas that can be implemented for the benefit of the property and department.
9. How to practice high standard supervision when touring the hotel.

**Required Skills**
The Housekeeper at MQF Level 5 should be able to:

1. Manage staff time plans and the staff roster.
2. Estimate staff workload and compensations.
3. Maintain records of payroll and attendance.
4. Assist in the formulation of job descriptions.
5. Identify and report on staff shortages.
6. Assist in recruiting, monitoring and training of new staff.
7. Supervise activities and performance of all restaurant staff.
8. Maintain discipline among staff.
9. Tackle misconduct and staff negligence.
10. Recommend means to improve staff performance and motivation.
11. Ensure the continuous professional development of staff.
12. Provide continuous feedback to staff members on performance.
13. Address complaints or concerns from staff members.
14. Implement changes according to market trends and customer feedback.
HK505: 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 in relation to interaction with guests, team members and colleagues alike.

Performance Criteria
The candidate must have the necessary knowledge and skills to:

1. Observe that all staff maintain a professional and courteous attitude with customers.
2. Maintain a harmonious working environment with team members and with colleagues within and outside the housekeeping department.
3. Ensure all staff respect work obligations and limitations of self and one’s team members.
4. Deal with difficult or unexpected situations in a professional manner and intervene in support of a member of staff when required.

Required Knowledge
The Housekeeper at MQF level 5 must know, evaluate and explain:

1. The meaning and implications of a customer centric business.
2. The importance of maintain a team mind-set among colleagues.
3. The importance of being aware of cultural diversity among staff and clients.
4. The rules and regulations of the workplace.
5. Own duties, functions and responsibilities.
6. The duties and functions of subordinates.
7. Emotional management techniques.
8. Basics of interpersonal communication.

Required Skills
The Housekeeper at MQF Level 5 should be able to:

1. Value customers and colleagues by adopting a professional and courteous attitude and by showing a proactive approach.
2. Address clients and colleagues in a professional manner at all times during service.
3. Ensure customer satisfaction whilst supervising and conducting service tasks.
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele.
5. Create and maintain a positive mind-set among employees during the execution of the service tasks.
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures.
7. Ensure that all staff attend work on time and wearing clean and appropriate uniform.
8. Respect and follow superiors’ instructions.
9. Guide and instruct subordinates in a positive, professional and polite manner.
10. Collect feedback periodically from employees and from customers to evaluate and develop existing processes.