CATHSSETA Accredited

ROOM **ATTENDANT**

IN-HOUSE GROUP TRAINING

Title:	Room Attendant
CATHSSETA ID:	HSP/RmAttd/2/0012
NQF Level:	2
Credits:	16
Type:	Skills Programme
Duration:	3 Weeks
Enrolments:	Start anytime. Enrolments open until 9 June 2028

COURSE **OVERVIEW**

Master the skills to ensure clean, comfortable, and welcoming guest rooms in any hospitality setting.

This course equips learners with the knowledge and practical skills required to work effectively as a room attendant in the hospitality industry. Learners will develop an understanding of their role in representing the organisation and supporting guest service. The programme covers workplace awareness, including services and facilities, as well as how to maintain a safe environment for guests and staff. Learners will also gain practical skills in the safe use, storage, and maintenance of cleaning equipment, along with deep cleaning of floors, soft furnishings, and kitchen areas. In addition, learners will be trained to prepare beds, manage linen, and service guest rooms, bathrooms, and toilet areas according to organisational standards. The focus throughout is on hygiene, safety, attention to detail, and professionalism to ensure guest comfort and satisfaction.

COURSE **PURPOSE**

The Room Attendant Skills Programme is designed to equip learners with the practical housekeeping skills required in accommodation establishments. The programme covers preparing beds, handling linen, servicing guest bedrooms, bathrooms and toilet areas, deep cleaning floors and soft furnishings, and servicing self-catering kitchen areas.

This course will help learners to grow in their careers by improving their skills, enhance employability, give better room service, and exceed expectations within the hospitality industry.

Training room attendants is essential to ensure high standards of cleanliness, safety, and guest satisfaction. Proper instruction maximises operational efficiency, reduces supply costs, and fosters employee retention. For properties in South Africa, implementing effective housekeeping training for hotels & lodges directly elevates service quality.

LEARNING **OUTCOMES**

The following Unit Standards (US) are covered in the course and upon completion the learner will be able to:

- Prepare beds and handle linen and bed coverings (US 7602).
- Service toilets and bathroom areas (US 7603).
- Service guest bedroom areas (US 7605).
- Handle and store cleaning equipment and materials (US 7608).
- Deep clean floors and soft floor coverings (US 7613).
- Service self-catering kitchen areas and equipment (US 7614).
- Describe layout, services and facilities of the organisation (US 7793).
- Maintain a secure environment (US 7796).
- Maintain a safe working environment (US 7799).
- Maintain health, hygiene and professional appearance (US 7800).

COURSE **MODULES**

Module 1: Personal Development

This module equips learners with the knowledge and skills to maintain high standards of personal health, hygiene, and professional appearance, contributing positively to the organisation's image. Learners will gain an understanding of the workplace environment, available services and facilities, and their role in providing accurate information and representing the organisation professionally.

Module 2: Safety and Security

This module equips learners with the knowledge and skills to identify and respond to factors, faults, incidents, or damage that may increase safety and security risks for staff and customers. Learners will develop the ability to use relevant technology effectively, implement appropriate safety and security measures, and contribute to maintaining a safe and secure working environment. The module also highlights the positive impact that strong safety and security practices have on customer confidence, operational efficiency, and business revenue.

Module 3: Cleaning Services

This module equips learners with the knowledge and practical skills to safely handle, use, store, and maintain cleaning equipment and materials to ensure they remain in good working condition. Learners will develop the skills to deep clean hard floors and soft floor coverings, as well as clean and service kitchen areas and equipment to the highest hygiene standards. Emphasis is placed on maintaining cleanliness, promoting a safe working environment, protecting equipment, and contributing to guest satisfaction through effective cleaning practices.

Module 4: Bedroom Service

This module equips learners with the knowledge and practical skills to prepare beds, handle linen and bed coverings, and service guest rooms, bathrooms, and toilet areas in accordance with organisational standards. Learners will develop an understanding of the importance of hygiene, cleanliness, attention to detail, and quality service in creating a safe, comfortable, and welcoming environment. Emphasis is placed on maintaining high housekeeping standards to enhance guest comfort, satisfaction, and the overall reputation of the organisation.

DELIVERY **METHOD**

In-house (onsite) training at your establishment for a group of learners. Learners will receive hardcopies of their course material and supporting documents (assessment guide, learner guides, workbooks, logbook). The

learner's Portfolio of Evidence will be completed partially in class with some assignments to be completed in the workplace.

- Week 1: Face-to-face contact sessions.
- Week 2 – 3: Workplace practical (under guidance of workplace mentor).

WORKPLACE **EXPERIENCE**

While onsite at the workplace, learners will be expected to be exposed to day-to-day room service tasks. They will have to complete a logbook, along with their workplace supervisor/coach, to record their practical experience. For this unit standard they will have to complete a minimum of 10 days (2 weeks) of practical.

ENTRY **REQUIREMENTS**

- Able to read, write, and understand English.
- Valid identification (ID or Passport).

COMPETENCY **REQUIREMENTS**

The following assessments will be required to be completed by the learner:

- Assignments / workbooks (theory).
- Logbook (workplace practical).

CERTIFICATION

- CATHSSETA Skills Programme Certificate.
- Drum Beat Academy Certificate.

COURSE **DATES**

Please contact us to discuss availability. We'll work with you to choose a suitable date for your group training.

GROUP **TRAINING PRICE**

Per Person:	Please contact us for group pricing. Combo specials are available. The more you do the cheaper it is!
Group Size:	Minimum of 8 people. If you have a smaller group, please contact us.

WHAT'S **INCLUDED**

- Training material.
- Assessments and moderation.
- Certification.
- Learner support.

WHY **CHOOSE US?**

- CATHSSETA Accredited Training Provider.
- 32 years of experience in education and training.
- Industry-experienced facilitators.
- Flexible study options.
- National footprint.
- Learner support.
- Industry-relevant training and proven graduate success.

QUALIFICATION **ARTICULATION**

This skills programme forms part of:

Title:	National Certificate: Accommodation Services
SAQA ID:	14110
NQF Level:	2
Credits:	120 (minimum)
Type:	Qualification

Learners who complete this skills programme may receive credit towards the National Certificate, provided they meet the entry requirements and choose to enrol.

CONTACT **US**

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