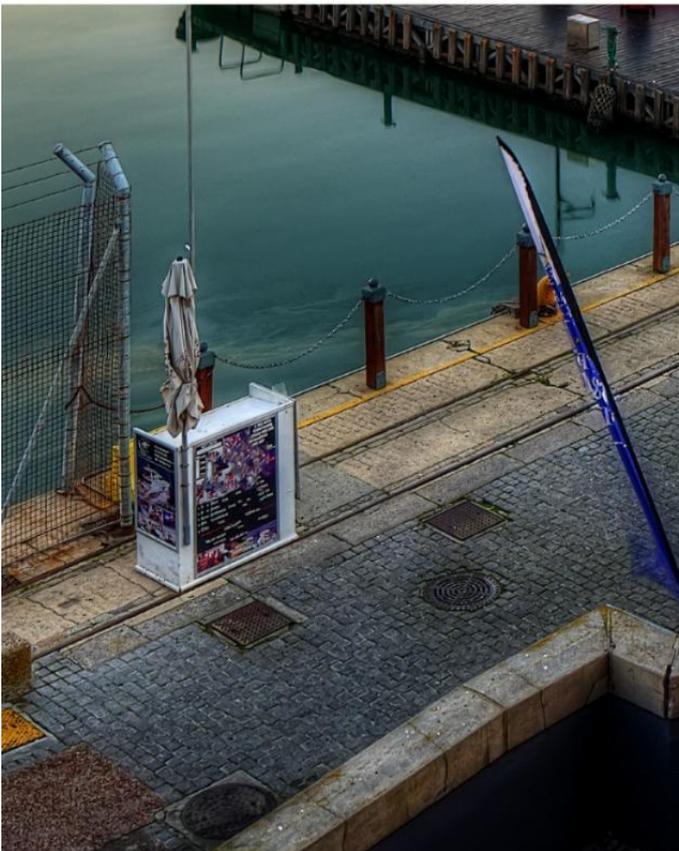




# 2025 ACCOMMODATION SERVICES COURSE



---

## COURSE INFORMATION

### WHAT IS ACCOMMODATION SERVICES?

The **CATHSSETA accredited** National Certificate in Accommodation Services (SAQA ID 14110) equips learners with the knowledge and practical skills needed to deliver professional housekeeping and guest service within the hospitality industry. The programme covers essential theory such as customer care, health and safety, stock control, cleaning techniques, and telephone etiquette, while practical training includes preparing rooms, handling linen, cleaning various surfaces, managing supplies, and maintaining hygiene standards. Learners also develop interpersonal and teamwork skills, learn to coach others, and explore self-employment opportunities — preparing them for a rewarding career in hotels, lodges, guesthouses, and other accommodation establishments.

### COURSE CONTENT

#### Theory:

- Basic calculations.
- Cleaning equipment & materials.
- Customer care & principles.
- Different linen & bed coverings.
- Different floors & floor coverings.
- Health, hygiene, safety and security.
- Layout, services and facilities of organisation.
- Sectors of the Hospitality, Travel and Tourism Industry.
- Stock management.
- Telephone etiquette.
- ...and many more.

#### Practical:

- Deal with customers.
- Process incoming and outgoing telephone calls.
- Display cultural awareness in dealing with customers & colleagues.
- 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.

---

# QUALIFICATION DETAILS

## NATIONAL CERTIFICATE: ACCOMMODATION SERVICES

---

SAQA ID 14110

NQF Level 2

Minimum 120 Credits

### ENTRY REQUIREMENTS

- It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1.
- Learners should have a basic comprehension of English.
- Basic reading and writing skills are required.

### DURATION

- Structured 8 to 12 month course.

### ASSESSMENT

- Questionnaires on theory.
- Assignments on workplace implementation.
- Practical assessment on providing and maintaining all aspects of accommodation services in a lodge, hotel or guesthouse.

### AWARD

Drum Beat Academy and CATHSSETA Certificate.

---

## DATES & PRICE

### DATES

**Group dates:** Please contact us for onsite / inhouse group training dates.

**Distance learning:** Start anytime.

### PRICE

*All prices include VAT*

TYPE	PRICE
<b>Inhouse group training.</b> <ul style="list-style-type: none"><li>○ For groups of 8+, excludes venue.</li></ul>	<b>R23 430.00</b>
<b>Distance learning.</b> <ul style="list-style-type: none"><li>○ Open for private individuals and groups.</li></ul>	<b>R14 500.00</b>
<b>Recognition of Prior Learning (RPL).</b> <ul style="list-style-type: none"><li>○ Open for private individuals and groups.</li><li>○ Prerequisites apply.</li></ul>	<b>R6 500.00</b>

### PRICE INCLUDES

- Learning material.
- All assessments.
- Support and guidance.
- Moderation and certification.

Contact Wilna on 012 460 9585 or email [pta@drumbeatacademy.co.za](mailto:pta@drumbeatacademy.co.za) for further information.



☎ | 012 460 9585

✉ | [info@drumbeatacademy.co.za](mailto:info@drumbeatacademy.co.za)

🌐 | [www.drumbeatacademy.co.za](http://www.drumbeatacademy.co.za)

*We **drum** out your future!*