

UNITS OF LEARNING OUTCOMES - A: HOSPITALITY AND ACCOMMODATION

A unit of learning outcomes is a component of a qualification consisting of a coherent set of knowledge, skills and competence that can be assessed and validated.
(ECVET Recommendation)

Reference system: German vocational training act Ausbildungsberuf / training occupation / qualification:			
<u>German</u>	<u>English</u>	<u>French</u>	
1. Hotelkaufmann 2. Hotelfachmann	1. Management Assistant for the Hotel Industry 2. Hotel Industry Expert 3. Hotel and Catering Industry Expert	1. Agent commercial dans l'hôtellerie 2. Employé qualifié dans l'hôtellerie 3. Employé qualifié en hôtellerie et restauration	
Unit: A2 (min 2 week mobility)	Unit: A2 Title: Housekeeping Level 3 or 4 (DQR/EQF) = knowledge of facts, principles, processes and general concepts in a field of work or study (EQF)		
	Knowledge	Skills	
	He/ she knows... * relational dimensions: status, role, culture, verbal and non-verbal communication * how to deal courteously with complaints and compliments and demonstrate a commitment to customer satisfaction * the function of the accommodation department and the duties of accommodation personnel * the procedures for cleaning a bedroom, occupied and vacant * the procedures for servicing a bedroom, to include evening turndown * the correct procedures and sequences for servicing a bedroom * the importance of hygienic work practices within the accommodation department * health & safety regulations in relation to accommodation service operations * basic accommodation service terminology in foreign language * how to use appropriate manual and mechanical cleaning equipment	He/ she is able to... / the learner understands to... * select and use detergents, maintenance products and cleaning equipment according to economic and environmental criteria * understand the principles and effects of cleaning agents including water detergent, bleaches, abrasives, disinfectant, polishes and solvents * clean and maintain rooms * prepare guest rooms & the dining area according to occasion * assemble simple flower arrangements * handle the laundry service * work out duty rosters * apply health and safety issues * correspond with guests, agents and staff using foreign-language terms	He/ she is responsible for/ supervises... * choosing and utilizing detergents and maintenance products * cleaning and maintaining rooms * preparing guest rooms & the dining area according to occasion * the laundry service * dealing courteously with inquiries and complaints demonstrating commitment to customer satisfaction