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MODULE 2

ACCOMMODATION OPERATIONS ATTENDANT

HOS/OS/ACO/CR/03/4/MA

Perform Housekeeping Operations

September – December 2025

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

PRACTICAL ASSESSMENT

INSTRUCTIONS TO THE CANDIDATE:

1. This unit of competence shall be assessed in three phases.
2. Each assessment session has the duration included in brackets
3. The third phase of the assessment shall include a practical session and an oral assessment session.
4. The assessor will take photos and videos as you perform the tasks at critical points during the assessment.
5. Ensure all required resources for the assessment have been provided before beginning the assessment.

PRACTICAL ASSESSMENT 1 (4 HOURS)

Elements Covered

1. Prepare accommodation / Establishment Facility

You are the housekeeping attendant at Zawadi Resort; you are required to prepare a guest room and make it ready for occupancy for a tourist travelling for adventure to the resort.

Tasks

- Clean all the surfaces in the guest room systematically.
- Arrange the room into its original state.
- Replenish supplies and amenities.
- Organize the room based on theme interpretation (Tourist travelling for adventure).

PRACTICAL ASSESSMENT 2 (3 HOURS)

Elements Covered

1. Make Guest Bed.

You are the housekeeping attendant at Zawadi Resort, you are required to make a guest bed in a guest room and make it ready for occupancy for a tourist travelling for adventure to the resort.

Tasks

- Strip soiled linen and air blankets/duvets/bed covers.
- Clean the bed.
- Care for mattress.
- Make the bed
- Decorate the bed. (runners, cushions or themed accessories)

PRACTICAL ASSESSMENT 3 (4 HOURS) AND ORAL ASSESSMENT (1 HOUR)

Elements Covered

1. Provide Floral Services.
2. Perform turn down services.

As a housekeeping attendant at Zawadi Resort, you are required to provide floral services in a guest room and perform turn down services to for a tourist travelling for adventure to the resort.

Tasks

a) You are required to provide floral services in the guest room.

- Identify the appropriate fresh flowers
- Select flowers that complement the room décor and theme (of your choice)
- Combine different colours, heights and texture
- Place and arrange the flowers in the vase or pot

b) You are required to perform turn down services.

- Prepare the bed.
- Adjust the Lighting and Curtains.
- Place amenities and supplies.
- Towel and bathroom set up

The assessor will proceed to ask you oral questions for 1 hour.

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