

# A guide to Accommodation Operations and Service (7068)

## Centres' information

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City & Guilds International Qualification in Accommodation Operations and Services is paramount for those people working or aspiring to work in public and guests areas in hotels, corporate accommodation facilities and other tourism industry activities where first impressions, comfort and high quality customer service are essential.

## Who is this qualification for?

There are three levels of this qualification: Certificate, Diploma and Advanced Diploma. The Certificate level is suitable for those without experience, who wants to learn the essential skills of how to maintain public areas and guest rooms to high standards.

The Diploma level is suitable for those with some level of experience aiming to upgrade existing skills that will enable them to perform better in larger hotels or corporate guests' houses environments.

The Advanced Diploma level is suitable for those experienced candidates aiming to become supervisors or team leaders.

## What skills will be developed in this qualification?

At **Certificate level** the candidate will learn about and practise -

- Safety and security, of self and others
- Customer care and personal skills
- Cleaning procedures and organisation of cleaning
- Care of textiles

At **Diploma level** candidates will develop and refine the Certificate level skills to be able to work independently, and additionally, learn about -

- Taking responsibility for safety and security
- Acting as a role model in customer care
- Wider responsibility for types of accommodation
- Recruiting and organising staff
- Controlling operations

At **Advanced Diploma level**, candidates will focus on supervisory and specialist procedures, and will learn and practise -

- Training staff in safety and security
- Staff management
- Controlling quality and finance
- Design and development

At all levels candidates must also be able to learn about different places where accommodation services are needed and the different types and levels of services and customer expectation.

## How is a candidate tested?

### At Certificate level -

#### Practical competence

A checklist of practical skills that must be demonstrated.

#### Knowledge requirements

A two hour written test with 60 multiple choice questions.

### At Diploma level -

#### Practical competence

A checklist of practical skills that must be demonstrated.

#### Knowledge requirements

A two hour written test with 60 multiple choice questions.

### At Advanced Diploma level -

#### Practical competence

A checklist of practical skills that must be demonstrated.

#### Knowledge requirements

A three hour written paper with 10 short answer questions.

The practical skills checklists can be completed at any time during the teaching programme. We recommend that they are fully completed by the time of the written examination.

Written examinations for each level are available every November and June.

Details about the written tests and the checklist are all in our syllabus.

## What resources do I need to offer this qualification?

You need the following -

- Suitably qualified teachers - probably with some experience of working in the industry, or with an accommodation or housekeeping manager's qualification. For example, a person teaching candidates for the Diploma level in this qualification, should have the skills described in the Advanced Diploma level.
- Equipment - such as working bedrooms and bathrooms typical of those found in a good quality hotel, public areas, cleaning materials, different types of linen, key and security facilities.
- At Certificate level, realistic work experience - a bedroom and bathroom area, and public rooms (eg reception) similar to those found in small hotel or similar facility, which guests will use.
- At Diploma level work experience in a hotel or similar facility, or in a training accommodation area of a purpose built training institute that is open to the public.
- At Advanced Diploma level, sufficient work experience to enable the duties of a housekeeping manager to be carried out, practised and assessed, including people management and room design.
- One suitably qualified person (we suggest a qualified housekeeping manager working in a hotel or similar facility), who is not teaching your candidates, who can confirm that your candidates have reached the necessary levels in the practical skills.

Full details about the equipment needed are given in our syllabus.

### What can a person do after gaining this qualification?

At certificate level you can work under supervision in the housekeeping department and deal with guest enquiries.

At diploma level you can work independently and take responsibility for particular activities.

At advanced diploma level you will have the skills to lead a team in any department within the hotel environment; to manage the housekeeping operation; or to work in cruise lines and corporate residential training centres.

For those interested in taking up a management qualification, we offer the International Management Award - managing people, activities, information and resources.

This qualification is suitable for candidates who have completed the Diploma or Advanced diploma in Accommodation Operations and Services. Exams are held in June and November each year.

### We also offer related qualifications for the hospitality industry in

- Reception Operations and Services
- Food and Beverage Service
- Food Preparation and Culinary Arts

### How do I start?

- 1 Read the syllabus and regulations to ensure you have the necessary resources required to deliver the qualification.
- 2 Apply to become an approved City & Guilds centre to offer the Accommodation Operations and Services qualification (7098).
- 3 Plan your teaching programme using the syllabus as guidance.

### What additional help can we receive?

As well as the syllabus, which is a complete guide to what you need to teach, and which includes all the checklists and application forms that you need we offer -

- A suggested book list
- Specimen exam questions for each level
- Guidance on how to assess the practical skills
- Guidance on how to confirm (or verify) the results of your practical

### For more information about this qualification, please contact

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### If asked for a qualification number, please quote 7068.

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