

A guide to Accommodation Operations and Service (7068)

Learners' 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.

What can I 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

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

For more information about this qualification, please contact your nearest centre.

Your nearest centres is:

If asked for a qualification number, please quote 7068.

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