



## Executive Summary

Qualification	National Diploma: Accommodation Services
Qualification ID	14123
NQF Level	5
Minimum Credits	241
Duration	12 to 24 months
Field	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
ETQA	CATHSSETA
Purpose	This qualification has been developed for professionals in the accommodation industry. It brings together elements of housekeeping, front office and management. This qualification will professionalise the industry and is applicable to all sectors, from small bed and breakfasts to large-scale hotels.
Entry Requirements	It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 4. (The existing matric certificate meets these requirements).



EMPOWERED

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## Exit Level Outcomes

- Deal with customers
- Process incoming and outgoing telephone calls
- Display Cultural Awareness in dealing with Customers & Colleagues
- Maintain effective working relationships with other members of staff
- Perform basic calculations and communicate verbally and non-verbally
- 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
- Maintain a safe and secure working environment
- Describe the Sectors of the Hospitality, travel & Tourism Industries
- Conduct on-the-job coaching
- Develop self within the job role
- Source information about self-employment opportunities
- Maintain customer satisfaction
- Maintain the receipt, storage and issue of goods
- Contribute to the identification of short term supply needs
- Maintain the cleaning program for own area of responsibility
- Induct new staff to the workplace
- Plan, organise & monitor work in own area of responsibility
- Monitor and maintain health, safety and security
- Maintain a preventative maintenance program
- Control and order stock

## The KLM Empowered X-Perience



**X-Citement**

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.

**X-Ploration**

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



**X-Change**

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.

**X-Tension**

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



**X-Cellence**

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.



# Learning Blocks

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## Customer Service Excellence

ID	Unit Standard Title	Level	Credits
7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	Level 2	2
7729	Maintain the Front Office Service	Level 6	3
7710	Deal with the Arrival of Customers	Level 3	2
7703	Provide Customer Information and Book External Services	Level 3	2
7836	Monitor customer satisfaction	Level 4	3
7722	Co-ordinate the Greeting and Assisting of Guests on Arrival and Departure	Level 5	4
7865	Improve service to customers	Level 5	6
7791	Display cultural awareness in dealing with customers and colleagues	Level 4	4
7789	Provide Customer Service	Level 4	8
7724	Receive and Process Reservations	Level 3	3
7718	Prepare Customer Accounts and Deal with Departures	Level 3	3
7790	Process incoming and outgoing telephone calls	Level 3	3
7706	Maintain a Booking System	Level 3	3
Total			46

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## Occupational Health and Cleaning Services

ID	Unit Standard Title	Level	Credits
7846	Maintain the cleaning programme for own area of responsibility	Level 4	2
7608	Handle and store cleaning equipment and materials	Level 2	1
7606	Clean floors and floor coverings	Level 2	1
7658	Maintain the housekeeping service	Level 4	4
7605	Service guest bedroom areas	Level 2	1
7602	Prepare beds and handle linen and bed coverings	Level 2	2
7603	Service toilet and bathroom areas	Level 2	2
7796	Maintain a secure working environment	Level 3	1
7612	Handle and dispose of waste	Level 2	1
7854	Provide First Aid	Level 4	4
7800	Maintain health, hygiene and a professional appearance	Level 1	1
7869	Maintain a preventative maintenance programme	Level 4	3
7868	Monitor and maintain health, safety and security	Level 5	4
7794	Communicate verbally	Level 3	8
Total			35

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### Hospitality Operations

ID	Unit Standard Title	Level	Credits
7820	Operate a payment point and process payments	Level 3	3
7844	Contribute to the identification of short term supply needs	Level 4	1
7839	Maintain the receipt, storage and issue of goods	Level 4	5
7884	Control and order stock	Level 5	4
11235	Maintain effective working relationships with other members of staff	Level 3	1
7793	Describe layout, services and facilities of the organisation	Level 2	1
7822	Prepare written communications	Level 4	3
7663	Handle mail, messages and written communications	Level 2	1
7818	Conduct on-the-job coaching	Level 5	5
7866	Plan, organise and monitor work in own area of responsibility	Level 5	3
7859	Lead and manage teams of people	Level 6	6
Total			33

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7663	Handle mail, messages and written communications	Level 2	1
7818	Conduct on-the-job coaching	Level 5	5
7866	Plan, organise and monitor work in own area of responsibility	Level 5	3
7859	Lead and manage teams of people	Level 6	6
Total			33

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### The Basics of Financial Management

ID	Unit Standard Title	Level	Credits
7721	Exchange Foreign Cash and Travellers Cheques	Level 4	2
7812	Perform basic calculations	Level 2	3
7880	Prepare, implement, manage and control budgets	Level 6	10
7877	Plan, implement and evaluate sales development activities	Level 5	10
7786	Operate a Computer	Level 3	8
Total			33

## Electives

ID	Unit Standard Title	Level	Credits
7863	Manage staff development	Level 5	6
7860	Introduce new staff to the workplace	Level 3	1
9244	Plan and conduct meetings	Level 4	4
7857	Manage information flow	Level 6	4
7874	Contribute to the provision of required staff	Level 6	5
14394	Conduct disciplinary and grievance procedures	Level 6	10
7885	Research and update the legal knowledge required for business compliance	Level 5	8
7841	Plan staff training and development in own area of responsibility	Level 4	6
7821	Develop self within the job role	Level 4	3
7873	Manage one`s own development	Level 4	3
7875	Support and guide the learner	Level 4	1
7867	Assess the learner	Level 5	4

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## The Greatness Effect