



Great housekeeping attracts great reviews and more guests

# New Zealand Certificate in Accommodation with a strand in Housekeeping (Level 3)

A consistently glowing reputation and great reviews for clean, pristine and perfectly presented rooms attracts guests and helps boost your business. Your guests spend more time in their room than any other area in your hotel or motel, so making sure it's as impressive as it should be all comes down to a skilled team of knowledgeable and committed housekeepers.

That's why the NZ Certificate in Accommodation with a strand in Housekeeping (Level 3) helps guarantee comfort and cleanliness for your guests, and keeps them coming back.

## Programme Features – Skills for success

Get all the right skills and know-how for your housekeeping team. Your employees will develop, or refresh, the specialist skills needed to achieve a high standard of service in housekeeping and gain the national qualification.

The housekeeping training programme perfects your team's practical skills and develops their communications expertise to help you meet your guests' expectations and attract favourable reviews and return business.

The programme unit standards include how to:

- ▶ apply health and safety and security practices to service delivery operations
- ▶ interact with other staff, managers and customers to provide service delivery outcomes
- ▶ apply standard operating procedures and the code of conduct to a work role in a service delivery organisation
- ▶ clean and service a guest room in a hotel or motel.

Find out more: [www.ServiceIQ.org.nz/training/hospitality/accommodation-programmes](http://www.ServiceIQ.org.nz/training/hospitality/accommodation-programmes)

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Industry Qualifications

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