

# Great housekeeping attracts great reviews and more guests

NZ 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.



On successful completion, your employees can enjoy the professional satisfaction of gaining a nationally recognised qualification.

The programme is ideal for new entrants, and it gives your experienced housekeepers the opportunity to refresh and gain official recognition of their skills.

This programme is easily completed by your people on the job and at a pace that works for you and your business.



## Benefits for your business

This special accommodation on-job training programme helps you to:

- ▶ provide a consistently impressive guest experience
- ▶ attract great online reviews and word-of-mouth recommendations
- ▶ keep customers coming back
- ▶ retain valued employees and boost loyalty
- ▶ enhance your reputation and brand
- ▶ increase sales.

## Benefits for your employees

This special accommodation on-job training programme helps your employees to:

- ▶ gain specialist housekeeping skills and knowledge
- ▶ understand the importance of their role for your business
- ▶ increase their confidence
- ▶ enjoy professional satisfaction from doing an important job well
- ▶ achieve a nationally recognised qualification.

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**Service IQ**

HELPING OUR CUSTOMERS SUCCEED  
BY GROWING THEIR TALENT



### Essential skills for your business

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.

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

You know that crisp and clean room presentation, politeness and helpfulness are qualities guests look for. 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.

For your employees to complete the NZ Certificate in Accommodation with a strand in Housekeeping (Level 3) programme, you will receive a full set of ServiceIQ learning resources. This includes Trainee assessment, an Assessor guide and learning material for each Unit Standard.

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.



### Why ServiceIQ?

ServiceIQ is your official industry-endorsed training partner committed to helping you build a successful business through world-class customer service and qualified staff.

As the Industry Training Organisation (ITO) for New Zealand's service industry, our experts work with industry to develop top quality on job training programmes that make a positive difference for businesses and their employees.

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