



Find out more!

Getting started in Accommodation

# Accommodation Savvy Award

**Great accommodation businesses need skilled people, fast.**

Now you can get your new recruits service-ready quickly and easily, by upskilling them on-job in all the essentials of guest room servicing, health and safety, maintaining and taking care of stock, and your standard operating procedures and code of practice. The bite-size Accommodation Savvy Award induction training programme speedily delivers the must-have keys for all successful hotels, motels, lodges, motor inns, up-market holiday parks and retirement villages.

And, because it's NZQA approved, the Award rewards your staff with four unit standards, making it the perfect foundation to full accommodation qualifications and a rewarding career. Specially designed for fast-paced businesses, the Accommodation Savvy Award is completed easily by new recruits on-job in only 16 weeks or less.

## Programme features – Essential Accommodation and Service Skills for Success

Your new recruits starting out in accommodation will gain vital basic skills and knowledge for a successful business. Here's just a brief summary of what they will learn:

- ▶ Efficient and effective room cleaning and servicing, including room reset, safe rubbish disposal, fitting and appliance operation and safety, and identifying and reporting maintenance needs.
- ▶ How to provide excellent customer service experiences.
- ▶ How to keep your customers and employees safe by using the correct health, safety and security practices.
- ▶ Procedures for responding to emergencies, accidents and incidents.
- ▶ Maintaining and replenishing stock, whilst preventing damage, wastage, theft and other intentional loss.
- ▶ Ensuring security of high-value items.
- ▶ How to apply standard operating procedures and the code of conduct in your business.

**Available on-job in print and online.**

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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Contact us: 0800 863 693 | [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)

Edition 1 – April 2025