



NATIONAL VOCATIONAL CERTIFICATE IN

HOSPITALITY AND TOURISM: FRONT OFFICE OPERATIONS

LEVEL 2



Prepared by the Directorate of Industrial and Vocational Training (DIVT)

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ACKNOWLEDGEMENT

The qualifications package was developed through consultations and combined efforts of individuals, organizations and collaborating partners. The qualification contains unit standards benchmarked from other countries in the SADC Region and internationally. The DIVT facilitated the whole process of developing this package.

The following individuals together with their organizations are acknowledged for their special inputs.

No.	Surname	Name	Organization
1.	Dlamini	Fola	Ramblas Restaurant
2.	Nabaala	Philile	ECOT
3.	Mahlalela	Pinkie	Piggs Peak Hotel
4.	Sikhondze	Thembinkosi	Happy Valley Motel
5.	Tshabalala	Thembi	Royal Villas
6.	Khanyile	Jabulani	Royal Villas
7.	Dlamini	Gladys	ECOT
8.	Mamba	Pholile	Consultant
9.	Nxumalo-Mahlobo	Winile	Consultant
10.	Phakathi	Lucky	DIVT
11.	Dlamini	Mazambane	Taiwan Technical Mission

THE QUALIFICATION

National Vocational Certificate in Hospitality and Tourism: Front Office Operations Level 2

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	Hospitality and Tourism
Specialisation:	Front Office Operations		
Level:	2	Minimum Credits:	40
Actual Credits	41		
Sub-Framework	TVET		

RATIONALE

The Kingdom of Eswatini identified the Hospitality and Tourism as one of the key sectors that when harnessed well can drive economic growth. As a service industry, human capital development becomes a foundation for quality service to attract growth in the sector. In order to ensure quality vocational skills in the sector, it became primarily necessary and important to develop a vocational qualifications structure that will specify competencies for ensuring quality human resources in the sector for provision of quality services. It is also significant for creating experiences that will make the industry competitive and comparable with other countries or even better.

PURPOSE

The qualification is a direct response to the continuous effort of the Ministry of Education and Training in close collaboration with the Hotels and Tourism association of Swaziland to address the lack of adequate human resources in tourism and hospitality. It recognises people who have the competencies required for performing Housekeeping Operations as part of routine hospitality and tourism tasks.

The main focus of this qualification, is the attainment of the required outcomes of learning, not the how, when or where the learning occurred. Some people applying to do this qualification may be currently not the how, when and where learning occurred. Some people applying to do this qualification may currently be competent in one or more of the unit standards and should then be given the opportunity to apply for recognition of prior learning

It is assumed that people who wish to enter into any training programme leading to this qualification have acquired basic English Communication and Numeracy skills.

This qualification provides access to other National Vocational Certificates in Hospitality and Tourism Front Office Operations Level 3.

ENTRY REQUIREMENTS

It is assumed that people who wish to enter into any training programme leading to this qualification have been awarded with the TVET Level 1 or Pre Vocational Certificate demonstrated equivalent knowledge

Recognition of Prior informal learning (RPIL / RPL)

- Portfolio
- Entrance exams

ASSOCIATED LEVEL DESCRIPTORS

Knowledge

To recall, comprehend, and use basic knowledge of Front Office operations

Skills

To use skills and key competences to carry out tasks where action is governed by rules defining routines and strategies. Select and apply basic methods, tools and materials in Front Office operations.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, Front Office Attendant L2 should be able to;

- Follow occupational health, hygiene and safety procedures in a hospitality establishment
- Dispose of waste as part of hospitality operations
- Organize work as part of hospitality operations
- Apply general cleaning techniques for premises and equipment as part of hospitality operations
- Conserve resources and report maintenance requirements in a hospitality and tourism environment
- Perform routine workplace estimations and calculations as part of hospitality operations
- Communicate with individuals and groups in English in a hospitality and tourism environment
- Provide customer care as part of hospitality operations
- Work with colleagues and customers in a culturally diverse hospitality and tourism environment
- Operate in a team as part of hospitality operations
- Extinguish fire by means of basic fire equipment
- Develop and Demonstrate the use of Emotional Intelligence

- Demonstrate knowledge of HIV and AIDS
- Provide mail, message and written communication service for guests as part of hospitality operations
- Provide Porter service in a hospitality environment
- Provide basic maintenance in a hospitality establishment
- Process incoming and outgoing telephone calls in a hospitality establishment
- Welcome and assist guests on arrival and departure in a hospitality establishment
- Identify and provide tourism related information and advice in a hospitality establishment
- Use business communication devices in a hospitality establishment
- Conduct basic oral workplace communication in a European language other than English in a hospitality environment
- Assist in preparing for events and conferences in a hospitality establishment

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore 201	Follow occupational health, hygiene and safety procedures in a hospitality establishment	2	2
HTCore 202	Dispose of waste as part of hospitality operations	2	2
HTCore 203	Organise work as part of hospitality operations	2	2
HTCore 204	Apply general cleaning techniques for premises and equipment as part of hospitality operations	2	4
HTCore 205	Conserve resources and report maintenance requirements in a hospitality and tourism environment	2	3
HTCore 206	Perform routine workplace estimations and calculations as part of hospitality operations	2	2
HTCore 207	Communicate with individuals and groups in English in a hospitality and tourism environment	2	2
HTCore 208	Provide customer care as part of hospitality operations	2	2
HTCore 210	Work with colleagues and customers in a culturally diverse hospitality and tourism environment	2	2
HTCore 211	Operate in a team as part of hospitality operations	2	2
HTCore 212	Extinguish fire by means of basic fire equipment	2	2
HTCore 213	Develop and Demonstrate the use of Emotional Intelligence	2	4
HTFO 201	Demonstrate knowledge of HIV and AIDS	2	1
HTFO 202	Provide mail, message and written communication service for guests as part of hospitality operations	2	1

HTFO 203	Provide Porter services in a hospitality environment	2	1
HTFO 204	Provide basic maintenance in a hospitality establishment	2	1
HTFO 205	Welcome and assist guests on arrival and departure in a hospitality environment	2	1
HTFO 206	Identify and provide tourism related information in a hospitality environment	2	1
HTFO 207	Use business communication devices in a hospitality establishment	2	2
HTFO 208	Conduct basic oral workplace communication in a European language other than English in a hospitality environment	2	2
HTFO 209	Assist in preparing for events and conferences in a hospitality establishment	2	2
Total number of credits			41

RULES OF COMBINATION

This qualification will be awarded to people who have met the requirements of the compulsory set

1.1 Compulsory Set

All the unit standards listed below are required.

8.2 Elective Set

There are no electives in this qualification

INTEGRATED ASSESSMENT

1.2 Body Responsible for the assessment

DIVT

1.3 Frequency and nature of Assessment

Assessment will be done in accordance to the nature of skills acquisition

- Institutional Training will have both formative and summative assessment
- Trade Testing will have only summative assessment

Practical assessment will be done at centres accredited by ESHEC, by panel of experts accredited by ESHEC in consultation with Sector Advisory Committees, coordinated by DIVT. Theory assessment will be coordinated by DIVT. Certification will be coordinated by DIVT.

INTERNATIONAL COMPARABILITY

SADC	This qualification aligns with the level descriptors in the SADC Qualifications Framework and also compares with TVET Qualifications in South Africa and Namibia
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ARTICULATION AND LEARNING PATHWAYS

Vertical	NVC HT Front Office Operations Level 3
Horizontal	NVC HT Level 2 in housekeeping, food preparation and food and beverage service
Diagonal	No match

RESPONSIBLE BODY

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UNIT STANDARDS

CORE201 - Follow occupational health, hygiene and safety procedures

Title		Follow occupational health, hygiene and safety procedures in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE201	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Identify, prevent and report risks in the workplace; follow hygiene procedures to control risks; and follow safe work procedures.

Special Notes

1. This unit standard is to be delivered and assessed in the context of Hospitality Operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. To demonstrate competence, at a minimum, provide evidence of identifying, reporting and taking steps to prevent four types of hazards and four food hygiene risks, and of handling two types of emergency procedures.
3. Assessment evidence may be conducted from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers' and company guidelines and instructions.
5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures, risk assessment, emergency procedures and the use of basic fire fighting equipment.
6. Personal protective equipment and clothing can include but is not limited to overalls or uniforms, gloves, safety glasses/goggles, safety shoes and hair nets/covering.

7. Appropriate personnel to be contacted in case of emergency, accident, fire, or to report a risk are designated safety officers determined by the establishment, who have undertaken specific safety response training, as well as supervisors, managers or other senior personnel.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - National Fire Service Order No. 14, 1975
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Identify, prevent and report risks in the workplace

Range

Hazards may include, but are not limited to, electrical hazards, chemical spills, gases, liquids under pressure, moving machinery and equipment, hazardous materials, work at heights, work in confined spaces, high temperatures, noise, dust, falls, burns, vapours, fires, protrusions, sharp equipment and manual handling, bare wires and electrical hazards.

Potential hygiene risks in food production, service and housekeeping areas may include:

- bacterial and other contamination arising from the poor handling of food, inappropriate storage of foods, including storage at incorrect temperatures, foods left uncovered;
- poor personal hygiene practices;
- poor work practices relating to cleaning, housekeeping, food handling, vermin (parasitic worms or insects), airborne dust, cross-contamination through inappropriate cleaning practices, the inappropriate handling of potentially infectious linen, contaminated wastes such as blood and body secretions, disposal of garbage and contaminated or potentially contaminated waste.

Performance Criteria

- 1.1 Health hazards and hygiene risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.2 Safety hazards and risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.3 Action is taken to reduce the risk within the scope of individual responsibility in accordance with establishment procedures and occupational health and safety regulations.
- 1.4 Potential risks of incorrect handling and storing of chemicals are identified and rectified.

Element 2: Follow hygiene procedures to control risks

Range

Risk may include the risk of injury during performance of a task or risk of infection due to unhygienic conditions in the work area.

Hygiene procedures relate to working methods used in food preparation, housekeeping, laundry and food and beverage service.

Hygiene procedures may include the safe and hygienic handling of food and beverages, regular hand washing, correct food storage, appropriate and clean clothing, avoidance of cross-contamination, the safe handling and disposal of refuse, cleaning and sanitising procedures and personal hygiene.

Performance Criteria

- 2.1 Workplace hygiene procedures are identified and followed in accordance with establishment standards and national legislation.
- 2.2 Procedures for pest control in the establishment are identified and applied.
- 2.3 Items and materials used in food preparation are handled and stored according to establishment requirements, manufacturer/supplier guidelines and regulation requirements.
- 2.4 High standards of personal hygiene and cleanliness are maintained according to establishment standards.

Element 3: Follow safe work procedures

Range

Materials may include but are not limited to chemicals, gas and other materials.

Performance Criteria

- 3.1 Tasks are performed in a safe manner and in accordance with legislative requirements and establishment policies and procedures.
- 3.2 Personal protective clothing and equipment are worn, used and stored according to establishment procedures.
- 3.3 Safety signs and symbols are identified and followed.
- 3.4 Appropriate tools and equipment are selected to carry out tasks that are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencing tasks.
- 3.5 Tools, equipment and materials are used, cleaned where appropriate, and stored correctly, in accordance with establishment procedures and manufacturer's instructions.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE202 -Dispose of waste in a tourism hospitality establishment

Title		Dispose of waste as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE202	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Prepare for waste disposal; dispose of waste; and clean up after disposal.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment; or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, evidence of the safe disposal of three types of waste are demonstrated in line with workplace procedures.
3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
4. Waste may include but is not limited to soiled napkins, sanitary dressings, glass, syringes, needles, razors, cigarettes, matches and ash, food waste, pressured containers, chemicals and motor oils.
5. Safe working practices include but are not limited to day-to day observation of safety policies and procedures and legislative requirements.

6. Personal protective equipment and clothing may include but are not limited to overalls or uniforms, gloves, safety glasses/goggles, hair covers and protective shoes.
7. Safety signs include but are not limited to hazard identification, facility or location signs, site safety signs, warning signs and symbols including for wet floors and paint, and heated equipment.
8. All inspection, operation and maintenance associated with the use of utensils and equipment shall comply with manufacturer's guidelines and instructions.
9. Regulation and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Prepare for waste disposal

Range

Pre work planning must include but is not limited to the correct selection of equipment, the materials and personal protective equipment, as well as the planning of the logical sequence for the task.

Tools and equipment include cleaning materials, storage containers, carrying equipment, tools for the movement and transportation of waste, and tools for cleaning any spilled waste and body fluids.

Performance Criteria

- 1.1 Types of waste to be removed and appropriate safety precautions are identified in line with establishment and legislative requirements.
- 1.2 Waste removal task is planned and organized within agreed timeframes.
- 1.3 Appropriate protective clothing and equipment are identified and applied.
- 1.4 Tools and equipment are selected and checked for serviceability and any faults are rectified or reported prior to commencement of task.
- 1.5 Safety signs and barricade requirements are identified and set up.
- 1.6 Environmental protection requirements are identified for the task in accordance with establishment and legislative requirements.

Element 2: Dispose of waste

Performance Criteria

- 2.1 Safety procedures for the disposal of waste are followed in line with safety plans.
- 2.2 Waste materials are handled according to establishment procedures and legislative requirements.
- 2.3 Waste for dispatch or recycling is sorted, prepared and collected.
- 2.4 Waste for recycling is placed in recycle containers according to establishment procedures.
- 2.5 Waste is disposed off according to establishment practices, as well as Covid-19 protocols and legislative requirements.

- 2.6 Unexpected situations are responded to in accordance with establishment procedures and global pandemics such as Covid-19, Swine Flu, Ebola, European fever etc.

Element 3: Clean up after waste disposal

Performance Criteria

- 3.1 Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, establishment procedures and job specifications.
- 3.2 Waste containers are cleaned in line with establishment and legislative requirements.
- 3.3 Tools, equipment are cleaned, checked for serviceability, maintained and stored in accordance with manufacturers' recommendations and establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE203 - Organise own work in a tourism hospitality establishment

Title		Organize own work as part of Hospitality Operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE203	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Identify task requirements; and organise work.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. To demonstrate competence, at a minimum, requires evidence of planning for at least two tasks consistent with work function.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and or company guidelines and instructions.
 5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.

6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Identify tasks requirements

Performance Criteria

- 1.1 Work instruction including specifications, quality requirement, and operational details are obtained.
- 1.2 Work instructions are confirmed with the supervisor and are applied.
- 1.3 Safety requirements are followed in accordance with safety plans and policies.
- 1.4 Tools and equipment for carrying out the tasks are selected.
- 1.5 Selected tools and equipment are checked for serviceability and faults are rectified or reported prior to commencement of tasks.
- 1.6 Materials appropriate to the work application are identified, obtained, and prepared.
- 1.7 Environmental protection requirements for the task are identified and applied in line with environmental plans and regulatory requirements.
- 1.8 Work schedule is prepared according to time allocated for carrying out the task.

Element 2: Organise own work

Range

Documentation may include but is not limited to time sheets, work records, attendance sheets, stock lists, repair and/or refurbishments schedules.

Performance Criteria

- 2.1 Identify key steps required to complete the task.
- 2.2 Work activity is organized with other involved personnel allowing for relevant human factors and using relevant communication processes to ensure task is completed safely and within agreed time frame.
- 2.3 All necessary documentation related to job planning and progress is completed and recorded in accordance with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE204 - Apply general cleaning techniques for premises and equipment

Title		Apply general cleaning techniques for premises and equipment as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE204	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Assess the cleaning situation; select and set up equipment and materials; clean dry and wet areas; and maintain and store equipment.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. Dry areas may include, but not limited to bedrooms, balconies, private lounge areas, public areas (both internal and external), function rooms, storage areas.
 4. Wet areas may include, but not limited to, bathrooms, toilets and kitchens.

5. Activities for equipment cleaning and maintenance may include: wiping down and cleaning, washing and rinsing, sanitising, drying out, dismantling and re-assembling, emptying, routine maintenance in accordance with planned, preventative maintenance programs.
6. Occupational health and safety and environmental requirements may include: establishment policies and procedures related to cleaning operations and disposal of used chemicals, legislation related to general workplace safety, hazardous substances, manual handling, storage requirements and establishment security procedures.
7. Protective clothing may include: overalls, jackets, aprons, goggles and masks, gloves, waterproof clothing and footwear, headwear, breathing apparatus.
8. Safety signs are to include but not be limited to hazard identification, facility or location signs, site safety, directional, warning signs and symbols.
9. Unexpected situations include but are not limited to broken tiles, errors in dilution of chemicals, equipment failure and slippery surfaces.
10. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or company guidelines and instructions.
11. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
12. '*Specification*' refers to any, or all of the following: manufacturer's specifications and recommendations, workplace specific requirements.
13. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Assess the cleaning situation and possible hazards

Range

Hazards may include spillages, breakages, wet or slippery surfaces, broken or damaged furniture, fumes, blood, needles and syringes, used condoms, sharp objects including knives and skewers, human waste, surgical dressings, broken glass, fat and oil, heated utensils and surfaces, sharp food scraps including bones and crustacean shells. Evidence of identifying six hazards is required for assessment purposes.

Performance Criteria

- 1.1 Work schedule is checked to determine priorities and time allocation for the cleaning operation(s) in accordance with establishment requirements.
- 1.2 Access to equipment, chemicals, consumables and personal protective equipment suitable for the cleaning task is determined in line with establishment requirements.
- 1.3 Work site is assessed to identify potential hazards, pre-existing damage and potential inconvenience to customers, caused by cleaning tasks.
- 1.4 Risks arising from hazards at the work site are controlled in accordance with legislative and establishment requirements.
- 1.5 Any pre-existing damage at the work site is identified and reported to the appropriate person(s) in accordance with establishment requirements.
- 1.6 Any ongoing hazards in the work site are reported to the appropriate person(s) in accordance with legislative, occupational health and safety and establishment requirements.

Element 2: Select and set up equipment and materials

Range

Equipment may include mops, brushes and brooms, buckets, dusters, pans, dustbins, and electrically operated equipment such as scrubbers, polishers and vacuum cleaners. Evidence of working with four types of equipment is required for assessment purposes.

Dry and wet cleaning agents may include general and spot cleaning agents, cleaning agents for specialised surfaces including window and glass cleaners, disinfectants, deodorizers, furniture and floor polishes.

Performance Criteria

- 2.1 Work area is barricaded or warning signs placed as appropriate, to reduce risk to colleagues and customers.
- 2.2 Suitable dry and wet cleaning agents are selected and prepared in accordance with manufacturers' and relevant safety requirements.
- 2.3 Equipment is selected according to type of cleaning to be undertaken.
- 2.4 All equipment is checked for cleanliness and safe working condition prior to use.
- 2.5 Protective clothing is selected and used where necessary.

Element 3: Clean dry and wet areas

Range

Range of surfaces is to include but not limited to front steps, floors/floor coverings, glass, wood, fabric, tiled surfaces, etc.

Range of public areas includes lobbies, lifts, public phone booths/area, front entrance, restaurant area, bar area, etc. Evidence of cleaning two is required for assessment purposes.

Service areas include but are not limited to the front desk or reception area, housekeeping offices, food and beverage service areas, restaurant, lounge area, waiting area, corridors. Evidence of cleaning two is required for assessment purposes.

Range of unexpected situations can include broken tiles, errors in dilution of chemicals or equipment failure.

Performance Criteria

- 3.1 Wet and dry areas to be cleaned are prepared, including setting up hazard-warning signs for wet floors.
- 3.2 Equipment is used correctly and safely.
- 3.3 Work task is broken down into manageable steps considering the cleaning method required to ensure that least effort is used, effective work flow is maintained and quality cleaning is achieved.
- 3.4 Waste and used chemicals are separated and disposed of in accordance with legislative and establishment requirements.
- 3.5 Public areas are cleaned and made free from unpleasant odours, using correct cleaning equipment and cleaning materials.
- 3.6 Surfaces are cleaned using correct cleaning equipment.
- 3.7 Furniture, displays and other items moved during cleaning operation are returned to their correct position.
- 3.8 Customers are interacted with, in a polite and helpful manner while cleaning public areas.
- 3.9 Unexpected situations are responded to according to establishment procedures.

Element 4: Clean, maintain and store equipment used in a hospitality establishment

Range

Types of equipment may include, but are not limited to, equipment for functions (such as electronic audio-visual equipment, communication equipment, projectors) and service equipment (such as trolleys, trays, ovens, stoves). Evidence of cleaning two is required for assessment purposes.

Equipment faults may include breakdowns and damage to parts, surfaces, electrical cords and connections.

Performance Criteria

- 4.1 Equipment is cleaned in accordance with establishment procedures and manufacturer's instructions.
- 4.2 Routine maintenance requirements of equipment are reported in accordance with establishment procedures.
- 4.3 Equipment is stored in the designated area and in a condition ready for re-use.
- 4.4 Cleaning equipment and chemicals are checked and stored in accordance with legislative and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE205 - Conserve resources and report maintenance requirements

Title		Conserve resources and report maintenance requirements in a hospitality and tourism establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE205	Credits	3

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Conserve water and power resources; and monitor maintenance requirements in a hospitality and tourism establishment.

Special Notes

1. Entry information:

Prerequisite

- CORE201 - Follow occupational health, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. A resource is an expedient, a stock or supply which can be drawn upon. Resources may include but are not limited to water, gas, wood, paraffin and electricity.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspections, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' and/or company guidelines and instructions.

5. Regulations and legislations relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Conserve water in a hospitality and tourism establishment

Range

Sources of water wastage may include but is not limited to leaking tapes, faulty fittings, burst pipes. Identification of three is required for assessment purposes.

Activities which require the use of water from taps may include the rinsing of vegetables and fruits, the cleaning of equipment and utensils, the cleaning of floors and kitchen areas.

Performance Criteria

- 1.1 Establishment procedures for conserving water are identified and applied.
- 1.2 Sources of water wastage are identified, rectified or reported to appropriate personnel.
- 1.3 Work activities that require the use of water are carried out efficiently to minimise the use of water.

- 1.4 Suggestions are made for improving the efficiency of water use in own work area and avoid water stagnation.
- 1.5 Measures to be taken to prevent bacterial growth can be to maintain temperature of water below 20 degrees celcius or above 60 degrees celcius as the bacteria survives in warm contaminated water. If a restaurant or kitchen has not been utilized for quite sometime the water taps have to be opened to allow the water to run for five minutes or more to avoid legionella poisoning.

Element 2: Conserve power resources in a hospitality and tourism establishment

Range

Equipment and appliances, which operate with power may include but are not limited to stoves, ovens, air conditioners, heaters, lights and refrigerators. Identification of four is required for assessment purposes.

Sources of power may include but are not limited to electricity, gas, wood, paraffin and solar power.

Three examples of power wastage in a tourism hospitality establishment are given for assessment purposes.

Performance Criteria

- 2.1 Equipment and appliances using power in a hospitality establishment are identified.
- 2.2 Establishment procedures for conserving power are identified and applied.
- 2.3 Sources of power wastage are identified, rectified or reported to appropriate personnel.
- 2.4 Work activities that require the use of power are carried out efficiently to minimise the use of power.
- 2.5 Suggestions are made for improving the efficiency of power use in own work area.

Element 3: Monitor maintenance requirements in a hospitality and tourism establishment

Range

Maintenance requirements may include, but is not limited to fused bulbs, malfunctioning alarms, dripping water taps, leaking pipes, faulty equipment, building defects, broken furniture, faulty doors and windows. Identification of four is required for assessment purposes.

Establishment procedures for reporting maintenance requirements include both verbal and written maintenance reports. Evidence of the use of both verbal and written reports is required for assessment purposes.

Performance Criteria

- 3.1 Maintenance requirements are identified.
- 3.2 Maintenance requirements are attended to promptly within individual responsibility, and reported if beyond personal responsibility in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE206 - Perform routine workplace estimations

Title		Perform routine workplace estimations and calculations as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE206	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Perform routine estimations and calculations.

Special Notes

1. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
2. To demonstrate competence, at a minimum, evidence is required of the completion of 3 estimations and 3 calculations related to realistic hospitality operations tasks. These tasks are to be performed ensuring correct verification of results and identification and rectification of errors.
3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
4. 'Routine workplace estimations and calculations' include quantity, time, distance, weight, dimension and cost.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

6. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
7. 'Specifications' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Perform routine estimations

Performance Criteria

- 1.1 Routine workplace estimations of time, distance, cost, weight or dimension are made in completing hospitality and tourism tasks, using standard workplace forms and documents.
- 1.2 Results are verified and recorded in line with task requirements.
- 1.3 Errors in recording or reporting of estimations are identified, rectified or reported as required in line with organisational procedure.

Element 2: Perform routine calculations

Performance Criteria

- 2.1 Routine workplace calculation method is selected in line with task requirements.
- 2.2 Routine calculations including quantity, time, distance, cost, weight or dimension are made in completing hospitality and tourism tasks.
- 2.3 Information in timetables, work schedules and other workplace documents is interpreted and applied in performing routine workplace calculations.
- 2.4 Results are verified and recorded in line with task requirements.
- 2.5 Errors in recording or reporting of results are identified and rectified or reported as required in line with organisational procedure.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE207 - Communicate with individuals and groups in English

Title		Communicate with Individuals and groups in English in a hospitality and tourism establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	CORE207	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Communicate with guests, supervisors and colleagues in English when performing duties in the establishment and interpret and apply hospitality workplace information in English.

Special Notes

1. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Communicate with guests, supervisors and colleagues in English

Performance Criteria

- 1.1 Written and verbal communication with others in English in the performance of hospitality duties is clear and precise, uses established hospitality vocabulary and follows established communications practice.
- 1.2 Misunderstandings in English communications are avoided through the use of appropriate confirmation techniques and established communications practice.
- 1.3 Messages concerning safety and operations in a hospitality establishment involving written or verbal communications in English are read or received, clarified, correctly interpreted and applied to activities in the hospitality establishment.
- 1.4 Appropriate techniques are used when communicating in English with multilingual guests, to ensure that communications are effective and messages are understood.
- 1.5 Messages and feedback in English relating to work in the hospitality establishment are effectively provided to colleagues and supervisors in line with establishment procedures.
- 1.6 Appropriate non-verbal communication is used to support English communication with others in the course of work in the hospitality establishment.

Element 2: Interpret and apply hospitality workplace information in English

Range

Workplace signs may relate to instructions, processes and functions in hospitality establishments, equipment and tools, workplace safety.

Performance Criteria

- 2.1 Readings on appliances, instrumentation, computers and other performance indicators in English are correctly interpreted and applied in the course of work in the hospitality establishment.
- 2.2 Hospitality procedures, instructions and directions written in English are interpreted and applied in the course of work in the hospitality establishment.
- 2.3 Workplace signs in English are correctly interpreted and applied in performing workplace tasks.
- 2.4 Information in English hospitality publications and other documents is read, interpreted and applied in performing workplace tasks in line with establishment procedures.
- 2.5 Information in English relevant to the performance of hospitality operations is correctly accessed and retrieved in line with establishment procedures.
- 2.6 Reports and other workplace documents relevant to the performance of hospitality operations are correctly and accurately completed in English.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE208 - Provide customer care in Tourism Hospitality operations

Title		Provide customer service as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE208	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Identify customers from diverse backgrounds; maintain personal presentation and hygiene; greet guests; provide information to guests; and responding to guest and customer complaints.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational, health, hygiene and safety procedures in a hospitality environment or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. Customer care may include but is not limited to, modes of greeting, conversation, body language, use of body gestures and formality of language.

5. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Identify customers from diverse backgrounds

Range

Types of guests may be identified according to age, cultural background, gender, country of origin, and potential interest and needs.

Performance Criteria

- 1.1 Different types of guests who visit Eswatini are identified
- 1.2 Customers from different groups are valued and treated with respect and sensitivity.
- 1.3 Customers are provided with a safe and healthy environment
- 1.4 Customer needs and interests are taken into consideration.

Element 2: Maintain personal presentation and hygiene

Range

Personal presentation may include but is not limited to wearing a uniform, displaying name badges, personal grooming, use of jewellery, use of make-up, footwear, length of hair.

Personal hygiene may include but is not limited to personal cleanliness, personal sickness, cleaning of clothes/uniform, shoes, oral health care.

Performance Criteria

- 2.1 Personal presentation standards are met and maintained according to establishment procedures.
- 2.2 A professional image is presented according to establishment requirements.
- 2.3 Personal hygiene is maintained in accordance with establishment requirements.
- 2.4 Sanitisation, wearing of disposable gloves, wearing of masks, social distancing is the practice.
- 2.5 Pre-plating /pre-packaging of food items

Element 3: Greet guests

Range

Establishment requirements may include but not be limited to timeous, accuracy, confidentiality, objectivity, courtesy, active listening and information sharing.

Body language includes posture, facial expression, eye contact, speed of movement, verbal communication includes tone, pitch, volume and pace of speech.

Basic personal information may include but is not limited to facts about a person's family, the broad direction of his/her home, and basic details about their job or interest in tourism.

Performance Criteria

- 3.1 Guests are greeted in a polite and welcoming manner in accordance with establishment procedures.
- 3.2 Guests are recognised and greeted, where appropriate.
- 3.3 Guests requiring special assistance are handled with care and consideration in accordance with establishment procedures.
- 3.4 Positive body language and friendly verbal communication are used with guests at all times.

Element 4: Provide information to guests

Range

Guest enquiries may relate to accommodation, establishment services, local tourist attractions, natural and cultural features such as historical and political, economic, physical and social facts, and transport.

Performance Criteria

- 4.1 Guest needs and requests for information, products, and services are monitored and responded to in line with establishment procedures. Requests outside own scope of responsibility are referred to supervisor according to establishment procedures.
- 4.2 Details of enquiry are noted and accuracy is confirmed with guest and colleagues.
- 4.3 Language and cultural barriers in communicating with guest are identified and eliminated where possible.
- 4.4 Alternative ways to communicate with guest are found if first efforts to communicate are difficult.
- 4.5 The use of Apps in e-commerce e.g. digital menus ESWAHUB

Element 5: Respond to guest and customer complaints

Range

Complaints may include but are not limited to service provision, cost, conditions of facilities, disruption caused by other guest.

Guest resolution may include but are not limited to acknowledging the complaint, taking appropriate action, providing information on costs, price discount, referring to supervisor.

Performance Criteria

- 5.1 Complaints are identified and clarified.
- 5.2 Complaint resolution procedures are applied according to establishment policies and procedures.
- 5.3 Unresolved complaints are referred to supervisor according to establishment procedures
- 5.4 Opportunities are taken to turn incidents of customer dissatisfaction into a demonstration of high quality service in line with establishment procedures
- 5.5 Complete details of actions are recorded in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE209 - Work with colleagues and customers in a culturally

Title		Work with colleagues and customers in a culturally diverse hospitality and tourism establishment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE209	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Work with colleagues and customers from different cultural backgrounds; promote cross-cultural understanding; and work in a cultural diverse team.

Special Notes

1. Entry information:

Prerequisite

- CORE201 - Follow occupational, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers and company guidelines and instructions.

5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Work with colleagues and customers from different cultural backgrounds

Range

Ways to show that customers and colleagues from different cultural groups are valued, include but are not limited to respect, acceptance, selection and use of appropriate words and supportive non-verbal communication such as smiling, hand movements and eye contact. Evidence of the knowledge of four ways is required for assessment purposes.

Cultural similarities and differences between different tourists and the local community can include food, type of clothing and way of dress, ways of greeting, standing or sitting on arrival, eye contact when serving food. Evidence of knowledge of four is required for assessment purposes.

Performance Criteria

- 1.1 Guests and colleagues from different cultural groups are valued and treated with respect and sensitivity.
- 1.2 Cultural similarities and differences are taken into consideration in all verbal and non-verbal communication.
- 1.3 Sensitivity is shown to cultural and social differences.
- 1.4 Communication is conducted through the use of gestures or simple words in the other person's language, where language barriers exist.
- 1.5 Communication conducted through use of gadgets for people with different disabilities

Element 2: Promote cross cultural understanding

Range

Sources of assistance on intercultural communication may include but are not limited to colleagues, reference books, outside organizations such as interpreter services, diplomatic services, local cultural organizations, appropriate government agencies and educational institutions. Evidence of knowledge of two is required for assessment purposes.

Performance Criteria

- 2.1 Intercultural issues that may cause conflict or misunderstanding are identified.
- 2.2 Possible cultural differences are considered when misunderstandings occur.
- 2.3 Difficulties are addressed in line with establishment procedures and assistance is sought from team leaders or others as required.
- 2.4 Sources of assistance on intercultural communication are accessed when required to resolve intercultural problems.

Element 3: Work in a cultural diverse team

Performance Criteria

- 3.1 Trust, support and respect towards team members are demonstrated in day-to-day work activities.
- 3.2 Cultural differences within the team are recognised.
- 3.3 Goals for the work team are identified with colleagues and relevant others.
- 3.4 Individual tasks are identified, prioritised and completed within designated time frames.
- 3.5 Assistance is sought from other team members, supervisors and managers when required.
- 3.6 Assistance to colleagues is offered when required, to ensure designated work goals are met.
- 3.7 Feedback and information from other team members are acknowledged and responded to.
- 3.8 Changes to individual responsibilities are negotiated to meet work goals.
- 3.9 Own and team performance are evaluated and areas for improvement are identified.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE210 - Operate in a team

Title		Operate in a team as part of hospitality operations			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	CORE210	Credits	1

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Achieve personal work objectives; identify and resolve work problems; and work in a team.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow occupational health, hygiene and safety procedures in a hospitality and tourism environment* or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Teamwork tasks will vary according to the size of the establishment, the nature of the work undertaken by the establishment and the scope of a particular employee's duty and responsibility.
 4. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 5. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers' and company guidelines and instructions.

6. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures, and legislative requirements.
7. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Achieve personal work objectives

Performance Criteria

- 1.1 Work priorities and schedules are confirmed.
- 1.2 Difficult tasks are persisted with over a reasonable period of time.
- 1.3 Nature and/or sequence of tasks are renegotiated and adapted in response to new information or changed situations.
- 1.4 Outcomes are achieved without compromising quality, accuracy, safety and ethics.

Element 2: Identify and resolve work problems

Range

Work problems may include but are not limited to supply and/or quality of materials, workplace safety, communication, workplace emergency, and service delivery.

Performance Criteria

- 2.1 The existence of a problem is recognised.
- 2.2 Appropriate sources of help are identified.
- 2.3 Alternatives are considered and kept open.
- 2.4 Agreed problem solving strategies are implemented.

Element 3: Work in a team

Performance Criteria

- 3.1 Work is undertaken collaboratively to achieve agreed outcomes.
- 3.2 Knowledge of each individual's role and responsibility within a team is demonstrated.
- 3.3 Own abilities and limitations in undertaking team tasks are recognised.
- 3.4 Sensitivity to the diversity of team members is demonstrated.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE211 - Extinguish fire by means of basic fire fighting equipment

Title		Extinguish fire by means of basic fire fighting equipment			
Domain		HOSPITALITY OPERATIONS - CORE			
Subfield		Hospitality and Tourism			
SZNQF Level	1	Unit ID	CORE211	Credits	3

Purpose

This unit standard is intended for those engaged in paid employment, other forms of work and/or vocational education and training and not limited to hospitality operations. People holding credit for this generic unit standard are able to: Demonstrate basic knowledge of fire prevention procedures; use portable fire extinguishers to extinguish a simulated fire; demonstrate usage of a fire hose reel; and demonstrate usage of a fire blanket.

Special Notes

1. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment.
2. 'Simulated fire' refers to a pretend, make believe fire and/or a small, controlled fire in a controlled environment
3. Glossary of terms:
 - 'OHS' means Occupational Health and Safety
 - 'CO₂' refers to Carbon Dioxide
 - 'DCP' means Dry Chemical Powder
 - 'Fire Tetrahedron' refers to the four factors necessary for fire
 - 'Relevant OHS standards' may include but are not limited to working safely around electrical wiring, cables and overhead powerlines, working safely around tools and equipment, working safely on ladders and raised platforms, risk and hazard recognition, risk identification at the workplace and emergency procedures, awareness of electrical hazards, following confined spaces procedures, first aid, utilising personal protective equipment including safety glasses

and goggles, safety boots or shoes, hard hat, ear muffs or plugs, assessing the work site for hazards and risks prior to preparing the work site for the work procedure, displaying signs and/or utilising barriers in the work area.

4. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Fire Precaution Act 1971
 - Swaziland Tourism Authority Act, 2001
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Demonstrate basic knowledge of fire prevention procedures

Range

General workplace requirements may include but are not limited to free access to fire fighting equipment; means to avoid fire spreading by conduction; convection; radiation; and direct burning.

Performance Criteria

- 1.1 The prevention of fire in relation to general workplace requirements is interpreted.
- 1.2 Relevant OHS standards are interpreted and applied in accordance with workplace specific requirements.

- 1.3 The theory of fire including the *Fire Tetrahedron* is described.

Element 2: Use a portable fire extinguishers to extinguish a simulated fire

Range

Fire types may include but are not limited to ordinary combustibles, flammable and combustible liquids, flammable gases, energised electrical equipment, combustible metals and cooking oils and fats.

Appropriate fire extinguishers may include but are not limited to water, foam, DCP, and CO₂.

Performance Criteria

- 2.1 The type of fire encountered is classified.
- 2.2 Appropriate fire extinguisher to combat the fire is identified and selected.
- 2.3 The safe use of fire extinguisher and applied procedures for extinguishing the fire are demonstrated according to manufacturers' instructions, and in accordance with relevant OHS standards, workplace policies and procedures.
- 2.4 Periodic checks on fire extinguishers within the scope of responsibility are demonstrated in accordance with manufacturers' instructions, relevant OHS standards, workplace policies and procedures.

Element 3: Use a fire hose reel to extinguish a simulated fire

Range

Assessment evidence for the use of any one (1) fire hose reel type is required.

Fire hose reel types may be wall mounted, swing-hinged and vehicle-mounted.

Performance Criteria

- 3.1 The safe use of the fire hose reel and applied procedures for extinguishing the fire are demonstrated according to manufacturers' instructions, and in accordance with relevant OHS standards, workplace policies and procedures.
- 3.2 Water is turned off in the approved sequence and the hose reel checked for leaks.
- 3.3 Hose reel is correctly rewound after use.
- 3.4 Periodic checks on fire hose reels within the scope of responsibility are demonstrated in accordance with manufacturers' instructions, relevant OHS standards, workplace policies and procedures.

Element 4: Use a fire blanket to extinguish a simulated fire

Performance Criteria

- 4.1 The effect of using a fire blanket is described in terms of the components of the *Fire Tetrahedron*.
- 4.2 The safe use of the fire blanket and applied procedures for extinguishing the fire are demonstrated according to manufacturers' instructions, and in accordance with relevant OHS standards, workplace policies and procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE212- Develop and Emotional Intelligence

Title		Develop and Demonstrate the use of Emotional Intelligence			
Domain		Critical Thinking & Problem Solving			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTCORE212	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality and tourism environment. People holding credit for this unit standard are able to: Prepare and assemble sandwiches for service; and present sandwiches for service.

Special Notes

1. Entry information:

Prerequisite

- CORE201: Follow occupational health, hygiene and safety procedures in a hospitality and tourism environment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturers' guidelines and instructions.
 4. Sandwiches include bread, rolls, baguettes, pita breads, bagels, and croissants.

5. Fillings may include but are not limited to fats, spreads, pastes, cold or hot meat, poultry, fish, eggs, vegetables, salad, fruit, cheese, dressing, sauces, and relishes.
6. Safe working practices include, but are not limited to, day-to-day observation of policies and procedures and legislative requirements.
7. 'Specifications' refers to any, or all of the following: manufacturers' specifications and establishment specific requirements.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Food Hygiene regulations, 1970
 - Food safety Act, 1990
 - Food safety regulations, 1995
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Prepare and develop Emotional Intelligence

Range

Quality includes but is not limited to the appearance, smell, and within expiry date.

Performance Criteria

- 1.1 Develop evaluation criteria for assessing emotional strengths and weaknesses
- 1.2 Assess emotional strengths and weaknesses against evaluation criteria
- 1.3 Identify and analyse potential emotional stressors in the workplace
- 1.4 Identify methods for responding to emotional stressors
- 1.5 Seek feedback from others to identify and confirm methods for responding to emotional stressors in the workplace.

Element 2: Develop emotional intelligence

Performance Criteria

- 2.1 Analyse and document emotional responses of co-workers
- 2.2 Develop a plan for identifying and responding to a range of emotional expressions
- 2.3 Apply techniques that indicate flexibility and adaptability in dealing with others in the workplace
- 2.4 Apply techniques that show consideration for the emotions of others when making decisions
- 2.5 Consult with relevant stakeholders and identify improvement areas for own emotional intelligence

Element 3: Promote development of emotional intelligence in others

Performance Criteria

- 3.1 Identify workplace opportunities for others to express their thoughts and feelings
- 3.2 Develop tasks for assisting others to understand effect of personal behaviour and emotions on others in the workplace
- 3.3 Implement identified opportunities and tasks in the workplace according to organisational policy and procedures

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CHHA331-Demonstrate knowledge of HIV and AIDS

Title		Demonstrate knowledge of HIV and AIDS in the workplace			
Domain		HIV AND AIDS AWARENESS			
Subfield		Core Health			
SZNQF Level	2	Unit ID	CHHA331	Credits	2

Purpose

This unit standard is intended for those who require awareness of HIV and AIDS in the workplace in order to engage in paid employment, other forms of work and/or vocational education and training. People holding credit for this unit standard are able to: Demonstrate knowledge of ways of ‘positive living’ with HIV and AIDS; ARV treatment; workplace issues related to HIV and AIDS; and the impact of HIV and AIDS on the workplace and the national economy.

Special Notes

1. HIV and AIDS pose a key challenge to individuals as well as businesses and industry in Swaziland. Awareness of the effects of HIV and AIDS on people and the workplace is critical in mitigating the impact and minimising the spread of the disease.
2. Glossary of terms:
 - ‘HIV’ means Human Immuno-deficiency Virus
 - ‘AIDS’ means Acquired Immune Deficiency Syndrome
 - ‘ARV’ means Anti-Retroviral and refers to the treatment used to prolong the lives of HIV-infected people
 - ‘Positive living’ refers to lifestyle changes to maintain health and well-being of HIV-infected people
 - ‘GDP’ means Gross Domestic Product and refers to one of several measures of the size of a country’s economy.
3. Regulations and legislation relevant to this unit standard may include but are not limited to the following:

- Labour Act No 4, 1998
 - Health and safety at work Act, 1947
- and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Describe ways of ‘positive living’ with HIV and AIDS

Range

Nutritious food may include but is not limited to balanced diets containing vitamins, minerals, carbohydrates and proteins.

Performance Criteria

- 1.1 The importance of nutritious food for HIV infected persons is identified.
- 1.2 The impact of alcohol, drugs and tobacco consumption on the immune system of HIV infected persons is described.
- 1.3 The effects of physical exercise and a positive frame of mind on the health and well-being of HIV infected persons are identified.
- 1.4 The impact of re-infection on the immune system and disease progression is identified and described.
- 1.5 The importance of regular health checks and counselling for people living with HIV and AIDS are described.

Element 2: Demonstrate knowledge of ARV treatment

Range

Social requirements may include but are not limited to not abusing alcohol and/or drugs, treatment supporter, and maintaining fixed residential address for three months.

Side effects may include but are not limited to nausea, vomiting, fever, diarrhoea, muscle pain, weakness, and loss of appetite.

Performance Criteria

- 2.1 The importance of adherence and the effects of non-adherence to ARV treatment.
- 2.2 The social requirements for enrolment for ARV treatment are described.
- 2.3 The side effects and complications of ARV treatment are identified.

Element 3: Identify workplace issues related to HIV and AIDS

Range

Common misunderstandings may include but are not limited to stigma and discrimination, unfair dismissal, and negative attitudes from colleagues and employers.

Company HIV and AIDS policies may include but are not limited to creating a caring and supportive workplace, and reducing prejudice, stigma and discrimination against HIV infected persons.

Roles and obligations of employers and employees with regard to HIV and AIDS at the workplace may include but are not limited to confidentiality, job security, no pre-employment testing, non-dismissal based on HIV and AIDS status, workplace policies and wellness programmes, and prevention of stigma and discrimination.

Performance Criteria

- 3.1 The importance of HIV testing and the role of pre-test and post-test counselling are identified.
- 3.2 Common misunderstandings about HIV and AIDS in the workplace are identified.
- 3.3 Company HIV and AIDS policies are followed.
- 3.4 Roles and obligations of employers and employees with regard to HIV and AIDS in the workplace are identified and outlined.
- 3.5 The role of HIV and AIDS workplace education and training programmes are identified and described.

Element 4: Demonstrate knowledge of the impact of HIV and AIDS on the workplace and the national economy

Range

Impact of HIV and AIDS on the workplace may include but is not limited to decreased productivity, increased absenteeism, decreased competitiveness and profit, increased costs through loss of production, loss of working days, increased insurance premiums and loss of skilled workers.

Impact of HIV and AIDS on the national economy may include but is not limited to decreased GDP and national income, rising cost of health and other social services, loss of skilled labour contributing to national skills shortage.

Performance Criteria

- 4.1 Any three (3) impacts of HIV and AIDS on the workplace are described.
- 4.2 Any three (3) impacts of HIV and AIDS on the national economy are described.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO202 - Provide mail, message and written communication service

Title		Provide mail, message and written communication service for guests as part of hospitality operations			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO202	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Send mail, message and written communication for guests; and sort, record, and deliver mail, messages and written communications.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow workplace health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of equipment shall comply with establishment procedures and manufacturer's instructions.

4. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Send mail, message and written communication for guests

Range

Workplace procedures and legislative requirements may include but are not limited to available services, postal regulations, customs regulations, documentary requirements, and costs.

Materials may include but are not limited to courier tickets, stamps, envelopes, rate schedule, fax, and email.

Performance Criteria

- 1.1 Guest requirements for mail, message and written communication services are identified and confirmed according to workplace procedures and legislative requirements.

- 1.2 Name and address details for mail, message or written communication destination are confirmed with guest and any required materials are made available, according to workplace procedures.
- 1.3 Mail, message or written communication is packaged, where appropriate, in a manner that protects contents, ensures confidentiality is maintained, and complies with delivery requirements.
- 1.4 Mail, message and written communication is forwarded to agreed destination within timeframe agreed with guest, and confirmation is forwarded to guest, according to workplace procedures.
- 1.5 Mail, message and written communication forwarding is recorded according to workplace procedures.

Element 2: Sort, record, and deliver mail, messages and written communications

Performance Criteria

- 2.1 Mail, messages and written communications are sorted and delivered, where required, according to workplace procedures.
- 2.2 The receipt and delivery of mail, messages and written communications are recorded according to workplace procedures.
- 2.3 Mail, messages and written communications delivered in error or for guests no longer at the establishment are processed according to workplace procedures.
- 2.4 Goods received on guest's behalf are prioritized for storage or delivery according to workplace procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO203 - Provide porter service

Title		Provide porter services in a hospitality environment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO203	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Deal with guest arrivals and departures; handle luggage; respond to requests for bell desk services; and promote products and porter services to customers and guests.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow occupational health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.
2. This unit standard is to be delivered and assessed in the context of hospitality operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
 3. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 4. All inspection, operation and maintenance procedures associated with the use of utensils and equipment shall comply with manufacturers' and company guidelines and instructions.

5. Glossary of terms:
 - ‘Porter’ is a person employed at an accommodation establishment to carry luggage or act as a gatekeeper or doorkeeper.
6. In small accommodation establishments, reception or other personnel may carry out the functions described in this unit standard.
7. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
8. Personal protective equipment and clothing may include but is not limited to overalls or uniforms, gloves, safety glasses/goggles, safety shoes and hair nets/covering.
9. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Handle guest arrivals and departures

Range

Establishment or room facilities and features may include but are not limited to dining options within the establishment, sporting activities, floor facilities, operating procedures for room equipment such as television or phone, general services such as laundry or valet and meal arrangements.

Performance Criteria

- 1.1 Expected daily arrivals, special requests or major guest movement are noted and monitored.
- 1.2 Guests are welcomed promptly on arrival and directed to appropriate area for registration.
- 1.3 Guests are escorted to rooms and other facilities and establishment or room features are courteously shown or explained where appropriate.
- 1.4 Expected daily departures are noted and monitored.
- 1.5 Guests are assisted with departure from the establishment.
- 1.6 Professional interaction with guests is maintained according to establishment standards.

Element 2: Handle guest luggage

Range

Establishment procedures and safety requirements with regard to luggage may include but are not limited to luggage marking systems, amount of luggage to be placed on trolleys or taken into lift, procedures or designated routes for moving luggage through public areas, restrictions on areas into which luggage can be taken, order in which luggage is to be moved e.g. vanity cases etc first, procedures for taking luggage from rooms and placement of luggage in rooms, group luggage procedures and luggage security.

Performance Criteria

- 2.1 Guest luggage is collected, safely transported and delivered to the correct location within the

appropriate time frame.

- 2.2 Guests are assisted with luggage in accordance with establishment procedures and safety requirements.
- 2.3 Luggage storage systems are operated in accordance with establishment procedures and security requirements.
- 2.4 Luggage is labelled and stored accurately for retrieval.
- 2.5 Luggage is placed in the storage area.
- 2.6 Luggage is retrieved from storage area and returned to customer on departure.
- 2.7 Guest is assisted with luggage on departure in accordance with establishment procedures.

Element 3: Respond to request for bell desk services

Range

Bell desk services may include but are not limited to mail, wake-up call, messages, arranging of transport, luggage pick-up, paging of guests, and preparation of guest information directories. Evidence of providing three types of bell desk services is required for assessment purposes.

Performance Criteria

- 3.1 Bell desk and related services are provided promptly and in accordance with establishment security and safety requirements.
- 3.2 Liaison with colleagues in other departments is maintained to ensure effective response to bell

desk or related services requests.

Element 4: Promote products and porter services to customers

Range

Products and porter services may include but are not limited to visits to tourist attractions, accommodation services, and special events. Evidence of promoting two types is required for assessment purposes.

Performance Criteria

- 4.1 Opportunities to promote establishment products and porter services to customers are identified.
- 4.2 Information about establishment products and porter services is selected and used.
- 4.3 Costs of products and porter services are identified and effectively communicated to customers.
- 4.4 Information about products and porter services is provided to customers.
- 4.5 Customer feedback is noted and shared with colleagues in order to improve the quality of service provided to customers.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO204 - Provide basic maintenance

Title		Provide basic maintenance in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO204	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Prepare to perform basic maintenance tasks; and perform basic maintenance tasks under general supervision.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow workplace health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. This unit standard refers to basic routine and non-routine maintenance procedures in a hospitality establishment. It may include but is not limited to plumbing, glazing and electrical maintenance work, carried out under general supervision and quality control.

4. Hospitality environment refers to indoor and outdoor areas.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
6. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
7. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
8. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Swaziland Qualifications Authority and/or the Swaziland Training Authority.

Elements and Performance Criteria

Element 1: Prepare to perform basic maintenance tasks

Range

Standard electrical components are limited to electrical meter; fuse; fuse wire; circuit; circuit breaker; circuit breaker box; main power board; hot water cylinder; cylinder temperature thermostat; light bulb; plug; power point; and light switch.

Performance Criteria

- 1.1 Safe work practices are described in accordance with workplace and legislative requirements.
- 1.2 Standard electrical components of electrical fittings and fixtures are described in terms of their function.
- 1.3 High and low pressure water systems are identified.
- 1.4 The location of the work to be performed is identified from workplace instructions.
- 1.5 The work to be performed is described in terms of process and techniques to be used.
- 1.6 Tools, equipment, and personal protective equipment (PPE) are identified and selected to match the job requirements.

Element 2: Perform basic maintenance tasks under general supervision

Range

Tasks associated with electrical maintenance are limited to reading an electrical meter; checking a hot water cylinder water temperature thermostat; and replacing a light bulb or fluorescent bulb or lamp and light shade.

Tasks associated with plumbing maintenance are limited to isolating water supply; repairing leaking tap and toilet, plunging and unblocking wastewater pipe including toilet; replacing seals; maintaining sprinkler system; and cleaning and maintaining swimming pool.

Tasks associated with glazing maintenance are limited to hacking out and re-puttying window frames;

installing replacement glass; hanging a mirror; and using rubber strips to re-glaze an aluminium frame.

Other tasks may include but are not limited to repairing or replacing door lock; sealing roof; and replacing and adjusting cabinet hinges.

Performance Criteria

- 2.1 Electrical item is switched off prior to commencement of work.
- 2.2 Quantities of materials are calculated from job specifications.
- 2.3 The specified task is carried out and finished according to job and workplace requirements and procedures.
- 2.4 Tools, equipment and personal protective equipment are used in accordance with health and safety requirements and workplace practice.
- 2.5 Data are provided to appropriate personnel according to workplace procedures.
- 2.6 Data storage procedures for preventing loss or misuse are carried out according to workplace procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO205 - Process incoming and outgoing telephone calls

Title		Process incoming and outgoing telephone calls in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO205	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Respond to incoming telephone calls; and make authorized telephone calls.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow workplace health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of telephone equipment shall comply with establishment procedures and manufacturer's instructions.
4. Telephone equipment includes fixed line telephone, mobile phone, and switchboard operations.

5. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
7. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Respond to incoming telephone calls

Performance Criteria

- 1.1 Guests being attended to at times when the telephone rings, are acknowledged before the phone is answered in line with establishment procedures.
- 1.2 Calls are answered promptly, clearly and politely in line with establishment procedures.

- 1.3 Purpose of the call is established in line with establishment procedures.
- 1.4 Call details are repeated to the caller to confirm understanding.
- 1.5 Caller enquiries are answered promptly, or caller is transferred to appropriate location and person.
- 1.6 Caller requests are recorded accurately and passed on to the appropriate individual or department for follow-up.
- 1.7 Messages are accurately recorded and passed on to the nominated person within designated time frames in line with establishment procedures.
- 1.8 Threatening or suspicious phone calls are reported promptly to the appropriate person, in line with establishment procedures.
- 1.9 Tone and volume of voice and language used in responding to incoming calls comply with establishment procedures.

Element 2: Make authorized telephone calls

Range

Conduct of telephone call include but are not limited to politeness, and courtesy.

Problems may include but are not limited to line busy, incorrect telephone number, disconnected telephone line, technical problems, and recipient of telephone call not available.

Performance Criteria

- 2.1 Appropriate times for making telephone calls are established in line with establishment procedures.

- 2.2 Correct telephone numbers are obtained in line with establishment procedures.
- 2.3 Purpose of the call is established prior to making call in line with establishment procedures.
- 2.4 Telephone equipment is used safely and correctly in order to establish contact in line with establishment procedures.
- 2.5 Caller details such as name, company and reason for calling are stated clearly in line with establishment procedures.
- 2.6 Problems in making authorized telephone calls are dealt with in line with establishment procedures.
- 2.7 Telephone call is conducted and concluded in line with establishment procedures.
- 2.8 Details of telephone call are recorded or reported in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO206 - Welcome and assist guest on arrival

Title		Welcome and assist guest on arrival and departure in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO206	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Welcome and assist guest on arrival and departure in a hospitality environment.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow workplace health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of computer equipment shall comply with establishment procedures and manufacturer's instructions.

4. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.
5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Welcome and assist guest on arrival in a hospitality environment

Range

Room facilities may include but are not limited to air-conditioning and/or heating; lighting; mini bar; and TV.

Range of services may include but is not limited to valet and car wash; car collection; and chauffeur service.

Performance Criteria

- 1.1 Guests are greeted and assisted to the location required in line with workplace procedures.
- 1.2 Guests' luggage is loaded, stored and secured in line with workplace procedures.
- 1.3 Guests are assisted, if required, with check-in procedures.
- 1.4 Guests are assisted with parking and any problems that may arise in line with workplace procedures.
- 1.5 Guests' luggage is transported safely to or from rooms following workplace procedures.
- 1.6 Information on available room facilities is provided to guests.
- 1.7 Information on the range of additional establishment services is provided.

Element 2: Assist guest on departure in a hospitality environment

Performance Criteria

- 2.1 Guests are assisted with check-out procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO207 - Identify and provide tourism related information and advice

Title		Identify and provide tourism related information and advice in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO207	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Use maps to locate tourist attractions; and use promotional materials to provide basic information on tourist attractions.

Special Notes

1. Assessment may be conducted at a workplace, or simulated real workplace or an appropriate simulated environment in which tourism hospitality operations are carried out.
2. To demonstrate competence, at a minimum, provide evidence of using maps to locate two local and two national tourist attractions and using promotional materials to provide customers with information on the selected tourist attractions.
3. Tourist attractions that are covered in this unit standard are prominent tourist attractions in the local area surrounding of the establishment and the major national attractions in the country.
4. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001

and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Use maps to locate tourist attractions

Range

Maps include but are not limited to global, regional, national, and local area maps.

Performance Criteria

- 1.1 Maps are used to locate the African continent, Southern African region and places within Eswatini.
- 1.2 Maps are used to locate local and national tourist attractions.
- 1.3 Maps are used to provide clear information for tourists on the location, distance, route and travelling time to local and national tourist attractions.

Element 2: Use promotional materials to provide basic information on tourist attractions

Range

Promotional materials include but are not limited to tourism brochures, magazines and advertising

materials.

Questions raised may refer to but are not limited to prices, quality, time, services and activities.

Performance Criteria

- 2.1 Guest needs, interests and preferences with regard to attractions, events and destinations, are identified and acknowledged.
- 2.2 Brochures and promotional material that describe tourist attractions are selected and shown to guests.
- 2.3 Questions raised by guests are answered or referred to appropriate personnel in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO208 - Use business communication devices

Title		Use business communication devices in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO208	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Identify, select and use business communication devices for verbal and written communication with colleagues and customers.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow occupational health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.
4. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 5. Business communication devices include but are not limited to mobile and fixed telephones, public address system, reservation system, facsimile, pager, intercom, two-way radio, photocopier and basic computer applications such as email and word processing.
 6. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.

7. All inspection, operation and maintenance procedures associated with the use of business communication devices shall comply with manufacturers' guidelines and instructions.
8. '*Specifications*' refers to any, or all of the following manufacturer's specifications and recommendations, and workplace specific requirements.
7. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Identify, select and use business devices for verbal communication with colleagues and customers

Range

Business devices suitable for verbal communication include but are not limited to mobile and fixed telephones, public address system, wake-up call facility, intercoms, and two-way radios.

Evidence of the use of four is required for assessment purposes.

Evidence of using three verbal business communication devices with their accessories and supplies is required for assessment purposes.

Accessories and supplies include but are not limited to batteries, cables, adaptors and attachments.

Performance Criteria

- 1.1 Types and functions of business devices for use in front of house operations for verbal communication are identified.
- 1.2 The methods of operation of business communication devices are identified from specifications, standards, manufacturers' instructions and enterprise procedures.
- 1.3 Verbal communication with colleagues and customers is clear, concise and conforms to establishment protocols and procedures.
- 1.4 Specific safety requirements for business communication devices are identified and applied.
- 1.5 Business communication devices are used safely and effectively according to manufacturers' recommendations and establishment procedures.
- 1.6 Accessories and supplies for business devices are checked and replenished as required in line with manufacturer's specifications.
- 1.7 Manufacturer's trouble-shooting guidelines are applied to rectify problems with business communication devices.
- 1.8 Business communication devices are safely and securely stored when not in use.

Element 2: Identify, select and use business devices and applications suitable for written communication with colleagues and customers

Range

Business devices and applications suitable for written communication include but are not limited to typewriter, facsimile machines, reservations system, photocopiers, guest phone charge facility, pagers and

basic computing applications such email and basic word processing.

Evidence of the use of three is required for assessment purposes.

Evidence of using three written business communication devices with their accessories and supplies, is required for assessment purposes.

Accessories and supplies include but are not limited to paper, ribbons, cartridges, cables, adaptors.

Peripheral devices include but are not limited to printers, scanners and Uninterrupted Power Supply (UPS).

Performance Criteria

- 2.1 Types and functions of business devices and applications used in front of house operations for written communication are identified.
- 2.2 The methods of operation of business communication devices and applications are identified from specifications, standards, manufacturers' instructions and establishment procedures.
- 2.3 Written communication with colleagues and customers is clear, concise and conforms to establishment protocols and procedures.
- 2.4 Specific safety requirements for business communication devices are identified and applied.
- 2.5 Business communication devices, including peripheral devices, are used safely and effectively according to manufacturers' recommendations and establishment procedures.
- 2.6 Accessories and supplies for business devices are checked and replenished as required in line with manufacturer's specifications.

2.7 Manufacturer's trouble-shooting guidelines are applied to rectify problems with business communication devices.

2.8 Business communication devices are safely and securely stored when not in use.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO209 - Conduct basic oral workplace communication in an European

Title		Conduct basic oral workplace communication in an European language other than English in a hospitality environment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO209	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Use basic European language skills to communicate with guests; use basic European language skills to respond to guest requests and perform simple transactions.

Special Notes

1. The languages relevant to this unit of competency are European languages (German, French, Italian, Portuguese, Spanish) other than English that are commonly used by visitors to Swaziland.
2. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Use basic European language skills to communicate with guests

Range

Commonly used courtesy expressions (formulaic language) may include but are not limited to: *Good Day; How are you?; Goodbye; Can I help you?; This way please; Have you had lunch?; Did you have a good trip?; Can I clean your room now?; Do you need another towel?; Sorry, I don't understand. Do you speak English? Do you have a reservation?*

Performance Criteria

- 1.1 The specific language needed in order to conduct basic communications with guests is identified using appropriate interpersonal communication and establishment procedures.
- 1.2 Social and cultural conventions of the specific language speaker are recognized and observed to support effective communication.
- 1.3 Introductions to guests and colleagues are made in line with establishment procedures.
- 1.4 Basic clarifications are sought from guest about guest identity and spelling of guest's name in line with establishment procedures.
- 1.5 Appropriate, very simple, commonly used courtesy expressions are used to communicate with guests, in line with establishment procedures.
- 1.6 Efforts are made to communicate through use of gestures or basic vocabulary in the other person's language where language barriers exist.
- 1.7 Assistance from appropriate resources and/or others with suitable language skills is sought to improve communication with guests in line with establishment procedures.

Element 2: Use basic European language skills to respond to guest requests and perform simple

transactions

Range

Simple transactions may include purchase of souvenir products; payment of a restaurant bill; payment for a tourism service (e.g. day tour, accommodation, ticket); references to timetable, signage and basic rules e.g. No smoking; selection of food and beverage from a menu; advising check in and check out procedures and times; advising opening and closing times.

Facilities and locations may include in-house facilities; local attractions; places of interest; shopping centres; tour desk; pick up and drop off point for tours; transport terminals, taxi and other transport services.

Simple information related to the workplace may include location of specific place or facilities; direction; opening hours; procedures (e.g. check-in, tour pick-up); currency (money); prices; room and floor numbers; safety rules.

Visual techniques may include marking of a map; drawing attention to pamphlets and timetables; locating specific costs and items on menus; signs, gesturing and appropriate body language.

Basic resources to assist communication may include language mats; phrase books; dictionary; pamphlets written in the specific language; menus written in the specific language; signs written in the specific language; international signage e.g. *No Smoking*.

Performance Criteria

- 2.1 Key words and short phrases in the relevant language as well as gestures and other forms of non verbal communication are used to respond to guest requests, perform simple transactions and provide information on products and services in line with establishment procedures.
- 2.2 Visual aids and resources are used to enhance oral communication with guests in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFO210 - Assist in preparing for event and conference

Title		Assist in preparing for events and conferences in a hospitality establishment			
Domain		FRONT OFFICE OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	2	Unit ID	HTFO210	Credits	2

Purpose

This unit standard is intended for those who work in a hospitality environment. People holding credit for this unit standard are able to: Plan for preparing the event and conference; and set up technical equipment for event and conference.

Special Notes

1. Entry information:

Prerequisite

- CORE201: *Follow workplace health, hygiene and safety procedures in a hospitality environment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, a simulated workplace, or an appropriately simulated environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of computer equipment shall comply with establishment procedures and manufacturer's instructions.
 4. Safe working practices include but are not limited to day-to-day observation of safety policies and procedures and legislative requirements.

5. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard may include but are not limited to the following:
 - Labour Act No 4, 1998
 - Health and safety at work Act, 1947
 - Swaziland Tourism Authority Act, 2001and all subsequent amendments to the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Plan for preparing the event and conference

Range

Information may include but are not limited to venue; the amount of people; equipment and material requirement; date, time and duration; seating and catering requirements; and any special requirements.

Equipment may include but is not limited to computer, flip chart, pin board, projector.

Materials may include but are not limited to flip-chart paper, pins, white-board marker, and writing pads.

Appropriateness may include but is not limited to technical and non-technical deficiencies, which may cause discomfort.

Performance Criteria

- 1.1 Information on event or conference are sourced and confirmed according to workplace procedures.
- 1.2 Activities for setting up equipment are planned and confirmed in consultation with other personnel involved in preparing for the event or conference.
- 1.3 Availability of equipment and materials are identified and confirmed.
- 1.4 Venue is checked for appropriateness. Deviations from establishment standards are recorded and reported according to workplace procedures.
- 1.5 Secure and convenient car parking is identified and confirmed according to workplace procedures.

Element 2: Set up technical equipment for event and conference

Range

Set up of equipment in a safe manner may include but is not limited to electrical cables and cords; tables; chairs; computer and computer screen; and projector.

Performance Criteria

- 2.1 Information on setting up equipment is sourced and confirmed in line with workplace requirements.
- 2.2 Equipment is set up in a safe manner and tested for functionality.

2.3 Equipment is stored according to workplace procedures.

2.4 Defects or missing equipment is recorded and reported according to workplace procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)