



NATIONAL VOCATIONAL CERTIFICATE
IN

**HOSPITALITY AND TOURISM:
HOUSEKEEPING OPERATIONS**

LEVEL 3



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

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Registration documents can be downloaded at the link:

<https://www.divt.org.sz/qualifications>

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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 HOSPITALITY & TOURISM: HOUSEKEEPING OPERATIONS LEVEL 3

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	NVCHT
Specialisation:	Housekeeping Operations		
Level:	3	Minimum Credits:	60
Actual Credits	80		
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 Housekeeping Level Operations 4.

ENTRY REQUIREMENTS

It is assumed that people who wish to enter into any training programme leading to this qualification have been awarded with the NVCHT Housekeeping Operations Level 2 certificate demonstrated equivalent knowledge and skills.

RPL - A portfolio of evidence of competence of equivalence to Housekeeping Operations Level 3 followed with a relevant assessment may lead to Recognition of Prior Learning. Learners should be exempted for units achieved in other forms of training after providing evidence.

ASSOCIATED LEVEL DESCRIPTORS

Knowledge

To apply knowledge of Housekeeping Operations that includes processes, techniques, materials, instruments, equipment, terminology and some theoretical ideas.

Skills

To use a range of Housekeeping skills to carry out tasks and show personal interpretation through selection and adjustment of methods, tools and materials. Evaluate different approaches to tasks in Housekeeping operations.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, Housekeeping Operator should be able to;

- Communicate on the telephone in a hospitality establishment
- Assist colleagues and provide services to guests in a hospitality establishment
- Apply knowledge of jobs and career pathways in the hospitality Industry in establish in establishing a career plan
- Use English in written and oral form to perform duties in a hospitality establishment
- Receive, store and rotate stock and supplies in a hospitality establishment
- Provide Customer Care in a hospitality environment
- Plan and supervise housekeeping operations in a hospitality establishment
- Deliver housekeeping services in a hospitality establishment
- Incorporate non-routine housekeeping services in a hospitality establishment
- Operate a laundry service on premises and off premises in a hospitality establishment

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore301	Communicate on the telephone in a hospitality establishment	3	5

HTCore302	Assist colleagues and provide service to guests in a hospitality establishment	3	4
HTCore303	Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan	3	5
HTCore304	Use English in written or oral form to perform duties in a hospitality establishment	3	8
HTCore 305	Receive, store and rotate stock and supplies in a hospitality establishment	3	8
HTCore 306	Provide Customer Care in a hospitality environment	3	5
HTHO 301	Plan and supervise housekeeping operations I a hospitality establishment	3	10
HTHO 302	Deliver housekeeping services in a hospitality establishment	3	10
HTHO 303	Incorporate non-routine Housekeeping services in a hospitality establishment	3	10
HTHO 304	Operate a laundry service On premises and Off Premises in a hospitality establishment	3	15
Total number of credits			80

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 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 Housekeeping Level 4
Horizontal	NVC HT Level 3 in Front Office, food preparation and food and preparation
Diagonal	No match

RESPONSIBLE BODY

Ministry of Labour and Social Security (DIVT)

Attention:

Director DIVT

P.O. Box 1218

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Mbabane

Eswatini

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UNIT STANDARDS

HTCORE301- Communicate on the telephone in a hospitality establishment

Title		Communicate On the Telephone in Hospitality and Tourism Operations			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF level	3	Unit ID	HTCORE301	Credits	5

Purpose

This unit standard specifies the competency required to communicate on the telephone in a hospitality establishment. It includes responding to incoming phone calls and making authorised phone calls. This unit standard is intended for those who work in Hospitality Operations.

Special notes

1. Entry information

Prerequisite: Unit 201 Follow occupational health, hygiene and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.

- Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
- All inspection, operation and maintenance procedures associated with the use of telephone equipment shall comply with establishment procedures and manufacturer's instructions.
- Telephone equipment includes fixed line telephone, mobile phone, switchboard operations.
- Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
- 'Specifications'* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
- Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Respond to incoming telephone calls

Performance Criteria

- 1.1 Guests being attended to at the time 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 includes politeness, courtesy.
Problems may include but are not limited to line busy, incorrect telephone number, disconnected telephone line, technical problems, 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 authorised 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)

HTCORE302- Assist colleagues and provide service to guests in a hospitality establishment

Title		Assist Colleagues and Provide Service to Guests in a Hospitality and Tourism Environment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE302	Credits	4

Purpose

This unit standard specifies the competency required to assist colleagues and provide service to guests in a hospitality establishment. It includes assisting colleagues, providing service to guests, responding to urgent guest requests for service, resolving guest complaints and responding to incidents and emergencies. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational health, hygiene and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic 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 establishment procedures and manufacturer's instructions.

4. *Safe working practices* 'include day to day observation of safety policies and procedures.
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 include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Assist colleagues in a hospitality establishment

Range

Colleagues may include team members, members of other teams in the establishment, workplace committees, other tourism and hospitality industry sectors.

Assistance to colleagues includes but is not limited to providing guest services, relaying messages, completion of work tasks, provision of information.

Performance Criteria

- 1.1 Assistance to colleagues is offered or provided as required in line with scope of responsibilities and establishment procedures.
- 1.2 Assistance to colleagues is provided in a prompt, polite, professional and friendly manner in line with establishment procedures.

Element 2: Provide service to guests

Range

Guests may include but are not limited to individuals, tourists, entertainers, business travelers, officials from governments or organisations, local residents and media.

Guests with special needs may include those with a disability, special dietary needs, those with special cultural or language needs, unaccompanied children, parents with young children, pregnant women and elderly people.

Performance Criteria

- 2.1 Guest needs and expectations are identified, including those with special needs, and appropriate products, services or information are provided in line with establishment procedures.
- 2.2 All reasonable needs and requests of guests are met in line with establishment time frames.
- 2.3 All opportunities to enhance the quality of service are identified and used in line with establishment procedures.
- 2.4 Guest dissatisfaction is promptly recognised and action taken to resolve the situation according to individual level of responsibility and establishment procedures.

Element 3: Respond to urgent guest requests for service

Range

Appropriate person may include but is not limited to colleague, supervisor, service provider.

Urgent guest needs means services or products that guests want immediate response to.

Performance Criteria

- 3.1 Urgent guest needs are identified and acknowledged to guest in line with establishment procedures.
- 3.2 Urgent needs for service are prioritised and dealt with promptly in line with establishment procedures.
- 3.3 Work schedule is adjusted to respond to urgent request from guest in line with establishment procedures.
- 3.4 Urgent requests from guests are responded to or referred to appropriate person in line with establishment procedures.
- 3.5 Guest satisfaction with service is established in line with establishment procedures.
- 3.6 Normal duties or services are incorporated as appropriate in line with establishment procedures.

Element 4: Resolve guest complaints

Performance Criteria

- 4.1 Guest complaints are handled positively, sensitively, politely and discreetly in consultation with the complainant.
- 4.2 Responsibility is taken for resolving the complaint in line with establishment procedures.
- 4.3 The nature and details of the complaint are established and agreed with the complainant.
- 4.4 Appropriate action is taken to resolve the complaint to the satisfaction of the guest wherever possible.
- 4.5 Techniques are used where possible, to turn complaints into opportunities to demonstrate high quality guest service.
- 4.6 Complaints which go beyond the scope of personal responsibility or are unable to be resolved are reported to supervisor in line with establishment procedures.
- 4.7 Any necessary documentation is completed accurately and legibly within establishment time frames.

Element 5: Respond to incidents and emergencies

Range

Incidents may include refusal of entry, drug or alcohol affected persons, people with weapons, robbery, violent and threatening behavior, removal of patrons, conflict. Emergencies may include environmental emergencies, medical emergencies.

Performance Criteria

- 5.1 Potential incidents are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.2 Emergency situations are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.3 Incidents and emergencies which escalate beyond the scope of personal responsibility are reported promptly to supervisor in line with establishment procedures.
- 5.4 All actions related to incidents and emergencies 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)

HTCORE303- Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan

Title		Apply Knowledge of the Jobs and Career Pathways in the Hospitality Industry in Establishing a Career Plan			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE303	Credits	5

Purpose

This unit standard specifies the competency required to apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan. It includes demonstrating knowledge of the structure, job roles and career pathways in the hospitality and tourism industry and establishing a career plan. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of the structure of the hospitality and tourism industry

Range

Key sectors in the hospitality industry may include accommodation, food and beverage, entertainment, transport or carrier, attractions, travel organizers, destination organisations, support services.

Functional areas within each of the key sectors may include but are not limited to accommodation (hotels, guest houses, B&Bs, camping sites, caravan sites, apartments, chalets), food and beverage (restaurants, pubs, bars), entertainment (concerts, shows, nightclubs, casinos, exhibitions, trade fairs, music, theatre), transport/carrier (air transport, sea transport, rail, coaches, car rental), attractions (museums, arts and crafts centres, heritage sites, archaeological sites, theme parks, national parks, natural attractions), travel organisers (tour operators, activity operators, tour wholesalers, retail travel agents, conference and other events organisers, booking agencies, incentive travel organisers), destination organisations (national tourism offices, local tourism information offices, tourism associations), public and private support services (national tourist organisations, regional tourist organisations, public airports and ports, catering services, courier services, tour guides, visa and passport offices, travel insurance companies, banks, travel trade publications).

Hospitality and tourism related organisations in Swaziland include but are not limited to the Ministry of Environment and Tourism (MET), Swaziland Tourism Authority, Tourism related businesses, Hospitality and training providers.

Performance Criteria

- 1.1 Key sectors in the hospitality and tourism industry are identified.
- 1.2 Functional areas within each of the key sectors in the hospitality and tourism industry are identified and their roles described.
- 1.3 The roles, functions and relationships between hospitality and tourism related Organisations in Swaziland are identified and described.

Element 2: Demonstrate knowledge about job roles and career pathways in hospitality establishments

Range

Roles and jobs of staff in the hospitality operations section may include roles and jobs related to storekeeping.

Roles and jobs of staff in the front office of the establishment include but are not limited to receptionist, cashier, telephonist, reservations, concierge, porter, night auditor, night porter.

Roles and jobs of staff in the housekeeping section of the establishment include but are not limited to housekeeping assistant, room attendant, laundry attendant, housekeeping supervisor, housekeeper, housekeeping manager.

Roles and jobs of staff in the food and beverage service section include but are not limited to maitre d'hotel, waitron, bartender, head bartender, bar manager, cashier, table clearer, wine waiter, bar help.

Roles and jobs of staff in the food preparation section of the establishment may include the kitchen attendant, junior chef, senior chef, head chef.

Roles and jobs of staff in sales, marketing and management may include sales manager, food and beverage manager, rooms division manager, duty manager, executive assistant manager, general manager, financial controller.

Performance Criteria

- 2.1 The job titles, key roles, training requirements and career pathways for occupations in the hospitality operations sector are identified and explained.
- 2.2 The job titles, key roles, training requirements and career pathways for occupations in the front office of the establishment are identified and explained.
- 2.3 The job titles, key roles, training requirements and career pathways for occupations in the housekeeping section of the establishment are identified and explained.
- 2.4 The job titles, key roles, training requirements and career pathways for occupations in the food and beverage service section of the establishment are identified and explained.
- 2.5 The job titles, key roles, training requirements and career pathways for occupations in the food preparation section of the establishment are identified and explained.

- 2.6 The job titles, key roles, training requirements and career pathways for occupations in the sales, marketing and management in the establishment are identified and explained.

Element 3: Establish a career plan

Range

Sources of information on career opportunities may include but are not limited to trade publications, internet, college, polytechnic, university, information materials, trade exhibitions and conventions, industry associations, hospitality establishments, industry training providers, career advisors, media, Swaziland Tourism Board, NGOs.

Training and skills development options may include but are not limited to nationally recognised qualifications offered by college, polytechnic, university and establishments, in-house and industry skills upgrading courses, exchange programmes, e-learning, distance education, work experience/placement.

Performance Criteria

- 3.1 Information on career opportunities in the hospitality and tourism industry is identified, assessed and used in establishing a career pathway.
- 3.2 Training and skills development options in the hospitality and tourism industry are identified, assessed and used in pursuing the selected career pathway.

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)

HTCORE304- Use English in written and oral form to perform duties in a hospitality establishment

Title		Use English in Written and Oral Form to Perform Duties in a Hospitality Establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE304	Credits	8

Purpose

This unit standard specifies the competency required to use English in written and oral form to perform duties in a hospitality establishment. It includes communicating with guests, supervisors and colleagues in English when performing duties in the establishment and interpreting and applying hospitality workplace information in English. This unit standard is intended for those who work in Hospitality Operations in the Hospitality and Tourism industry.

Special Notes

- 1 Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Communicate with guests, supervisors and colleagues in English when performing duties in the establishment

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.
- 1.7 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)

HTCORE305- Receive, store and rotate stock and supplies in a hospitality establishment

Title		Receive, Store and Rotate Stock and Supplies in a Hospitality Establishment.			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE305	Credits	8

Purpose

This unit standard specifies the competency required to receive, store and rotate stock and supplies in a hospitality establishment. It includes taking delivery of stock and supplies, storing stock and supplies and rotating and maintaining stock and supplies. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skill.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out
 3. Stock and supplies may include but is not limited to food items for service and food preparation and service, beverages for bar, mini bar, restaurant and shop, equipment such as maintenance and cleaning equipment, cleaning supplies and chemicals, office equipment, linen such as sheets, towels, stationery such

as guest stationery, office supplies and stationery, brochures and promotional material, vouchers and tickets, souvenir and products.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997 and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Receive stock and supplies

Range

Variations from orders include excess, shortages, wrong items, quality, and temperatures.

Procedures in dealing with variations may include but are not limited to returning items to supplier, discarding items, completing required documentation, substituting items, alternative arrangements.

Performance Criteria

- 1.1 Incoming stock and supplies are checked against orders and delivery documentation in line with establishment procedures.
- 1.2 Variations from orders and delivery documentation are identified, recorded and reported to the appropriate person in line with establishment procedures.
- 1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies in line with establishment procedures.
- 1.4 Establishment procedures are followed in dealing with variations.

Element 2: Store stock and supplies

Performance Criteria

- 2.1 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.2 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.3 Stock and supplies are labeled in line with establishment procedures.

Element 3: Rotate and maintain stock and supplies.

Range.

Stock recording systems include manual (bincard) and computerised.

Stock and supplies rotation requirements may include but are not limited to obsolete

Stock, food stored with beverages, environment, correct storage location, expired stock and supplies, spoiled stock and supplies, damaged stock and supplies.

Distribution and recording requirements for food and beverage include but are not limited to record of stock movement, stock count, extensions, calculations, value of stock.

Performance Criteria

- 3.1 Distribution and recording requirements for stock and supplies are explained in line with establishment requirements.
- 3.2 Stock and supplies are rotated in line with establishment requirements.
- 3.3 Quality of stocks and supplies is inspected at regular intervals, and findings reported to appropriate personnel
- 3.4 Excess stock and supplies are placed into storage or disposed of in line with establishment procedures.
- 3.5. Stock and supplies area is maintained in line with establishment and government requirements, and any problems are identified and reported
- 3.6. Recording systems for stocks and supplies are used in line with establishment speed and accuracy 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)

HTHO301- Plan and Supervise Housekeeping Services

Title		Plan and Supervise Housekeeping Operations			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTHO301	Credits	10

Purpose

This unit standard specifies the competency required to plan and supervise housekeeping operations in a hospitality establishment. It includes planning, updating and supervising housekeeping and maintenance operations. This unit standard is intended for those who work in housekeeping in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. *'Housekeeping operations'* refers to guest rooms, toilet and bathroom areas and public and service areas.
 4. All inspection, operation and maintenance procedures associated with the use of tools

and equipment shall comply with establishment procedures and manufacturer's instructions.

5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4,1998
 - Occupational Health and Safety Regulations No.14 2001
 - Health and Safety at Work Act 1947
 - Fire Precaution Act 1971
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Plan and update housekeeping operations in the establishment

Range

Guest area housekeeping requirements include but are not limited to anticipated guest room occupancy, arrivals and departures, functions, conferences and meetings.

Equipment may include but are not limited to room servicing equipment (trolleys, cleaning supplies, detergent and cleaning materials, vacuum cleaners, mops, brushes, buckets, cleaning and polishing cloths, gloves, protective clothing), laundry equipment.

Cleaning materials include but are not limited to solvents, abrasives, acids, alkalis, detergents, toilet cleaners, neutralizers, bleaches and disinfectants.

Interior surfaces include but are not limited to metal, glass, wood, plastic, wall and floor coverings, protective finishes (metal polish, furniture polish, floor polish, floor seals).

Performance Criteria

- 1.1 Guest area housekeeping requirements are checked with reception in line with establishment procedures.
- 1.2 The cleaning schedule is updated, cleaning staff are briefed and duties are allocated in line with guest and establishment requirements.
- 1.3 Checks are made to ensure that staff complies with establishment dress code requirements.
- 1.4 Room status reports are updated to reflect current status of rooms in line with establishment procedures.
- 1.5 Equipment required for housekeeping is identified, accessed and prepared for use in line with establishment procedures.
- 1.6 Cleaning materials for interior surfaces are identified, accessed and prepared for use in line with establishment procedures.
- 1.7 Guest areas are kept clean, hygienic, ready for use and available for occupancy in line with establishment procedures.

Element 2: Supervise housekeeping and maintenance operations

Range

Stock includes but is not limited to linen, laundry, guest supplies and amenities (stationery, bathroom supplies, promotional material, local tourist information, magazines and newspapers, mini-bar supplies, glassware, crockery, cutlery, tea, coffee, sugar, milk, biscuits, sweets).

Conditions may include but are not limited to courtesy, discretion, sound, light, temperature.

Checking of guest rooms, public and service areas, and toilet and bathroom areas include but are not limited to beds and linen, carpets and floors, walls, windows, waste removal, surfaces, fixtures and fittings, electrical appliances, curtains, furniture.

Waste removal includes food and beverage, soiled nappies, sanitary dressings, glass, razors and/or needles, paper, cigarettes, matches and ash, pressurized containers, chemicals, contraception devices, recyclable items, disposal or dirty water, human waste.

Documents may include but are not limited to maintenance, lost property, quality assurance.

Performance Criteria

- 2.1 Staff compliance with housekeeping and maintenance service standards is monitored in line with establishment procedures.
- 2.2 Number of staff required for housekeeping and maintenance operations is monitored in terms of establishment service standards, occupancy rates and cost control procedures.
- 2.3 The safety, privacy and security of staff and guests and the security of guest and establishment property are maintained during housekeeping and maintenance

operations in line with establishment procedures.

- 2.4 Guest rooms, public and service areas, and toilet and bathroom areas that have been cleaned, maintained or withdrawn from service are inspected in line with establishment procedures.
- 2.5 Checks are conducted to ensure that cleaning equipment and materials have been maintained, replenished and stored as required in line with establishment requirements.
- 2.6 Stock is checked and ordered and levels are maintained in line with anticipated occupancy and establishment procedures.
- 2.7 Conditions and ambience of the guest environment are maintained throughout servicing in line with establishment procedures.
- 2.8 Basic housekeeping and maintenance requirements are attended to in line with establishment procedures.
- 2.9 Documents and reports related to housekeeping and maintenance operations are completed 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)

HTHO302- Deliver housekeeping services

Title		Deliver Housekeeping Services for Guests			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTHO302	Credits	10

Purpose

This unit standard specifies the competency required to deliver housekeeping services for guests. It includes providing or arranging housekeeping services and advising guests on safety and security procedures. This unit standard is intended for those who work in housekeeping in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic 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 establishment procedures and manufacturer's instructions.
 4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 5. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 4,1998
- Occupational Health and Safety Regulations No.14 2001
- Health and Safety at Work Act 1947
- Fire Precaution Act 1971
- Food Hygiene General Regulation 1970
- Food Safety Act 1990
- Food Safety Regulations 1995

and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Provide or arrange housekeeping services

Range

Requests from guests may include but are not limited to additional beds, additional pillows and blankets, irons, hairdryers, additional room supplies, rectification cleaning, repairs and maintenance, lost property inquiries, adaptors, cell phone recharging. Requests for information may include but are not limited to range of services and products offered by the establishment, availability, hours and location of meals, services, equipment, how various types of equipment work, local services, attractions, transport, shops, entertainment.

Equipment may include but is not limited to electric kettles and jugs, telephones, computers, laptops, television and video machine, hairdryer, alarm clock.

Performance Criteria

- 1.1 Requests for items, services or information are handled in a polite and friendly manner in line with guest service standards and security procedures.
- 1.2 Guest is acknowledged by use of name where possible in line with establishment procedures.
- 1.3 Details of requests made are confirmed and noted in line with establishment procedures.
- 1.4 Delays or problems in housekeeping service delivery are acknowledged, communicated to guest and rectified in line with establishment procedures.
- 1.5 Agreement with guests is reached on timelines for meeting requests in line with establishment procedures.
- 1.6 Requested items and services are located, delivered within agreed timeframes and correct usage is demonstrated in line with establishment procedures.
- 1.7 Items for pick-up are collected promptly within agreed timeframes in line with establishment procedures.
- 1.8 Equipment requested by guest is set up as required in line with establishment procedures.
- 1.9 Equipment malfunctions are reported promptly and alternative arrangements made to meet guest needs in line with establishment procedures.

Element 2: Advise guests on safety and security procedures

Range

Safety procedures may include but are not limited to safe use of equipment, electrical hazards.

Security procedures may include but are not limited to personal safety of guests, guest property.

Performance Criteria

- 2.1 Guests are advised on safety procedures as required in line with establishment

procedures.

- 2.2 Guests are advised on security procedures as required in line with establishment procedures.
- 2.3 Guest questions about safety and security are responded to in line with personal scope of responsibility 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)

HTHO303- Incorporate non-routine housekeeping services

Title		Incorporate Non-Routine Housekeeping Services for Guests			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTHO303	Credits	10

Purpose

This unit standard specifies the competency required to respond to non-routine housekeeping requirements in a hospitality establishment. It includes identifying non-routine housekeeping tasks, updating non-routine housekeeping operations and completing the relevant housekeeping documentation. This unit standard is intended for those who work in housekeeping in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. Glossary of terms
- *'Laundry'* includes but is not limited to linen, bedding, towelling, staff uniforms, oven cloths, tea towels, cleaning cloths, dish cloths, shower curtains, curtain netting, mop heads, rubber bath mats, door mats.
4. All procedures, work tasks and requirements of work are in line with the procedures and

requirements of the establishment.

5. *Safe working practices* 'include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4,1998
 - Occupational Health and Safety Regulations No.14 2001
 - Health and Safety at Work Act 1947
 - Fire Precaution Act 1971
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995and 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 Eswatini Higher Education Council.

Element 1: Incorporate non-routine housekeeping operations in a hospitality establishment

Range

Non-routine housekeeping requirements may include but are not limited to cleaning and maintenance activities stemming from environmental emergencies such as dust storms, flood and fire; and medical emergencies.

Emergencies may include but are not limited to environmental and health related conditions of the guest.

Environment may include but are not limited to courtesy, discretion, sound, light,

temperature.

Documents may include but are not limited to maintenance records, lost property records and housekeeping records.

Performance Criteria

- 1.1 Non-routine housekeeping tasks are identified, verified with reception and implemented in line with establishment procedures.
- 1.2 Status reports on rooms and other areas undergoing non-routine housekeeping are updated in line with establishment procedures.
- 1.3 Equipment and materials required for non-routine housekeeping operations are identified, accessed and prepared for use in line with establishment procedures.
- 1.4 The safety, privacy and security of staff and guests and the security of guest and establishment property are maintained during non-routine housekeeping in line with establishment procedures.
- 1.5 Conditions and ambience of the guest environment are maintained throughout non-routine housekeeping operations in line with establishment procedures.
- 1.6 Documents and reports related to non-routine housekeeping and maintenance operations are completed 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)

HTHO304- Operate a Laundry Service On Premise and Off Premises

Title		Operate a Laundry Service On Premise and Off Premise			
Domain		HOUSEKEEPING OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTHO304	Credits	10

Purpose

This unit standard specifies the competencies required to operate a laundry service on-premise and off-premise in a hospitality establishment. It includes sorting laundry and preparing equipment for cleaning incoming laundry items, cleaning and finishing laundry in an on-premises laundry service, coordinating laundry cleaning in an off-premise laundry service and servicing guest laundry areas in a hospitality establishment. This unit standard is intended for those who work in housekeeping in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.

3. Glossary of terms

- '*Laundry*' includes but is not limited to linen, bedding, towelling, staff uniforms, oven cloths, tea towels, cleaning cloths, dish cloths, shower curtains, curtain netting, mop heads,

rubber bath mats, door mats.

4. All procedures, work tasks and requirements of work are in line with the procedures and requirements of the establishment.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4,1998
 - Occupational Health and Safety Regulations No.14 2001
 - Health and Safety at Work Act 1947
 - Fire Precaution Act 1971
 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995and 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 Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Sort laundry and prepare equipment for cleaning incoming laundry items

Performance Criteria

- 1.1 Soiled linen and clothes are received, sorted for washing and foreign objects removed in a safe and hygienic manner in line with establishment procedures.
- 1.2 Potential hazards are identified and handled in line with establishment procedures.

- 1.3 Staff and guest clothes are clearly identified and sorted in line with establishment procedures.
- 1.4 Soiled linen is transported to designated holding area using appropriate equipment and safe handling techniques in line with establishment procedures.

Element 2: Clean and finish laundry in an on-premises laundry service in a hospitality establishment

Range

Laundry equipment includes but is not limited to washers, dryers, irons, calendar, and press.

Drying equipment operation includes temperature, cycle duration, weather conditions, and removal of lint.

Attention to dried laundry includes rewash, repair, and removal from service.

Performance Criteria

- 2.1 Laundry items with removable stains are treated with correct product for stain type in line with manufacturer's instructions and establishment procedures.
- 2.2 Washing machines are loaded to required level with laundry, chemicals and water for optimum cleaning in line with manufacturer's and establishment requirements.
- 2.3 Wash programme chosen matches type of laundry being washed in accordance with manufacturer's instructions and establishment procedures.
- 2.4 Laundry equipment is operated in a safe and effective manner in line with manufacturer's instructions and establishment procedures.
- 2.5 Equipment operation and chemical supply are monitored and corrective action taken if required, to optimise performance in accordance with manufacturer's instructions and establishment procedures.
- 2.6 Laundry is removed promptly on completion of wash programme and transported in a hygienic manner in accordance with establishment requirements.

- 2.7 Laundry is left clean and free of removable stains in line with establishment procedures.
- 2.8 Laundry items are hung on washing line where applicable, in line with establishment procedures.
- 2.9 Dryer is loaded with laundry for optimum performance in accordance with manufacturer's instructions.
- 2.10 Dryer operation is monitored and corrective action taken to ensure effective drying of laundry, cleanliness of equipment and facilities, and safety in line with manufacturer's instructions and establishment procedures.
- 2.11 Dried laundry items are allowed adequate cooling time prior to sorting and storage in accordance with establishment requirements.
- 2.12 Laundry is sorted into similar items, folded or hung as required and stored ready for use in line with establishment requirements.
- 2.13 Dried laundry requiring further attention is processed in line with establishment requirements.
- 2.14 Missing laundry is located or recorded in line with establishment requirements.
- 2.15 Laundry is returned to guest clean, dry, and complete and in the condition required by guest in a timely manner in line with establishment procedures.

Element 3: Coordinate laundry cleaning in an off-premise laundry service

Range

Establishment laundry includes but is not limited to linen, bedding, towelling, staff uniforms, and soft furnishings.

The condition required by guest includes but is not limited to laundered, dry-cleaned, pressed, ironed, folded or hung and stored.

Performance Criteria

- 3.1 Guest and establishment laundry is handled appropriately in line with establishment procedures.
- 3.2 Documentation and recording processes for laundry are maintained in line with establishment procedures.
- 3.3 Laundry requirements are communicated to off-premise laundry service in line with establishment procedures.
- 3.4 On return, establishment laundry is checked to ensure it is clean, dry, and complete and in condition specified to off-premise laundry service, in a timely manner and in line with establishment procedures.
- 3.5 Laundry is returned to guest clean, dry, and complete and in the condition required by guest in a timely manner in line with establishment procedures.

Element 4: Service guest laundry areas in a hospitality establishment

Range

Laundry equipment and appliances may include but are not limited to washing machines, dryers, irons, soak buckets, sinks and mops, automatic detergent dispensing equipment including dispensed tubing and lines, wash programme cards.

Materials may include but are not limited to detergents, fabric softeners, bleaches, alkalis, acids, starch, and stain removers.

Fittings include but are not limited to ironing boards, detergent dispensers.

Infestation may include but is not limited to insects (including fish moths, clothes moths), cockroaches, and rodents.

Performance Criteria

- 4.1 Laundry records and billing information are updated and processed in line with establishment procedures.
- 4.2 Cleaning equipment and materials, including protective clothing, are accessed and prepared

for use in line with establishment procedures.

- 4.3 Fittings and equipment are kept operational and fit for use and user instructions are displayed in a prominent position in line with establishment procedures.
- 4.4 Malfunctions of equipment are reported promptly in line with establishment procedures.
- 4.5 Guest and establishment property is handled safely and carefully in line with establishment procedures.
- 4.6 Waste is sorted and removed in a safe and hygienic manner in line with establishment procedures.
- 4.7 Laundry supplies are replenished as required in line with establishment procedures.
- 4.8 Laundry area is kept clean, tidy, hygienic and secure from unauthorised access in line with establishment requirements.
- 4.9 Laundry areas are kept free from infestation, and any signs of infestation are reported in accordance with 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)