

Level 2 Diploma in Accommodation Services (8068-02)

Assessment pack



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January 2012
Version 1.01

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1 Assessor guidance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in the *Centre Manual – Supporting Customer Excellence*, which can be found on the centre support pages of **www.cityandguilds.com**. This document also explains the tasks, activities and responsibilities of quality assurance staff.

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- handle and store securely the City & Guilds Assessment Materials in accordance with the following conditions
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 - City & Guilds Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals
- seek permission from City & Guilds via their External Verifier if they want to convert City & Guilds Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system)
- provide access, on request, to City & Guilds to the system(s) on which the Assessment Materials appear.

Assessments

This qualification is assessed in a number of ways to provide a clear indication of candidate knowledge and skills. The types of assessments used are

- externally set and marked multiple choice question papers
- individual practical tasks

The practical tasks are set by City & Guilds and are administered by the centre when the candidate is ready. They are then marked internally, using the information provided and the outcomes recorded on the documents provided by City & Guilds. Assessments are subject to internal and external verification.

Assessments can be completed in any order. Centres will be expected to organise the assessments in a logical order according to the requirements of the candidates and the course.

As a minimum Tutors should deliver the full breadth of the units and not limit teaching to the assessment tasks contained in this assessment pack. Lesson plans and candidate work, may be sampled by the External Verifier to evidence the full delivery of the units.

These externally set assessments should be used when delivery of a unit(s) is complete and candidates are ready to undertake the summative assessments. Candidates should be aware of the standard of performance/evidence required of them in order to achieve a pass.

Externally set question papers

To achieve the qualification, candidates are required to be successful in the following examination:

- Accommodation Services principles II

Please refer to the International Directory on the Walled Garden for dates and times of each examination. Test specifications for each examination can be found in Appendix 1.

Practical tasks

These tasks will require candidates to demonstrate their practical skills. Most practical tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Checklists are provided which assessors should use to record candidate performance. Details of how to mark and grade each practical observation are contained within each assignment.

The practical tasks should be carried out in a realistic or actual working environment and under realistic time conditions. Candidates may familiarise themselves with the marking criteria prior to the assessment, but are **not** permitted to use any criteria/checklist to work from when completing the practical task.

Assessors/Tutors can combine one or more practical tasks, this is allowed where it is possible to demonstrate and assess more than one practical task at once.

Introducing the tasks to candidates

The assessor should introduce each task, making sure that the candidates understand what is required of them.

Opportunities to repeat tasks

It is essential that the tasks are not used for formative purposes and the candidates only attempt them when they are judged to be fully ready. It is at the centre's discretion whether to allow a candidate to repeat a task, unless otherwise specified. A candidate should not be allowed to repeat until it is evident that they are ready to undertake the task.

Feedback

A feedback form has been provided in the appendices. Although some feedback may be given verbally, this is often forgotten by the candidate after the assessment, and so, assessors should complete a feedback form for each candidate, showing the key information given to the candidate. This will also serve as an action plan for candidates who are unsuccessful in a task and need to do further work before taking the task again.

Health and safety / Codes of practice

The importance of safe working practices, the demands of the Health and Safety at Work Legislation and the Codes of Practice associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow correct health and safety practices and procedures during practical assessment, the assessment **must be stopped** and the candidate advised of the reasons why. The candidate should be informed that they have not reached the standard of assessment required. At the discretion of the centre, candidates may retake the assessment at a later date when they are able to work safely. In any cases of doubt, guidance should be sought from the External Verifier.

Verification of assessments

Centres must use the provided documentation, unless otherwise agreed, to ensure that External Verifiers can check that evidence for an assessment is complete and ensure that the assessment decision is fair and beyond dispute. Centres may devise additional documentation/forms to support those provided by City & Guilds.

If a candidate's work is selected for verification, samples of work must be made available to the appointed External Verifier who will ensure that

- the Quality Assurance Co-ordinator is undertaking his/her responsibilities
- the Quality Assurance Co-ordinator is given prompt, accurate and constructive feedback on centre operations
- a report is written on centre activities for City & Guilds.

Retention of evidence

In order to fully support candidates, centres are required to retain candidates' evidence until the candidate has certificated and until any final external verification sampling has taken place. Candidate assessment **records** (see the centre manual for details) must be retained for **three years** after certification.

Entry for assessment and certification

Entry for assessment and certification should be as specified in the Qualification handbook and the Walled Garden.

2 Assessments

Unit 206 Customer service skills in accommodation services

Practical Task/Observation

Candidates are required to demonstrate customer service on **three** separate occasions when working in accommodation services.

Assessor Guidance

Candidates should be able to greet customers, identify and provide the appropriate service and deal with incidents as they occur, ensuring that complaints are reported as per organisational procedures.

The **three** occasions can be in the same service or in different services.

Candidates must demonstrate that they have the skills and understanding to respond to incidents and manage complaints. If these occur naturally, they can be assessed as part of the tasks, if not they can be assessed by

- a role-play exercise
- or witness testimony, supported by questioning by the assessor.

Evidence should be retained to illustrate that candidates have met the criteria required (e.g. witness testimony from the assessor or a colleague, video, voice recorder).

Unit 206 Customer service skills in accommodation Services



Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Name of event	Observation 1	Observation 2	Observation 3	Role play activity (if required)
01. Greet customers promptly and politely				
02. Identify customer needs and provide the appropriate service				
03. Respond to customer incidents				
04. Report customer complaints				
05. Demonstrate discretion and sensitivity				
Assessor signature and date				
Candidate signature and date				
Quality Assurance Coordinator signature and date (where applicable)				
External Verifier signature and date (where applicable)				

Unit 206 Customer service skills in accommodation services

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Greet customers promptly and politely			
02. Identify customer needs and provide the appropriate service			
03. Respond to customer incidents			
04. Report customer complaints			
05. Demonstrate discretion and sensitivity			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 206 Customer service skills in accommodation services

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Greet customers promptly and politely

Candidates should retain a professional image at all times (e.g. clean personal appearance, wearing correct uniform) and act professionally when dealing with both external and internal customers.

02 Identify customer needs and provide the appropriate service

Candidates should show initiative in the identification of customer needs, and match customer needs to the service provided.

03 Respond to customer incidents/

04 Report customer complaints

The candidate should be aware of the centre's procedure for handling incidents and complaints, and should adhere to these when in assessment situations. Candidates should know how to manage complaints regarding taking ownership from junior colleagues, and the correct reporting process for passing ownership upwards when applicable.

05 Demonstrate discretion and sensitivity

Candidates should be aware of why they should use discretion and sensitivity when dealing with customers, and should be able to demonstrate these qualities within a work environment.

Practical Task/Observation

Candidates are required to identify the information required as part of an induction for a new starter in accommodation services. This should begin with an explanatory talk compiled by the candidate that covers the duties required, the equipment and materials required for the job and documentation used.

Assessor Guidance

Assessors should encourage candidates to identify a suitable method of preparation which should include candidate notes to prepare a talk which could be delivered as a one to one session, a walk and talk, a power point presentation etc. There should be a range of materials and equipment available for the candidate to demonstrate to the new starter (e.g. cleaning agents, small and large equipment, warning signs). The candidate should be clearly instructed to explain the importance of working in a secure and safe way, the reasons for carrying out tasks in a specific way and the organisational standards expected. The candidate should produce an introductory checklist for the new starter. It is expected that the candidate should cover all items outlined in the range when carrying out the induction. This activity will be required to be assessed as either a role play or in a work-based situation.

Assessors should be aware that the candidate may benefit from carrying out this task when other units for this qualification have been completed and the candidate has gained a thorough overview of accommodation services.

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

01. Carry out accommodation services duties	
02. Prepare and maintain guest rooms	
03. Select equipment and materials required for carrying out accommodation services	
04. Maintain personal safety during accommodation services	
05. Report items requiring repair	
06. Record accommodation services information	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 207

Accommodation services

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Carry out accommodation services duties			
02. Prepare and maintain guest rooms			
03. Select equipment and materials required for carrying out accommodation services			
04. Maintain personal safety during accommodation services			
05. Report items requiring repair			
06. Record accommodation services information			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met.

01 Carry out accommodation services duties

Candidates should clearly outline the duties expected as per the range. Candidates should explain the different approaches to cleaning guest rooms or common areas, according to organisational procedures (e.g. time of day).

02 Prepare and maintain guest rooms

Candidates need to be aware of the difference between preparing a room for a new arrival and maintaining a room for a resident guest to organisation standards. Candidates should stress the importance of safety (e.g. manual handling, safe use of electrical equipment) and security when preparing and maintaining guest rooms.

03 Select equipment and materials required for carrying out accommodation services

Candidates should make the new starter aware that different materials may be used when cleaning guest rooms as opposed to cleaning common areas for example daily, weekly, periodic.

04 Maintain personal safety during accommodation services

Candidates should explain to the new starter a range of different situations when they should be aware of their own personal safety and security (e.g. when entering a guest room), and should stress the importance of following organisational procedures at all times.

05 Report items requiring repair

Candidates should make the new starter aware of the organisational procedures when reporting items that require repair or replacement, this includes their own equipment as well as items within a public area or guest rooms. Candidates should make the new starter aware of occasions when it is necessary to report incidents to a supervisor.

Within a centre, it may be necessary to identify and define organisational procedures to be followed by the candidate, if these are not present.

06 Record accommodation services information

Candidates should be able to make the new starter aware of the information to be recorded on documentation and the departments to which it should be sent, in order to fulfil organisational standards.

Unit 208

Cleaning accommodation areas

Practical Task/Observation

Candidates are required to prepare for and clean:

- a) a guest room with en-suite facilities
- b) a common area

Assessor Guidance

Assessors should ensure that there are standard operating procedures, and in a centre, these should be developed if not present in order to demonstrate high quality standards when preparing for and cleaning areas.

For **one** of the tasks, candidates should be observed carrying out post-cleaning tasks (e.g. safe disposal of waste, recycling, removal of dirty linen).

Candidates should be able to select the appropriate materials and equipment for the task, and should work in a sequential and safe order.

Assessors may wish to produce a checklist for the observation process that covers the procedures of the organisation.

Unit 208 Cleaning accommodation areas

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

	Guest room with en-suite	Common area
01. Use large and small equipment to clean accommodation services		
02. Select cleaning agents for different tasks		
03. Prepare areas for cleaning		
04. Follow work routines and sequences		
05. Demonstrate quality checking methods following completion of working routines		
06. Follow procedures for disposing of waste		
Assessor signature and date		
Candidate signature and date		
Quality Assurance Coordinator signature and date (where applicable)		
External Verifier signature and date (where applicable)		

Unit 208 Cleaning accommodation areas

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Use large and small equipment to clean accommodation services			
02. Select cleaning agents for different tasks			
03. Prepare areas for cleaning			
04. Follow work routines and sequences			
05. Demonstrate quality checking methods following completion of working routines			
06. Follow procedures for disposing of waste			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 208 Cleaning accommodation areas

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 Use large and small equipment to clean accommodation services

Candidates should be aware that different materials may be used when cleaning guest rooms as opposed to cleaning common areas.

Candidates should ensure that appropriate checks are made prior to use, that equipment is used safely and the reporting procedure for unsafe equipment is followed. Candidates should be able to demonstrate the safe use of equipment for themselves and for the safety of others.

02 Select cleaning agents for different tasks

Candidates should ensure that the correct cleaning agent is used for the right surface or area (according to the range), following manufacturer's instructions.

03 Prepare areas for cleaning

Candidates should follow organisation procedures, safely removing items and ensuring the area is accessible for cleaning. The correct warning signs should be suitably placed and removed when the task is complete.

04 Follow work routines and sequences/

05 Demonstrate quality checking methods following completion of cleaning routines

Candidates should be able to demonstrate their ability to efficiently follow work routines and sequences according to organisational standards. Candidates should make on-going and final checks in order to meet organisational standards.

06 Follow procedures for disposing of waste

Candidates should be able to identify the types of waste (hazardous, non-hazardous). The candidate should identify the correct materials and equipment used to collect and process different types of waste and the types of hazard that may be caused during the collection and processing of different types of waste.

Unit 209 Provide a linen service

Practical Task/Observation

Candidates are required to select linen for different requirements, following stock rotation.

Assessor Guidance

Assessors are advised that this unit lends itself to being completed alongside Unit 208. Assessment criteria 01 to 03 should be assessed by observation from the tutor. Assessment criteria 04 should be assessed as a professional discussion or questioning, which should be recorded.

As part of the activity, candidates must be able to describe the actions to be taken if discrepancies in supplies are found.

Unit 209 Provide a linen Service

Practical observation checklist

Candidate name:

Date:

Centre name:

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

01. Move linen supplies to and from storage areas	
02. Provide linen supplies to different room types	
03. Follow stock rotation to procedures when storing linen	
04. Take action if there are discrepancies in supplies when withdrawing and returning linen	
Assessor signature and date	
Candidate signature and date	
Quality Assurance Coordinator signature and date (where applicable)	
External Verifier signature and date (where applicable)	

Unit 209 Provide a linen service

Practical observation multiple candidate checklist

The following checklist can be used where more than one candidate is being observed. The result should be transferred to the individual candidate observation checklist.

Candidates are not permitted to use the checklist to work from when completing the practical tasks, but may familiarise themselves with it prior to the observation.

Candidate name and task			
01. Move linen supplies to and from storage areas			
02. Provide linen supplies to different room types			
03. Follow stock rotation to procedures when storing linen			
04. Take action if there are discrepancies in supplies when withdrawing and returning linen			
Assessor signature and date			
Candidate signature and date			
Quality Assurance Coordinator signature and date (where applicable)			
<i>External Verifier signature and date (where applicable)</i>			

Unit 209 Provide a linen service

Marking guidance

Before completion of the checklist, assessors should ensure that all of the following have been met

01 Move linen supplies to and from storages areas/

02 Provide linen supplies to different room types/

03 Follow stock rotation to procedures when storing linen

Candidates are required to identify the correct linen necessary for servicing the number of rooms (e.g. based on number of new arrivals, guests in residence, room types).

04 Take action if there are discrepancies in supplies when withdrawing and returning linen

Candidates should be aware of where discrepancies occur (e.g. incorrect deliveries, incorrect withdrawals, lost from rooms) and should know the organisation procedures that should be followed when discovering linen discrepancies.

Appendix 1 Test specifications

Accommodation Services Principles II

Unit number	No. of questions	%
202 Safety at work	15	30
206 Customer service skills in accommodation services	6	12
207 Accommodation services	9	18
208 Cleaning accommodation areas	12	24
209 Provide a linen service	8	16
	50	100

Candidate:

Task & date	Assessor comments/action plan (The assessor should sign each feedback session)

Candidate signature

Date

Tutor/assessor signature

Date