



1. TITLE OF THE PROFESSION

10134004 Tisztítás-technológiai szolgáltatásvezető - Housekeeping - Stewarding

2. TRANSLATED TITLE OF THE PROFESSION

Cleaning-technological service manager – Housekeeping – Stewarding
(THIS TRANSLATION HAS NO LEGAL STATUS)

3. PROFILE OF SKILLS AND COMPETENCES

- Demonstrates the hotel rooms that are closely linked to cleaning and maintains daily contact with the partner departments;
- Prepares the cleaning schedule, the work schedule and the working shifts;
- Procures the necessary equipment and materials for the delivery of services; assists in the selection and training of staff;
- Selects the most effective detergents and cleaning machines for the accommodation and demonstrates their proper use;
- Pre-schedules major clean-ups, purchases, inventories, renovations and maintenance;
- Manages Housekeeping and Stewarding duties and maintains contact with other department heads (Front Office, Food and Beverage, Room Service, Event, Administration, Maintenance, Laundry), as well as suppliers and professional organisations;
- Performs room status reporting, minibar loads, room log management, maintenance error reporting using digital devices, and arranges for restocking, guest room set-ups, (with special attention to VIP guests), room service. Prepares work schedules for staff. Compiles attendance sheets, performance sheets and purchasing related documents for the accounting department;
- Complies with and enforces the rules of storage, registers and secures fixed assets and various materials (machinery, furniture, textiles, consumables, equipment, detergents, prepared items);
- Is involved in the investigation and management of guest complaints, evaluating every staff member in relation to guest satisfaction;
- Handles found objects, keeps records;
- Manages emergency situations and incidents (illness, accident, death, theft, burglary, etc.).

**4. CLASSIFICATION OF THE VOCATIONAL TRAINING ACCORDING TO THE ISCED
FIELDS OF EDUCATION AND TRAINING (ISCED-F)**

1013 Hotel and catering industry

(*) Explanatory notes:

¹ In the original language. | ² The translation of the designation is provided for information purposes only. | ³ Fill it out if necessary. The certificate supplement provides additional information on the qualification but have no legal value in itself. The format of the description is in conformity with Decision (EU) 2018/646 of the European Parliament and of the Council of 18 April 2018 on a common framework for the provision of better services for skills and qualifications (Europass) and repealing Decision No 2241/2004/EC.

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5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the authority issuing the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate Ministry for Innovation and Technology															
Level of the certificate (national or international) NQF level: 4 EQF level: 4 Digital Competence Framework level: 4	Grading scale / Pass requirements Five -grade: 5 excellent 4 good 3 satisfactory 2 pass 1 fail															
Certificate number: CXK A Serial number: 123456 Certificate issue date: 2024.04.10	Designation of the theoretical and practical subjects of the vocational qualification examination and their grades according to a five-grade scale <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td colspan="3">written</td> </tr> <tr> <td style="width: 80%;">Housekeeping-Stewarding competences</td> <td style="width: 10%; text-align: center;">100%</td> <td style="width: 10%; text-align: center;">5</td> </tr> <tr> <td colspan="3">project exercise</td> </tr> <tr> <td>Practical exam task</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Result of the qualification examination</td> <td style="text-align: center;">100%</td> <td style="text-align: center;">5</td> </tr> </table>	written			Housekeeping-Stewarding competences	100%	5	project exercise			Practical exam task	100%	5	Result of the qualification examination	100%	5
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Result of the qualification examination	100%	5														
Access to next level of education/training	International agreements															
Other information concerning the vocational training process																
Legal basis																

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Description of the sectoral basic training and the theoretical and practical vocational training	Distribution of programme elements in percentage
Total duration of the education/training	260 hours
<p>Entry requirements:</p> <ul style="list-style-type: none">- Educational prerequisite: Elementary school qualification- Certificate of medical fitness: required <p>Further information:</p> <p>WRITTEN EXAMINATION EXERCISES</p> <p>Is familiar with the working areas of accommodation, the relationship between them and the premises of these working areas Has knowledge of the types of detergents and cleaning machines, of their proper use and operation Is aware of their administrative duties and responsibilities (loading minibar, reporting room status, replenishing supplies, making room arrangements, preparing work schedules, forwarding weekly/monthly documents to accounting.) Assists in the handling of guest complaints Handles found objects, keeps records Performs room status reporting, minibar loads, room log management and maintenance error reporting with the use of digital devices Prepares work schedules for staff. Compiles attendance sheets, performance sheets and purchasing related documents for the accounting department Manages Housekeeping and Stewarding duties and maintains contact with other department heads (Front Office, Food and Beverage, Room Service, Event, Administration, Maintenance, Laundry), as well as suppliers and professional organisations</p> <p>PROJECT EXERCISES</p> <p>Recreates a morning shift by solving of situational tasks Assigns the staff according to the work schedule. Performs the room status report, minibar loads, room list management. Manages guest room set-ups (with special attention to VIP guests) and room service. Manages Housekeeping and Stewarding duties and maintains contact with the Laundry Manager. Inventories a floor stock, compares it with a previous one and draws conclusions</p> <p>You can find more information on the Programme and System Requirements in the following link: https://ikk.hu This certificate supplement was elaborated in accordance with the programme requirements registered by the minister responsible for VET.</p> <p>National Reference Point: National Office of Vocational Education and Training and Adult Learning: https://nrk.nive.hu</p>	

Head of Examination Organiser:
Issue date: 2024.04.10

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