

TABLE OF CONTENTS

No.	Contents	Pages
Standard Practice		
1	Introduction	i – ii
2	Occupational Structure	iii
3	Definition of Competency Level	iv
4	Malaysian Skill Certification	v
5	Job Competencies	v
6	Working Conditions	v
7	Employment Prospects	vi
8	Training Industrial / Professional Recognition, Other Qualifications and Advancement	vii
9	Source of Additional Information	vii
10	Acknowledgement	viii
11	Committee Members of Standard Practice (SP), Competency Profile Chart (CPC), Competency Profile (CP) and Curriculum of Competency Unit (CoCU)	viii
12	Competency Profile Chart (CPC)	ix
13	Competency Profile (CP)	1 – 26
Curriculum of Competency Unit (CoCU)		
1	Guest Rooms Preparation	27 – 43
2	Housekeeping Guest Services	44 – 55
3	Public Area and Facilities Maintenance	56 – 75
4	Laundry and Linen Services	76 – 85
5	Housekeeping VIP Services	86 – 92
6	Housekeeping Quality Inspections	93 – 103
7	Housekeeping Inventory and Stock Control	104 – 111
8	Housekeeping Staff Administration	112 – 120
9	Landscape and Floral Maintenance	121 – 129
10	In-House Laundry Operation	130 - 140