Custom-made training program for the Housekeeping Department

Overview:
The following four modules demonstrate and enhance the importance of offering “quality service” through direct and indirect tasks undertaken by the Housekeeping Department.

Delivery of training:
Each module can be delivered individually as a “one-off” program or the modules can be combined in a customized one year package. This will include the initial training, re-enforcement seminars and ongoing support services to ensure implementation of skills.

The program will be delivered by a Signature-trained instructor using the following methodology and tools:

- Power Point presentations
- Team Building Games to enhance participation
- Extensive technical practice

Module 1: Housekeeping Department – Something more than making up a bed
This module displays to the Housekeeping Department how they can become “service proactive” in attending the guests’ needs beyond just cleaning rooms.

Module objectives:
- The hotel “offer” to guests
- Who are our clients?
- The role of the Housekeeping Department
- Communication and cooperation with the other departments
- Standard Operating Procedures
- Quality check from Housekeeping staff
- Teambuilding and team work
- Personal hygiene and team work

Module 2: Customer Quality Service offered by the Housekeeping Department
This module outlines the importance of offering “Quality Service” through the daily tasks undertaken by the Housekeeping Department.

Module objectives:
- Communication and cooperation with other departments
- The customer’s first impression
- Quality service
- Attention to detail
- Entering guest rooms
- Organizing your day – priorities
- Room cleaning and inspection
- Standard Operating Procedures
- Professional behavior
Module 3: Housekeeping Techniques

The core aim of this module is to educate the housekeeping staff on the procedures for cleaning rooms and public areas as described in the hotel’s operating manual. The module includes extensive practical sessions. In addition, the module provides the opportunity for the participants to practice the main Standard Operating Procedures.

Module objectives:

- Get to know and understand what the Housekeeping is all about
- Setting up your work place
- Usage of cleaning material (demonstration)
- Maintaining and using your equipment (demonstration)
- Setting priorities
- Effective organization of the work space
- Efficient cleaning sequence of public areas
- Efficient cleaning sequence of rooms
- Special cleaning procedures
- Final check of rooms and public areas
- Evaluation and reporting of faults
- Cleaning audits
- Basic Operating Procedures

Module 4: The Role of the Laundry Department

This module displays the importance of the Laundry Department and its effect on the hotel’s overall effort to deliver quality service

Module objectives:

- What the hotel has to offer to the guests
- Who is our client?
- The role of the Laundry Department
- Communication and cooperation with other departments
- Quality service
- Standard Operating Procedures
- Quality check from Laundry Department staff
- Teambuilding and team work
- Personal hygiene and presentation
- Professional behavior

Business Address: Ariadne House, 2nd Floor, 333, 28th October Street, 3106 Limassol, Cyprus

Postal Address: P.O. Box 58023, CY – 3730 Limassol, Cyprus Tel: +357 25 814 210 Fax: +357 25 588 299

E-mail: info@signatureholdingscy.com Website: www.signatureworldwide.com