

Housekeeping Team Member Development Plan

Student Name:

Student ID:

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1. Introduction

Welcome to one of the most prestigious hotel chain organisations in the UK. Hotel Trinity has been awarded for holding a 4-star standard category. For maintaining the class, the service needs to be maintained accordingly. The candidates have been selected for the housekeeping department is an essential part of Trinity hotels. High-quality services are expected from the housekeeping candidates. The newly joined employees will be covering an 8-week training program. The training program will help you to improve your capabilities to reach the standard of housekeeping the organisation seeks or demands. The training and development program will help you to understand and gain knowledge on the operations and work process for your designated job roles. After completing the working program, you should be able to conduct your tasks as your job role requires. The training schedule and activities for the next eight weeks are given below in the table.

2. Training Activity

Week no.	Activity	Start date	End date
Week 1	Induction: The candidates or new employees will be introduced to the company and the working areas. They will be provided with the organisational rulebooks. The knowledge of work ethics and code of conduct will be provided to the employees. The employees will be introduced to the working areas. A tour guide of the workstations along with different areas such as the washroom, kitchen and others, will be provided. The candidates will be introduced to the managerial individuals along with their associates. A summary of information on the job roles along with the daily activities of an employee will be provided.	16/ 11/ 22	23/ 11/ 22
Week 2	Branding logo: The newly joined employees be provided with knowledge of the organisation. A short summary of the company	24/ 11/ 22	01/ 12/ 22

	logo's story and importance e story and the importance of the company logo will also be discussed among the employees. It will help the employees to value the organisation and its logo. The importance of branding and the value of logo branding will be provided to them. The proper usage of logos while providing housekeeping services will be discussed. The tactics of using the service or products to showcase the logo of the company to their customers will be taught. 		
Week 3	Standard housekeeping practices: On week three, the training program will provide an understanding of the traditional practices of housekeeping. The overall maintenance of quality and standards will be showcased to the employees. The trainees will be provided with the opportunity to observe the working process of the experienced employees. Few tasks will be provided to the trainees to gain first-hand experience in the job role. The possibility of gaining practical experience will be provided to them. A chance of doing a questionnaire with the experienced employees will be provided for achieving any insights on the job role and clearing the doubts on the job experiences.	02/ 12/22	09/ 12/ 22
Week 4	Appropriate customer service: In week 4, the training program will focus on the customer service process. Overall knowledge of the customer service process will be provided to the trainees. Quality customer service is one of the essential services in Trinity hotels. The trainees will be taught the process of delivering effective customer service process. This week will also cover how to communicate and improve communication skills. The trainees will	12/ 12/ 22	19/ 12/ 22

	learn to provide quality customer service with first-hand experience.		
Week 5	Cross-cultural knowledge: Trinity hotel is recognised internationally, attracting many customers from different cultural backgrounds. The company effectively recognises the importance of inclusivity in its services. The employees will be provided with appropriate cross-cultural knowledge to deliver effective services to the customers. It will help the trainees to pay respect to different individuals and their cultures. The prevention of acts that may disrespect any cultural setting will also be	19/ 12/ 22	23/ 12/ 22
Week 6	Fire safety training: Emergency training is essential for all members. The hotel company must comply with the Fire safety standards of government regulations. The overall safety of the customers and employees is highly crucial. All of the trainees are required to know and perform the nifty protocols during emergencies. Fire safety drills will be conducted on the individuals. A professional expert will provide practical knowledge and exercises. The operation of fire safety tools such as extinguishers will also be provided to the trainees. It will help the trainees to perform safety activities during any emergency.	02/ 01/ 23	09/ 01/ 23
Week 7	COSHH: Control of Substances Hazardous to Health or COSHH training is required to be performed by each of the employees present in Trinity Hotel. Learning an adequate amount of information on the hazardous elements, products or actions may help the employees from harming customers or peers unintentionally. Different housekeeping activities may include using other chemical cleaners, pesticides and disinfectants. These types of chemicals may cause harm upon inhaling or consumption. The appropriate process for handling this type of hazardous product will be provided in the training process. The trainees will undergo a strict evaluation to	10/ 01/ 23	17/ 01/ 23

	identify their knowledge of this week's learnings.		
Week 8	Health and Safety training: In the last week, the trainees will be provided with mandatory health and safety training. Understanding the requirement for a healthy body and mind and the need for quality sleep will be taught. Training on using a first aid kit along with CPR and AED will be provided to each trainee. The safety protocols in the job roles will also be discussed this week. The necessary information and training on safety measures will also be taught to the trainees.	18/ 01/ 23	25/ 01/ 23

Table 1: Training activity brief and Schedule

References

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