

Module Code and Title: BMIH4006

Operating Hotel Facilities

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Introduction

It is a continuing struggle in the hotel industry to train cleaners who can boost customer satisfaction. The resort's cleaning and floor care staff is one of the most important groups of employees and requires a lot of assistance and supervision from upper management. As a result, managing the cleaning staff may seem to be an insurmountably difficult and bothersome endeavour. This condition of affairs, however, need not be inevitable. The housekeeping crew at Hotel Trinity has the potential to play a pivotal role in reaching very high levels of guest satisfaction via the cultivation of a healthy workplace culture, the implementation of an effective training programme, and the use of technology. In accordance with the parameters of the project, this report outlines a set of recommendations for a training programme.

Eight Week Training Plan

Housekeeping Training Plan

Tasks	Task 1	Task 2	Task 3
Week 1	First Aid Course	How to Act Around Visitors	Gather Suggestions from Guest
Week 2	Careful Handling of Guests	Interacting with the Guest	Language Training
Week 3	Decoration of the Room	Process for Making Beds	How to Clean a Bathroom
Week 4	Using of Appropriate Resources	Self-Care for Members	The proper way to mop
Week 5	Quickly Arranging the Living Quarters	Procedure for Verifying a Work Order for Repairs	A Guide to Organizing Guests' Belongings
Week 6	Manners to Follow When Using the Telephone	Positioning an Additional Bed	Requesting Favors Politely from Guests

Week 7	Advice on Protecting Visitors' Confidentiality	Tips for Rearranging Room	How to Set Maid Services
Week 8	Procedures for Saving Visitors in Case of Emergency	Food Time Maintenance	Farewell and Social Graces

Week 1 The first week includes some training such as a First Aid Course, How to Act Around Visitors, and Gathering Suggestions from Visitors.	Week 2 The second week includes some fun training such as Guest Handling, Interacting with the, and Guest Language Training.
Week 3 The third week of instruction focuses on the finer points of housekeeping, such as room decoration, the proper method for making beds, and bathroom cleaning procedures.	Week 4 In the fourth week of training, we focus on making the most efficient use of our materials by learning how to mop properly, taking care of our own health, and attending to the needs of our fellow members.
Week 5 Quickly Arranging the Living Quarters, Procedure for Verifying a Work Order for Repairs, and A Guide to Organizing Guests' Belongings are all included in the training since they are crucial in gaining the favour of guests, who are the top priority.	Week 6 The sixth week of instruction focuses on proper phone etiquette, asking for and accepting favours from guests, and requesting the placement of an extra bed.
Week 7 This week is highly crucial since it includes information on visitor protection, privacy tips for room reorganisation, and how to set up maid services for hotel guests.	Week 8 Important topics including emergency procedures for guests, meal time maintenance, and goodbye etiquette will be discussed during the last week.

Certain Standards Must Be Obeyed

- ❖ The trolley and bucket, among other items that must be returned, are handed in as per normal operating procedure after usage.

❖ There has been an agreement struck and upheld to be on time.
❖ A higher-up is informed right away of problems and important information.
❖ Every cleaning instrument and material required has been assembled and prepared for use.
❖ It is necessary to gather such products in advance to ensure that every guest room has a decent range and amenities.
❖ Preparing the bucket, shovel, and trolley for usage by cleaning, organising, and putting them in order.
❖ Each project is finished on time.
❖ When bedding is required to complete labour tasks, The Laundry quickly gathers it.
❖ Cleaning services and other offerings Kindness and cooperation are shown toward both the personnel and management.
The Training Program's Phases
In addition, there are three basic stages to the training process: conceptual teaching, practical application, and reflection and assessment.
Conceptual Teaching
People's chances of leading healthy, risk-free lives are improved by instruction in housekeeping. To ensure the housekeeper is ready for an emergency, she would first get a briefing on the property's fire safety measures. Both the workers and any visitors are safeguarded by adhering to the specified rules and job descriptions. When cleaning a room, for instance, one might prop open the door or refuse service to a distasteful client. Thanks to the supplied training, the new maid will get acquainted with the grounds and amenities. The knowledge curriculum includes learning about typical cleaning items. They enable housekeepers to do cleaning tasks effectively. Having someone who is knowledgeable about chemicals on hand benefits both employees and guests at a business.
Practical Application
It is ideal to teach the housekeeper practical skills once they have received extensive theoretical education. Learning the routines of the home is the first step in becoming a good housekeeper. The trainee benefits from this since they can better as the shift's overall changes, develop effective practices, and make the most of their time and cleaning tasks. As a second point, the guest room needs some TLC. For a housekeeper, "cleaning" is Job One. By meticulously following all hotel's cleaning protocols, the housekeepers provide a relaxing and comfortable atmosphere for all guests. It All visitors must get excellent service. Finally,

efficiently managing one's time is a must for any housekeeping. The capacity to get things done fast is crucial in a housekeeper.

Reflection and Assessment

Throughout and after each trainee housekeeper's first training, management keeps track of them using various technologies. The attitude of the new housekeeper, her performance under supervision, and the feedback from the visitors are all crucial elements. The effectiveness of the follow-up and assessment stages is crucial to any training program's success. As a result, the trainee is aware of the criteria she must meet and the steps she must take to do feedback managers get from visitors on how clean their rooms are will also be taken into account, considered if a hotel should constantly work to make sure at each visitor has an enjoyable and memorable stay. Customer reviews may thus be used to get accurate and trustworthy information about how clean a hotel room is. This is what a lot of people depend on, and the general manager of the hotel keeps an eye on the development of the new recruits and the housekeeping department. Additionally, complaints regarding a room's cleanliness might highlight areas where the cleaner needs to improve. This evaluation strategy helps the hotel become more productive and professional. Other favourite bed-making techniques may vary from person to person. Although trainers are expected to have flaws, trainers are hoping to see growth and a positive attitude. Companies and managers place greater significance on a good work ethic than on prior professional experience. Co-workers, visitors, and management are just a few of the individuals who may benefit greatly from positive attitudes in the workplace. When the whole team adopts a positive outlook, it helps create an environment that improves output, morale, and other workplace outcomes. After finishing the training, the new housekeeper ought to have a better knowledge of what it means to operate as a considerate teammate, a customer-focused employee, and a committed worker. The trainee's sustained success depends on receiving consistently encouraging comments. Each employee contributes both talents and weaknesses to the office. In order to constructively critique trainee efforts, motivate them to keep up the excellent job, and improve performance levels, supervisor empathy is an essential management ability. A physically taxing and demanding career with several responsibilities is becoming a hotel housekeeper. To encourage employee motivation and pleasure as well as to express gratitude for their laborious efforts is crucial.

Conclusion and Recommendations

The team's biggest problem with cleaning is personnel. Insufficient housekeepers might make it difficult to maintain a degree of cleanliness that meets or surpasses the expectations of the guests. Employee retention has to be raised if you want to keep your whole workforce. Members of a team are more likely to stick around if they appreciate their jobs and co-workers. As a result, creating a positive culture is essential for hiring a cleaning crew that works well together. It should put extra effort into praising team members who follow instructions after developing the guiding principles. More than just cleaning is what housekeepers do. A hotel's experience is made exceptional by its housekeepers.

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