



Hotel Trinity

Welcome to Hotel Trinity

Welcome to your house keeping journey.

This plan has been catered for those who have applied for a housekeeping role. It will provide you the best opportunity to help you understand your role and responsibilities in this department. You will be taken through each section of this role and its expectations over the next 8 weeks with head of housekeeping and housekeepers. You will be shown, observe and be observed during this time. There will also be opportunities for 1-2-1 feedback and learning as well as time to review and discuss as a group. You will also have an online training to complete towards the end of the 8 weeks. This will further break down specific information i.e. hotel standards and test your knowledge on what you have learnt during the demonstration and observation part of this journey and in-depth information on safety. **This training will be carried out by head of housekeeping and monitored by the hotel manager.**

Here is an overview of the coming weeks:

- Week 1& 2:
 - Day 1 (induction tasks)
 - Rooms and standards
- Week 3: Linen Rooms
- Week 4:
 - Room allocations
- Week 5: Health and Safety/Fire Safety/COSHH
- Week 6:
 - Practical demonstrations
 - Online training
- Week 7: Independent practical/ assessments
- Week 8: continued assessments and review

Feedback/Reviews/ 1-2-1

!!!Note: It is important you do NOT handle any chemicals or carry out any practicals until you have completed all your safety training!

Induction Tasks

• Important documents ☐	• Management Hierarchy ☐
• Tour of building including fire exit & assembly point. ☐	• Site details document ☐
	• Basic safety ☐

What you wish to achieve/Learn:

What you have achieved/ Learnt:

Note: This plan is specifically catered to this hotel, other hotel policies and procedures may differ.

Tips and important reminders.

- Dress appropriately.
- Time management is key.
- Consistency and good work is key.
- Online training will help you progress.
- You will not be expected to remember everything all in 1 day
- Don't rush to finish the process/be efficient
- Be kind to yourself, practice makes progress
- Never be afraid to ask for help.
- No question is ever silly.

Let's get you started

Week 1 & 2

During these 2 weeks you will be shown how housekeeping is done, you will shadow a housekeeper and make observations, jot down notes and ask questions. Further along the weeks you will have a chance to put into practice what you have learnt and observed. Thereafter you will be reviewed and supported further by making a progress plan with head of housekeeping. All housekeepers have development plans which are reviewed quarterly during the year to encourage progress and address any issues.

Let's begin!

• Room Types Double (DB) ☐ Double as single (DBS) ☐ Tick when shown Twin (TB) ☐ Triple (TWT) ☐ Quad/Family (QB) ☐ All rooms are the same size and have a double bed but will be made up according to what they are booked as. This also determines the amount of towels required in each room	BEEN SHOWN /EXPLAINED ☐	BEEN OBSERVED ☐
• How to make bed: Single bed ☐ Double bed ☐	☐	☐
• Hotel Standards: Qty of coffee, tea, sugar, milk, mugs, spoon and cups. ☐ Tucks and folds in bed ☐ Qty of towels shower mats and hand towel ☐ Direction of pillow case ☐	☐	☐
• What to do with lost/left property	☐	☐
• Being green aware/ How to recycle rubbish	☐	☐
• Dusting/ job of the day	☐	☐
• How to clean wash rooms	☐	☐
• Chemical use/ Top up & safety	☐	☐
• Additional tools (coloured cloths for specific areas, mop heads etc...)	☐	☐
• Time Management (Average time per room, time frame etc...)	☐	☐
• Maintenance issues	☐	☐

Note: This plan is specifically catered to this hotel, other hotel policies and procedures may differ.

Week 3 – Linen rooms

We have looked at how to clean, tidy and set a room but in order to do this we need the resources. These can all be found in the linen rooms. Each floor has a linen room and on the ground floor there is a different type of linen room. During this week we will go through where and what you can find in linen rooms, how to stock up, be efficient and much more.

	BEEN SHOWN /EXPLAINED	BEEN OBSERVED
• Perfect trolley and coffee/tea caddy	☐	☐
• Where linen rooms are located and types	☐	☐
• Where dirty linen is kept	☐	☐
• How to identify correct linen for correct bed size. Linen has coloured coded stitches to make it easier for you to identify all required elements for specific type of bed. I.e. blue stitches for single bed	☐	☐
• What 'reject' linen is and what to do with it	☐	☐
• Washing machine and dryer uses and how to operate	☐	☐
• Cups , mugs and dishwasher	☐	☐
• Linen restock (linen porter role)	☐	☐

Week 4 – room allocation

We have looked at how to get a room ready for check in and where to find the resources to do this but let's take a step back to the beginning and look at how you know which rooms are empty, whose cleaning which room, what to do if you are unsure if a room is empty and what to do if a room should be empty but isn't.

	BEEN SHOWN /EXPLAINED	BEEN OBSERVED
• How room allocation is made/ who allocates them	☐	☒
• How it is known a room is empty/ if guest/s have checked out	☐	☐
• How to check a room is empty	☐	☐
• What to do if guest is still in room after check out	☐	☐
• What to do if guest is not there but their belongings are after checkout	☐	☐
• Checked rooms and updating system ready for check in	☐	☒
• What is a room make	☐	☐

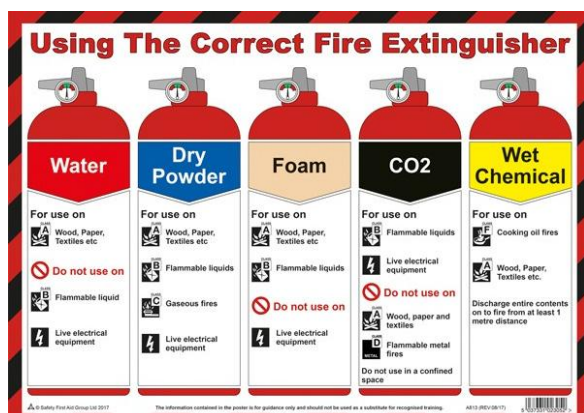
Note: This plan is specifically catered to this hotel, other hotel policies and procedures may differ.

Halfway point: Take the rest of this week to review, ask questions, feedback and one to one.

Week 5 – Health and Safety/ Fire safety and COSHH

We have looked at everything you need to know to get the job done however we need to make sure we go over safety factors and ensure everyone knows and understand fire safety and COSHH (control of substances hazardous to health) so that we can keep everyone safe.

	BEEN SHOWN /EXPLAINED	BEEN OBSERVED
• Fire exits/ fire assembly point/ fire marshal	☐	☐
• Fire extinguishers and types	☐	☐
• Fire safety unit online learning completed (Manager checked an approved _____)		
• How to safely remove dangerous objects/ clean bodily fluids	☐	☐
• Handling chemicals. COSHH unit completed online learning. Manager signature upon checking and approval _____	☐	☐
• Guest safety when cleaning i.e. cleaning signs where required or where to keep trolley during cleaning.	☐	☐
• Personal Hygiene /Hand sanitizers/ Post Covid 19	☐	☐
• Linen room Safety Checks	☐	☐



TYPE Extinguisher Type	Class						Businesses that may need this type of extinguisher
	Class A Organic Materials (e.g. Paper & Coal)	Class B Flammable Liquids (e.g. Petrol & Paint)	Class C Flammable Gases (e.g. Butane & Methane)	Class D Flammable Metals (e.g. Lithium & Magnesium)	Class E Electrical Equipment (e.g. Computers & Servers)	Class F Cooking Oils (e.g. Olive Oil & Fat)	
Water	✓	✗	✗	✗	✗	✗	Schools Hospitals Offices Shops
Foam	✓	✓	✗	✗	✗	✗	Apartments Hospitals Offices Shops
Dry Powder	✓	✓	✓	✓	✓	✗	Garages Welding Boiler Rooms LPG Plants
CO2	✗	✓	✗	✗	✓	✗	Server Rooms Offices
Wet Chemical	✓	✗	✗	✗	✗	✓	Kitchens Canteens

Note: This plan is specifically catered to this hotel, other hotel policies and procedures may differ.

Week 6 – Demonstrations/ online learning

Almost there! During this week you will observe again and help out the housekeepers in making rooms. There will be time for comments, advice, support and any questions.

Week 7& 8 – Practical and assessments

You're on your own! Don't worry you have all the knowledge, tools and support nearby to be able to do this. Head of housekeeping or the manager will observe you, make assessments and test your knowledge. The last 2 days will be used to provide feedback and develop your short term development plan.

Congratulations you have completed your 8 week journey! Don't forget to jot down what you have learnt/ achieved.



References:

Ahmed, N., (2022.) Figure 1 logo ' Element 4 – Response to a formal written complaint' UWTSD unpublished essay.

Layout ideas:- <https://www.learnupon.com/blog/onboarding-plan/> (Accessed 10/11/22)

Using the correct fire extinguisher (n.d.) [Online] Available at https://simplyextinguishers.co.uk/correct-fire-extinguisher-poster?gclid=Cj0KCQiA37KbBhDgARIsAlzce14B3nsS8xEarXG7AhUi6INclykACuwdLtChJlibPZNxPH_YC7Aq4tkaAlewEALw_wcB (Accessed 10/11/22)

What is COSHH (n.d.) [Online] Available at <https://www.hse.gov.uk/coshh/basics/whatiscoshh.htm> (Accessed 10/11/22)

What are the Types of Fire Extinguishers Available? (n.d.) [online] Available at <https://www.businesswatchgroup.co.uk/fire-services/fire-extinguishers/types/> (Accessed 10/11/22)