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Lecturer:TRISTAN HAWKINS

A WELCOME INTRODUCTION OF THE NEW TEAM MEMBER

Dear Employees of our company, we're excited to announce an addition to our team, Miss Caroline Root, who will fill the position of Housekeeper (trainer) previously held by Miss Rose Ben, who is coming aboard because the previous employee left because of their personal reasons. Miss Caroline Root's first day with us will be on 11-18-2022.

All guests to a hotel are guaranteed a tidy, comfortable, and pleasant stay by the housekeeping staff. Despite the fact that most customers are unaware of housekeepers, it is the responsibility of the housekeeping department to maintain the hotel's high standards of cleanliness and provide a favorable public image. Although the tasks of housekeeping might differ from hotel to hotel, they are generally the same in most.

You are a part of the senior staff in the housekeeping division of the four-star Hotel Trinity. The Director of Housekeeping has charged your group with creating a thorough training program for new hires, keeping in mind that the resort management places a high priority on employee and visitor safety and preventing health hazards.

8 WEEKS' TIME TABLE

WEEKS	DURATION	MAIN TASKS	TRAINING JOBS	TRAINER	VENUE
WEEK 1	45 Minutes	Emergency cleaning, safety and health hazards	Keep all walking surfaces clean and dry	Hotel Manager	Hotel Lobby/Main Hall
			Keep all areas free from any hazardous objects		
			Check and report any broken equipment		
WEEK 2	40 Minutes	Housekeeping	Tidying up rooms	Housekeeping Supervisor	Vacant Untidy Room
			Making beds and changing linens		
WEEK 3	20 Minutes	Housekeeping	Cleaning all the glass/mirror surfaces	Housekeeping Supervisor	Vacant Tidy Room
WEEK 4	20 Minutes	Sanitization and Supplies Replenishment	Inspect the room's condition	Housekeeping Supervisor	Vacant Tidy Room
			Sanitize the room		
WEEK 5	20 Minutes	Sanitization and Supplies Replenishment	Inspect the bathroom's condition	Housekeeping Supervisor	Vacant Tidy Bathroom
			Sanitize the bathroom		
WEEK 6	3 Hours 30 Minutes		Keep all walking surfaces clean and dry	Housekeeping Supervisor	All Available Vacant Rooms and Lobby
			Keep all areas free from any hazardous objects		
			Check and report any broken equipment		
			Tidying up rooms		
			Making beds and changing linens		

			Cleaning all the glass/mirror surfaces		
WEEK 7	2 Hours	Housekeeping	Inspect the rooms' condition	Housekeeping Supervisor	Vacant Tidy Rooms and Bathrooms
			Sanitize all the rooms		
			Inspect the bathrooms' condition		
			Sanitize all the bathrooms		
WEEK 8	30 Minutes	Housekeeping	Random Tasks to check the training and timing of the new member	Housekeeping Supervisor	Random place in the Hotel

ACTIVITIES BREAKDOWN FOR NEW MEMBER'S TRAINING

Housekeeping department have a vital role in hotel operation with responsible to cleaning and maintaining every room to make sure that it meets any housekeeping sanitation requirements (such as healthcare facilities) and provides a comfortable space for guests.

1. Task list: Cleaning Checklists

Task breakdown:

- Cleaning and sanitizing rooms and bathrooms
- Making beds and changing linens
- Cleaning mirrors and other glass surfaces
- Tidying up rooms

2. Task list: Supplies Replenishment

Task breakdown:

- Keeping bathrooms stocked with clean linens, toiletries, and other supplies and replenished daily
- Monitoring cleaning supplies and ordering more as needed
- Emptying dustbin
- Replace or refill the tissues paper

3. Task list: Sanitation

Task breakdown:

- Wipe down all hard surfaces
- Remove previous bedspread and pillow covers
- Inspect the bed and pillow condition
- Sanitize glasses, water jugs, mugs, telephone device, and TV remote
- Cleaning and sanitizing toilets, showers/bathtubs, countertops, and sinks
- Inspect the condition of bathroom slippers and bathrobe. Replace if it was soiled

4. Task list: Safety and health hazard**Task breakdown:**

- Clean up spills on floor as soon as possible
- Have appropriate signs in place warning of wet floors
- Keep all areas free of hazardous objects
- Report hazardous condition or equipment

REFERENCES

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Lesson 2: Identify training needs (2016) YouTube. YouTube. Available at: <https://www.youtube.com/watch?v=Y14R-brmFqA>

Milano, S. (2022) Housekeeping job task analysis, Work. Available at: <https://work.chron.com/housekeeping-job-task-analysis-24298.html>