

Module: BMIH4006

Assessment Title: Operating Hotel Facilities

Student Name: Cosmin Blaj

Student ID: 2124188

Table of Contents

Introduction	6
Timetable of training.....	6
Description on training activities.....	6
Branding and logos for Hotel Trinity	10
References.....	10

Introduction

Housekeeping is an essential aspect of every hotel because of the nature of the business. A trained housekeeper is crucial to the upkeep of a hotel's cleanliness and general presentation (Krista, 2016). The cleanliness of building depends on the knowledge and skill of the staff, thus it's important to invest in housekeeping training. Workers may reduce strain on their necks, shoulders, and arms by using ergonomically sound equipment and working in a well-designed environment. Still, it's up to each person to carry out the job to the best of their abilities. Employees that do housekeeping tasks should be given training.

Timetable of training

The training activities will be conducted within 8 weeks. In below, the timetable has been shown in a table format and also those trainings which will be covered in the whole period.

Training	Period
Cleaning skills	1 st week
Use of equipment and products	2 nd week
Guest etiquette and interaction	3 rd week
Presentation	4 th week
Communication	5 th week
Health and safety and fire protocol	6 th week
Remedial training	7 th week
Cross training	8 th week

Description on training activities

Training	Explanation
Cleaning skills	Even during housekeeping training, it may develop a common foundation for the

	cleaning team, from the real practices to the expected outcomes. All of the housekeepers don't have to follow the same method, but if there is a more efficient way of doing anything, each employee will have to adopt it. Each member of the housekeeping staff may improve their abilities by participation in regular training sessions focused on cleaning (Rajak, 2020).
Use of equipment and products	In the same way that the housekeeping staff might also be unfamiliar with the real skills and procedures being employed, they may also be unfamiliar with the production line and items being used (Casado, 2012). Each employee will be acquainted with the items and equipment, but there is always room for improvement in their usage to guarantee proper upkeep and the greatest potential lifespan.
Guest etiquette and interaction	Guests will likely see or engage with the cleaning personnel on a daily basis. The success of your hotel depends on the satisfaction of your visitors and the likelihood that they will return. This will be significantly impacted by any rude or unprofessional behaviour (Jones, 2008). It can educate the team to be more sensitive to cultural norms, to create a favorable first impression, and to handle situations requiring appropriate body language and social graces (Jones, 2008). The cleaning

	staff's morale and the way they serve and interact with visitors will greatly improve as a result of these little adjustments.
Presentation	The cleaning staff's demeanor is a reflection of the hotel and its brand, much as with proper manners. Every aspect of company staff's appearance and cleanliness, from the uniform they wear to their personal hygiene habits, will influence how potential guests view the company. In order to have a spotless home, then need spotless housekeepers, and that means making sure each housekeeper understand the significance of the appearance.
Communication	Every group, no matter how big or little, may benefit from a more open line of dialogue. Possible causes include linguistic or cultural barriers, as well as variations in how each party approaches communication. Better efficiency and output from company cleaning crew may be achieved via improved worker communication (Vallen and Vallen, 2018). Additionally, the morale of the workers will increase, leading to a decrease in turnover.
Health and safety and fire protocol	Although it's important, teaching the housekeeping staff on this topic may be a drag, therefore it's important to maintain their attention through the boring bits. For optimal retention and to prevent dozing off, training may be delivered in an engaging and entertaining manner. Because of the

	life-or-death stakes, it is essential that this training be periodically reviewed and updated. COHSS training: Cleaning personnel are at danger of exposure to toxic chemicals if precautions are not taken. It is important to learn about the hazards that hazardous compounds present in the workplace and how to mitigate them with this COSHH Training for Cleaners course. Worker and employer responsibilities under the Control of Substances Hazardous to Health (COSHH) Regulations 2002 will be covered (High Speed Training, 2022). After completing this course, each cleaners will be familiar with the precautions the company may need to take in order to keep potentially dangerous compounds under control.
Remedial training	This is done for veteran workers if there is a shift in the way things are done now, whether it be due to a more competitive market, new technologies, or elevated expectations from customers.
Cross training	In the event of a temporary lack of personnel, the company may put its trained workers to use in other areas.

Branding and logos for Hotel Trinity

Branding: When employing new employees and expanding its Manager-in-Training program, the Hotel Trinity will place special emphasis on recruiting from colleges and universities and fostering an inclusive environment. In addition, Hotel Trinity will promote their employer image on the many social media channels that staff members use. On Hotel Trinity Facebook page dedicated to hiring, Hotel Trinity will post engaging visual material including photos and videos of "The Faces of Hotel Trinity." In fact, Hotel Trinity will name particular employees working in different parts of the globe and then provide pertinent information like quotations, articles, and videos to those workers.

Logo:



References

Casado, M.A. (2012) *Housekeeping management*. Hoboken, N.J.: John Wiley & Sons.

High Speed Training. (2022) *High Speed Training | Over 160 Online Training Courses*. [online] Available at: <https://www.highspeedtraining.co.uk/courses/health-and-safety/infection-prevention-coshh-training-for-cleaners/> [Accessed 16 Oct. 2022].

Jones, T.J.A. (2008) *Professional management of housekeeping operations*. Hoboken, N.J.: John Wiley & Sons.

Krista (2016) *Why Employee Training Needs to Be Part of Your Housekeeping Program*. [online] Industrial Vacuum Blog. Available at: <https://news.nilfiskcfm.com/2016/09/employee-training-needs-part-housekeeping-program/#:~:text=Providing%20housekeeping%20training%20ensures%20your> [Accessed 16 Oct. 2022].

Rajak, H. (2020) *Training in HKD, devising training programmes for HK staff - hmhub*. [online] hmhub. Available at: <https://hmhub.in/training-in-hkd-devising-training-programmes-for-hk-staff/> [Accessed 16 Oct. 2022].

Vallen, G.K. and Vallen, J.J. (2018) *Check-in check-out : managing hotel operations*. Boston: Pearson.