

Module Name: Operating Hotel Facilities

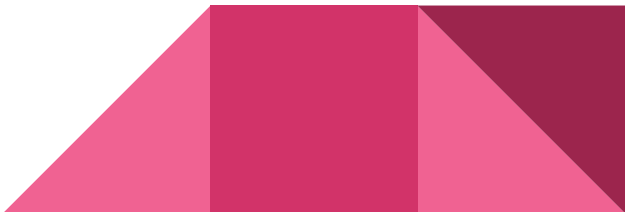
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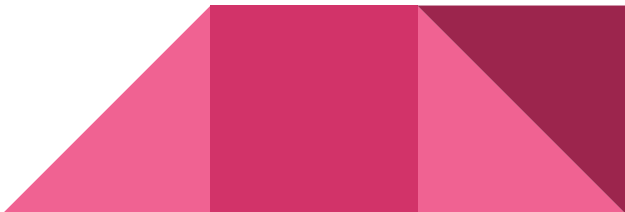
“ A basic training presentation ”

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Introduction

- The following slides illustrate a training plan for housekeepers who are likely to lack some of the key skills and abilities required to perform their roles and responsibilities.
- The plan has illustrated all the key elements of training from consideration of training approach to performance measures.



Aims and Objectives of training

Aim

- The primary aim of the training is to enable housekeepers to develop communication skills, time management skills and a range of cleaning techniques.

Objectives

- To address the issue of guests complaints regarding cleaning features of hotel rooms
- To foster continuous learning and development programs for enhancing the performance of housekeepers.
- To develop the foundation for a high level of service in the housekeeping department.



Rationale for training

- The training has been pitched to foster a culture of change within the hotel as it has been reported that the number of guests complaints have increased regarding the cleaning features.
- The training has fostered with an objective of leveraging skills and abilities and developing a culture of high level service the training has been fostered among the housekeepers.



Training approach

- As a part of the training approach, *on the job training* approach will be considered which is regarded as one of the most effective training approaches allowing employees to learn as they work (Vasanthi and Basariya, 2019).
- It will allow the training to have effective results as it will be easier for employees to learn while working in the same field.



Training components

Social learning

- Social learning is where all the trainees are put together to learn through interactions, conversations and communication (Gweon, 2021).
- Moreover, from the theoretical concept social learning can aid in motivating housekeepers throughout the training procedure because as per the theory of ***Maslow Hierarchy of needs***, social belonging needs of employees are associated with interactive activities.



- An *employee engagement model* offers a set of principles which emphasises on the need to make employees feel valued, trusted and happy within the workplace (Shen and Jiang, 2019).
- Considering such a principle, a weekly recognition program will be considered in which housekeepers with the most developed skills upon training will be recognised with incentives which can also act as a motivating strategy for them.



Specific	Measurable	Attainable	Relevant	Timeframe
Communication skills	It can be measured through providing ongoing feedback to housekeepers regarding their ability to interact with guests. Likert scale can be considered as a part of measuring the communication skills of a housekeeper (Agustanti and Astuti, 2022).	It is attainable through the consideration of training procedures such as interactive activities, group works, role playing, recording and reflecting.	It is relevant as it can aid in enhancing the skills of housekeepers to deliver consistent customer service while reflecting friendly and communicable nature. Moreover, it can facilitate the housekeeper to have professional as well as personal growth.	2 to 3 months
Time management skills	It can be measured by the abilities of a housekeeper to manage and organise tasks, roles and responsibilities. Conducting an anonymous survey regarding the ability of housekeepers to manage time can also aid in measuring the development of time management skills.	It is attainable through consideration of a range of activities such as fostering the tool of Urgency/Importance matrix driving housekeeper to keep and follow the tasks as per the matrix (Alidshri, 2020). Consideration of checklists by driving a housekeeper to develop a detailed check can aid in attaining the development of skill.	It is relevant as it can aid in enhancing the professional skills of housekeepers leading to facilitating the work to be carried out without any delay.	2 to 3 months
Cleaning techniques	It can be measured by the ability of the housekeeper to clean in a professional way by considering the principles of room cleaning. It can be also measured by customers satisfaction level regarding the room level services	It is attainable through the active consideration of practical training and coaching for housekeepers. For instance, a housekeeper can be taught how to clean bed sheets to create an impression on hotel guests (Sianipar and Cicilia, 2023).	It is relevant as it can aid in enhancing the overall level of customer service and also in addressing the issue related to room cleaning which has the ability to impact overall hotel brand image.	2 to 3 months

Conclusion

- Summarising the slides here it can be said that the training of housekeepers is based on the objective of developing key skills and leveraging their ability to deliver key level service. Additionally, to address the guests issues related to room cleaning features.

Conclusion 



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Thank
you!