

Training Presentation on Housekeeping of Hilton Newcastle Gateshead

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Operating Hotel Facilities – BMIH 4006

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Introduction

- The term "housekeeping" refers to the management of cleanliness, organisation, and maintenance in a wide variety of settings.
- Keeping things clean and well-maintained is a multi-step process that includes a wide range of activities.
- Housekeeping that goes above and beyond only keeping things looking nice for renters or guests also benefits their health, safety, and happiness.

Housekeeping in Hilton Newcastle Gateshead

- The Hilton Newcastle Gateshead has meticulous housekeepers that give excellent service.
- The cleaning staff ensures that all guest rooms and common areas are spotless so that guests can relax and enjoy their stay.
- They keep things tidy and respond to guests' needs.
- The hotel's excellent standards are maintained by a hardworking staff that employs modern, environmentally friendly practises.



Why Housekeeping is Necessary?

- Housekeeping is the practice of keeping one's home or other living space clean, tidy and hygienic.
- Cleanliness, illness prevention, and the reduction of potential dangers all contribute to a more pleasant, secure, and healthy environment.
- Maintaining a clean and tidy building is essential to its overall appeal and productivity.
- Assets and infrastructure that get regular maintenance and upkeep last much longer.



Efficient Methods of Housekeeping

Maintaining Health and Safety Standard

- Establishing routines and using the right tools are essential for effective cleaning.
- Health and Safety should be the concern for your team.
- Organising tasks by relevance streamlines the process.
- Environmental impact is reduced and cleanliness is enhanced when cleaning supplies are eco-friendly.
- Regular staff training on new techniques and technology promotes competency.
- Using a checklist guarantees that no vital steps will be forgotten.



Checklist for Housekeeping

1. Windows are cleaned
2. TV and Home Appliances are cleaned.
3. Kitchen is cleaned.
4. Counter, sinks are disinfected with proper method.
5. Trash is collected and recycled.
6. Bathroom cleaned and supplies are restocked.
7. Linens in room are cleaned and restocked.



Contd.

8. Spills are mopped in proper way.
9. Report of Damage happened in the room
10. Checking the inventory of the supplies in room fridge.
11. Vacuum of the floor of the room has been done.
12. New bed sheets are given in the room.
13. Neatly use of mirror of the room has been cleaned and disinfected.



Engagement Model For Training

- An effective engagement model for housekeeping training prioritizes hands-on practice, clear communication, and personalized instruction. The following traits should be followed by the housekeeping team:
 1. Emphasizing teamwork
 2. Time management,
 3. and attention to detail fosters a culture of excellence.
- Regular assessments, role-playing scenarios, and real-life simulations create an immersive learning experience.
- Encouraging questions, fostering a supportive environment, and recognizing achievements are integral to boosting motivation and confidence. This model aligns training goals with the needs of individuals, ensuring a comprehensive understanding of best practices, safety protocols, and efficient housekeeping standards.

Best Industry Practices for Housekeeping- Marriot

- The best industry practices for housekeeping is done by Marriot International.
- The Marriott hotel chain is known worldwide for its immaculate rooms.
- The housekeepers at the Marriott are known for their meticulous cleaning, upkeep, and care for visitors.
- They place a premium on tidiness and use cutting-edge, environmentally friendly cleaning techniques in addition to providing individualised care for each guest.
- The high quality of cleaning at Marriott hotels is well-known



Checklist's Importance for Hilton Newcastle Gateshead

- Using checklists is an effective way for hotels to continue providing excellent service.
- They assist housekeepers through duties, ensuring nothing is overlooked. Room cleaning, upkeep, and guest satisfaction may all be streamlined with the use of a checklist.
- They increase quality control and the establishment's look and operating.
- New recruits may be certain that they are following proper process thanks to these checklists.
- The hotel's reputation and customer loyalty will increase thanks to the hotel's commitment to cleanliness and client satisfaction.

Conclusion

- Housekeeping staff need to be trained to keep different environments clean, organised, and service-oriented.
- Knowledge of cleaning procedures, safety regulations, and specialist tools may be improved by proper training. Implementing industry-specific criteria demands a deep comprehension of hygiene practises.
- Training fosters a culture of excellence by empowering employees to adapt to change and meet customers' needs effectively.
- It makes the restaurant more pleasant for patrons and increases their sense of security and satisfaction.

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