



Premier Inn

Operating Hotel
Facilities
Component 3

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Staffs Training— Practical guide

A development course to set you up for
success at work



INTRODUCTION

- This presentation aims to develop a training plan for housekeeping staff considering their lack of practical skills.
- This presentation comprises an employee engagement model to develop and execute the training program to ensure necessary improvement in skills.
- Four enablers model will be implemented in the training that comprises four steps including strategic narrative, engaging managers, employee voice and integrity (Ruck and Trainor 2012).





Training aims:

- By participating in the training it will be possible to provide more comprehensive and holistic services to the guests.
- The training schedule will also increase the understanding about the proper use of alarms, Hoover maintenance and bodily fluids and sharps kit (Chiang et al. 2005).

Hoover Maintenance



- Assembling and disassembling
 - A) Choose a specific type of vacuum cleaner
 - B) Follow the use manual properly to assemble and disassemble key parts
 - C) Repeat the procedures
- Routine maintenance
 - A) Empty the bag or dustbin
 - B) Clean filters as per the guidelines from the manufacturers.
 - C) Check for and exclude any clogs in brushes or hoses.
- Troubleshooting station:
 - A) Encounter simulated common factors for example, loss of strange noises and suction.
 - B) Recognize and diagnose the issue.

Disabling alarms

- Authorization and communication
 - A) Receive simulated authorization from immediate supervisor.
 - B) Communicate the disablement to relevant personnel with the use of the provided communication approaches.
- Step-by-step procedures
 - A) Select the type of an alarm selection.
 - B) Refer to the disabling manual to follow proper processes.
 - C) Focus on the relevance of precision and attention to detail.



Bodily fluids handling



- Proper use of PPE:
 - A) Put on masks, gloves and apron
 - B) Clean up the simulated bodily fluid with the use of the provided cleaning materials.
 - C) Safely dispose PPE
 - D) Focus on the relevance of avoiding cross-contamination.
- Reporting incidents
 - A) Simulate an incident with the involvement of the exposure of bodily fluids.
 - B) Appropriately fill the incident report form
 - C) Discuss the relevance of prompt reporting to immediate supervisor.

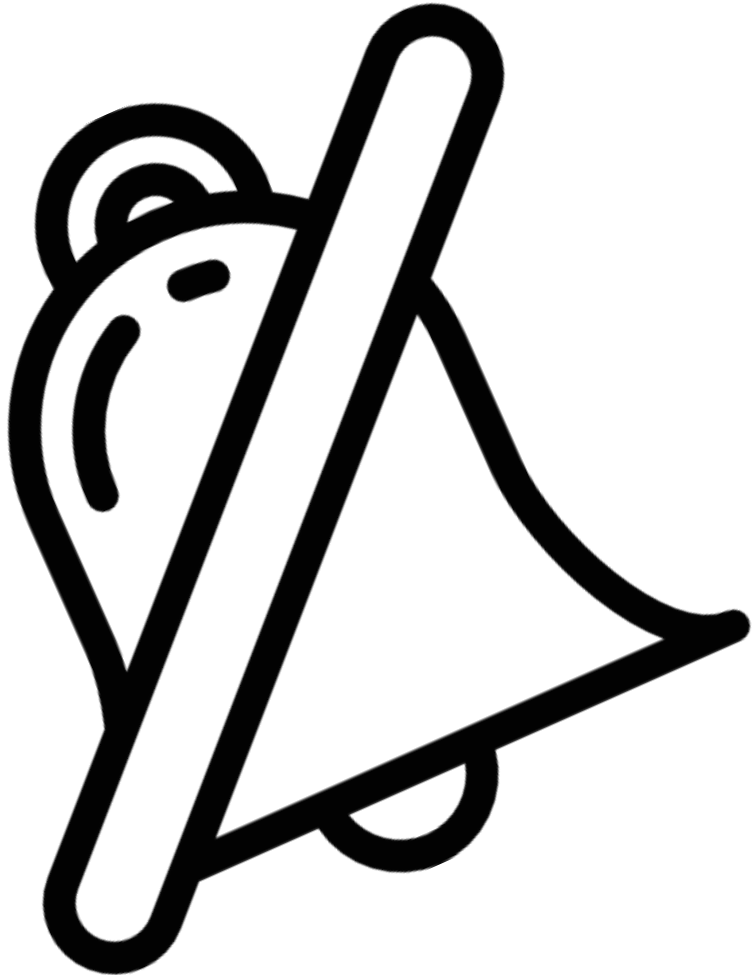
Self assessment on Hoover maintenance

- Self assessment questions:
 - A) Can I confidently assemble and disassemble key segments of different types of vacuum cleaner?
- Routine maintenance:
 - A) Am I aware of the routine maintenance activities needed for optimal performance of the vacuum cleaner?
- Troubleshooting:
 - A) Do I experience any difficulties identifying common issues with vacuum cleaners?



Self Assessment

Self-assessment on practical guide for disabling alarms



- Self assessment questions:
 - A) Am I familiar with the situations under which alarms need to be disabled?
- Communication:
 - A) Am I able to communicate effectively the disablement of alarms to relevant personnel or immediate supervisor?
- Knowledge:
 - A) Do I comprehend the step-by-step processes to disable different types of alarms?

Self-assessment on a practical guide for bodily fluids and sharp kit handling

- Self assessment questions:
 - A) Can I appropriately implement and remove different types of PPE for tasks that involve bodily fluids?
- Routine maintenance:
 - A) Am I efficient in cleaning processes for different surfaces contaminated with bodily fluids?
- Troubleshooting:
 - A) Am I well aware of the steps to follow in reporting incidents involving bodily fluids? Self-assessment



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