



Premier Inn

Housekeeping Training Presentation

INTRODUCTION



- ❑ This presentation focuses to the housekeeping team by providing Housekeeping Excellence Training.
- ❑ Acknowledge the crucial role housekeeping plays in shaping guest experiences.
- ❑ The focus is on a tool vital for maintaining and elevating brand standards with the help of updated checklist.

IMPORTANCE OF THE CHECKLIST

❑ Achieving Consistent Quality:

- Serves as a roadmap for achieving and maintaining consistent quality in room cleanliness.
- Ensures that every team member follows the same high standard, providing a seamless experience for guests.

❑ Adaptability for Room Types:

- Adaptable for different room types.
- Vary for standard rooms, suites, or specialized rooms.

❑ Simplified Implementation:

- Designed for easy implementation in daily routines.
- Practical tool that enhances efficiency without adding unnecessary complexity (Rinekasari et al., 2019)

CHECKLIST

Replace any burnt-out bulbs.		
Check and clean HVAC controls.		
Remove any cobwebs or dust buildup.		
Neatly organise and clean inside closets.		
Check for any items left by guests.		
Dust and clean artwork or decorative items		
Ensure all items are properly aligned.		
Add a pleasant fragrance if part of the hotel's protocol.		
Ensure a fresh and inviting aroma.		

Checklist Tasks	Turnaround date	Turnaround date
Change and make beds with fresh linens		
Ensure pillows are fluffed and neatly arranged.		
Wipe down and sanitise all surfaces.		
Dust furniture and decorative items		
Vacuum carpets or mop hard floors		
Pay special attention to corners and edges.		
Clean and disinfect sinks, countertops, and fixtures		
Scrub and sanitise the toilet bowl, seat, and surrounding areas.		
Restock toiletries and towels as needed		
Wipe down mirrors for a streak-free shine.		
Clean windows and sills		
Ensure curtains or blinds are dust-free		
Dust and clean TV screens		
Wipe down remote controls and other electronic devices.		
Empty and replace trash liners		
Proper disposal of trash in designated areas		
Dust and clean light fixtures		

ENGAGEMENT MODEL - ARCS MODEL OF MOTIVATION

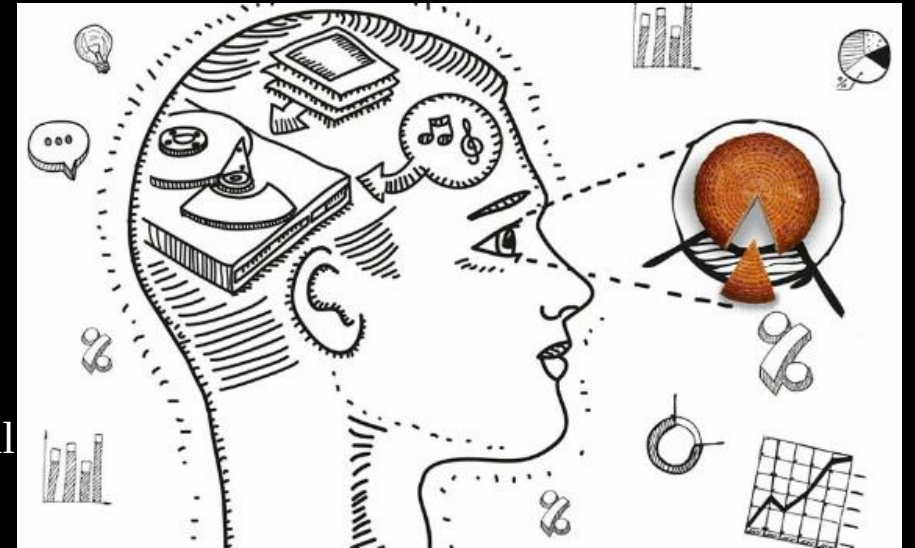
- ❑ ARCS Model of Motivational Design, a widely recognized engagement model (Battan et al., 2023).
- ❑ The ARCS model, focusing on Attention, Relevance, Confidence, and Satisfaction, intricately links with employee motivation (.Rohaeni, et al., 2021)
- ❑ By aligning training initiatives with the ARCS model, organizations not only capture attention but also foster a motivational environment that enhances employee performance and satisfaction (Rahimian et al., 2021)



VISUAL LEARNING

With the help of checklist, visual learning can be improved via

- ❑ Connecting Tasks to Outcomes.
- ❑ Contribution to Guest Experience.
- ❑ Capture attention with impactful before-and-after visuals.
- ❑ Reinforce relevance by connecting each checklist item to specific visual outcomes (Nimri, et al., 2020)



TEAM COLLABORATION

With the help of checklist, team collaboration can be improved by

- ❑ Maintaining relevance by stressing the importance of teamwork in housekeeping.
- ❑ Boost confidence by highlighting how collaboration improves overall efficiency and the quality of service.
- ❑ Efficiency Through Collaboration (Tavitiyaman, et al, 2022)



ACCOUNTABILITY & GUEST FEEDBACK

With the help of checklist, accountability can be improved as

- ❑ Relevance is maintained by emphasizing individual and team accountability.
- ❑ Instill confidence by showcasing the positive impact of high-quality guest feedback on both individual and team morale.
- ❑ Positive Impact on Morale (Chen et al., 2022).



CONTINUOUS IMPROVEMENT

With the help of checklist, continuous improvement can be observed as;

- ☐ Link to Continuous Improvement.
- ☐ Contributing Ideas (Etcuban, 2019)
- ☐ Establish relevance by discussing the value of continuous learning.
- ☐ Connect to satisfaction by linking continuous improvement to the adaptability of the checklist
(BRUŽA et al., 2019).

CONSEQUENCES OF INCONSISTENT USE OF CHECKLIST

- ❑ Inconsistencies in cleanliness, negative guest reviews, and a decline in brand image.
- ❑ Decrease guest satisfaction.
- ❑ Low employee morale (Basalamah et al., 2021).



SUMMARY

The presentation highlighted

- ❑ Importance of the checklist and its role in maintaining excellence.
- ❑ Necessity of daily checklist use for sustained success.
- ❑ Importance of team to make it a habit and part of their daily routine.
- ❑ Significance of feedback and suggestions for improvement

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