

Introduction

- Training presentation will explore the key practices to ensure utmost guest satisfaction.
- Cleanliness is paramount in the hospitality industry
- It is the responsibility of the housekeeping department to maintain high cleanliness standard



Importance of cleanliness

- Cleanliness is a crucial factor for success within the hospitality industry.
- A well-maintained room creates a positive first impression fostering guest loyalty and mouth-of-mouth recommendations.
- Cleanliness is considered to be one of the top factors which affect guest reviews (Cottrell, 2019)

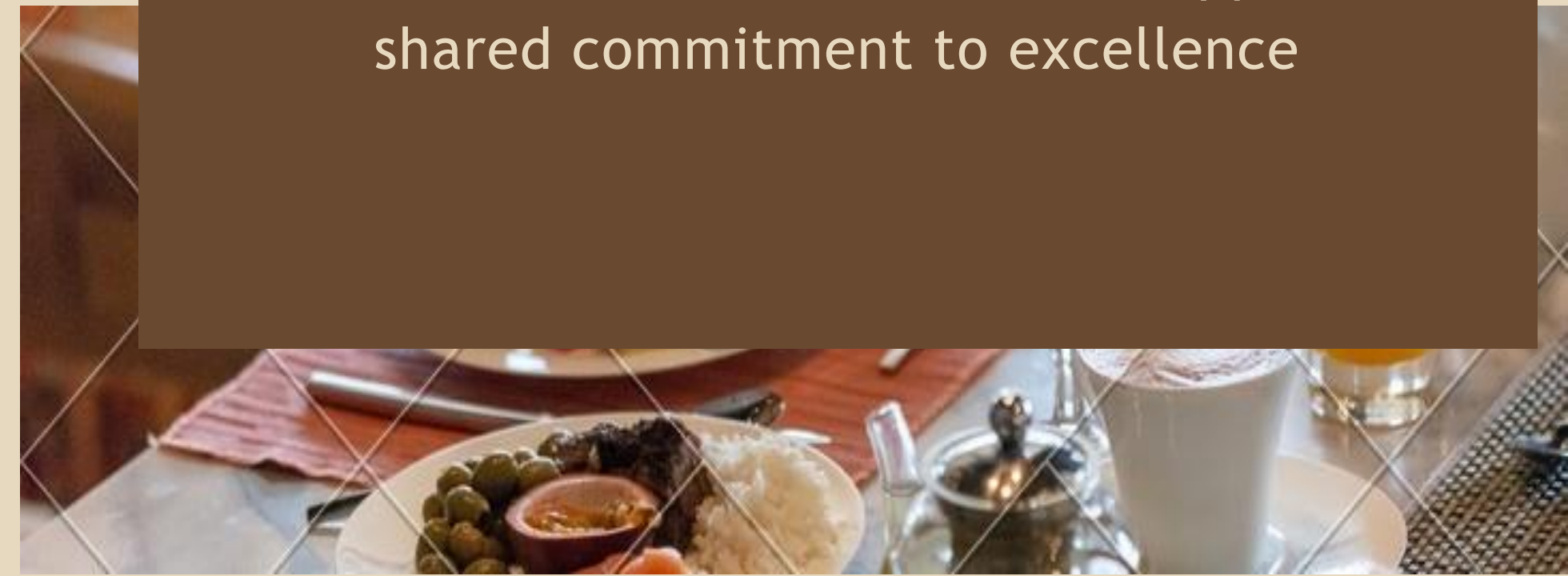


Team efficiency and cooperation

- Efficient teamwork is the cornerstone of maintaining cleanliness in hotel establishments.
- By working together similarly the hotel can ensure that each task on its cleaning checklist is completed to the highest standards (Leiter and Bakker, 2010).
- Cooperation and task division are essential as they prevent oversights and ensure thoroughness



In the hospitality sector housekeeping teams thrive on communication, mutual support and shared commitment to excellence



Task Checklist

- The room cleaning checklist is the backbone of the cleaning process.
- It outlines all the tasks required for thorough cleanliness (Mullins and Dossor, 2013).
- From testing bit lamps to cleaning furniture and testing electronics every item is significant



Equipment and supplies

- Having the correct equipment and cleaning products is paramount in the hospitality industry.
- The ability to maintain cleanliness relies heavily on the tools at disposal.
- using high-quality vacuum cleaners steam cleaners and microfiber clothes which are industry standards (Raghubalan and Raghubalan, 2016).



Creating a fresh environment



- Ventilating rooms during cleaning is a vital step in ensuring a pleasant guest experience.
- Proper ventilation removes lingering odours from cleaning products and introduces fresh air into the room (Quick, 2020).
- Fresh air promotes relaxation, helps guests sleep better and leads to a positive impression.

Restocking amenities

- The Importance of restocking amenities like toiletries, towels and cutlery cannot be overstated
- Well stocked rooms significantly improve the guest experience as insurance for their comfort and convenience
- When guests find fresh towels, ample toiletries and neatly arranged cutlery, they feel well cared for (Berberovic and Kurtovic, 2021).



Quality assurance

- Quality assurance is critical for guest safety and comfort.
- Testing electronic devices bathrooms and room features ensure that everything is in working order.
- Industry-based practices involve rigorous testing of all electronic devices, inspecting the bathroom for leaks and verifying that room features are operational.



Employee engagement model

Employee Engagement hierarchy



- The application of the Gallup Q12 employee engagement model can significantly enhance room cleaning efficiency.
- This model emphasises critical aspects of team motivation and collaboration.
- It includes training and development opportunities, recognition and fostering a supportive environment (Galagedara and Weerasinghe, 2021)

Conclusion

- It is concluded that innocent room cleaning efficiency has three major pillars cleanliness, teamwork and employee engagement.
- Cleanliness is the bedrock of guest satisfaction and brand reputation.
- Teamwork ensures the thorough execution of the cleaning checklist



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**Thank
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