



Housekeeping team member development plan

Hotel Trinity

Student Number: 2018100

On behalf of Hotel Trinity, I extend my heartfelt welcome to you. The idea of working with someone with such great qualification like you excites me much. I believe it is going to be a fruitful journey for us and I am eager to see how much can we accomplish together. Welcome aboard!

Before we begin our journey, there is an 8 week housekeeping training program which includes activities which you will be deeply involved in while working here at Hotel Trinity. The goal of this training program is to make you even better at work & promote employee engagement.

If you have any additional inquiries about the training program, don't hesitate to contact me. I appreciate your time and I hope to see you at the training.

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6
Training activity:	Room cleaning	Cleaning Tools	Bathroom cleaning	Housekeeping cleaning chemicals	Fire Safety	Employee safety awareness
Training period duration: (Daily basis)	3 hours	2 hours	2 hours	1/2 hour	1/2 hour	1 hour
Objective:	Standard cleaning procedures	How to handle cleaning supplies in the housekeeping department.	Cleaning bathrooms effectively and in accordance with predetermined standards.	Following proper protocols while handling chemicals in order to keep themselves safe and secure.	Possible fire risks and emergency response to fire.	Information on safety awareness for basic to more complex housekeeping jobs and responsibilities.
What will be taught during the training:	-Schedule for cleaning guest rooms. -Service in rooms marked as do not disturb. -Cleaning the front desk. -Cleaning the corridors and elevators. - Techniques for maintaining and cleaning floors. -Covid-19 standards.	- Handling: -several carpet and floor cleaning tools. -Various types of brushes and mops. -Several types of bins and carts. -Different types of vacuum cleaners -laundry schedule	-preparing, cleaning and spraying the bathroom for guests. -Not to miss any area such as shower heads, bathtub and shower curtains. -restocking toiletries and other luxuries -spotless toilet cleaning.	-Protocols for handling, storing, and diluting. -procedures to follow in the event of a spill. -avoiding chemical mixing to avoid potentially harmful reactions.	-escape routes and use of firefighting tools -storage and cleanup methods for ignitable substances. -controlling workplace procedures for ignition sources	-avoid lifting heavy objects. -wearing appropriate and loose fitted clothes. -Being cautious while working at height and watching your pace as to avoid accident. -Dealing with electrics.
Timings:	(Monday-Saturday) 9:00 am to 12:00 pm	(Monday, Wednesday, Sunday) 10:00 am to 12 pm	(Tuesday-Saturday) 10:00 am to 12:00 pm	(Monday, Friday) 9:30 am to 10:00 am	(Monday, Friday) 10:00 am to 10:30 am	(Monday, Wednesday, Saturday) 11:00 am to 12:00 pm

	WEEK 7	WEEK 8
Training activity:	Inventory training	Hotel layout
Duration: (daily basis)	1 hour	1/2 hour
Objective	Inventory control and management	Coming to grips with the hotel layout
What will be taught during the training:	-Amount of inventory needed for each room. -Actions that need to be taken if the inventory gets lost, damaged or stolen.	-Becoming familiar with the layout of the hotel. -Becoming familiar with the location of the kitchen and laundry room, as well as the room layout.



References

Anon., n.d. On-site Housekeeping Room Attendants Training. *hospitalitycourses* .

Creative safety supply, n.d. What should be included in fire safety training? *Creative Safety Supply* .

Meelen, A., 2018. Housekeeping Cleaning Chemical Training. *Polo and Tweed*, 12 September.

Polo and Tweed , 2018. Housekeeping Safety Training and Tips. *Polo and Tweed* , 19 September.

Sheikh, A., 2016. Hotel Housekeeping Training. *LinkedIn*, 21 May.