

Housekeeping training

- The importance of maintaining brand standards, following health and safety procedures, and enhancing employee engagement



CREWE HALL

Table of content

[Housekeeping training](#)

[Employ engagement](#)

[Housekeeping skills](#)

[Brand standards and their importance](#)

[Health and safety procedure](#)

[Some of the best industry practices in hotel housekeeping](#)

[RMS\(Revenue Management System\)](#)

[Cleaning Checklist](#)

[Role-play](#)

[Conclusion](#)

[Questions and answers.](#)

[Reference](#)



The Zinger Model

Engagement for Results



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Employ engagement

- How can we apply the Zinger model in the housekeeping department?

Housekeeping skills



Attention to details



Time management



Communication



Every skill contributes to the overall success of our team

Brand standards and their importance



Health and safety procedure

Health and safety key procedures:

- Use of Personal Protective Equipment (PPE)
- Proper Handling of Cleaning Chemicals
- Ergonomics
- Emergency Procedures
- Reporting Hazards

The importance of these procedures

- Prevent Accidents and Injuries
- Compliance with Laws and Regulations
- Promote a Healthy Work Environment
- Protect Guests

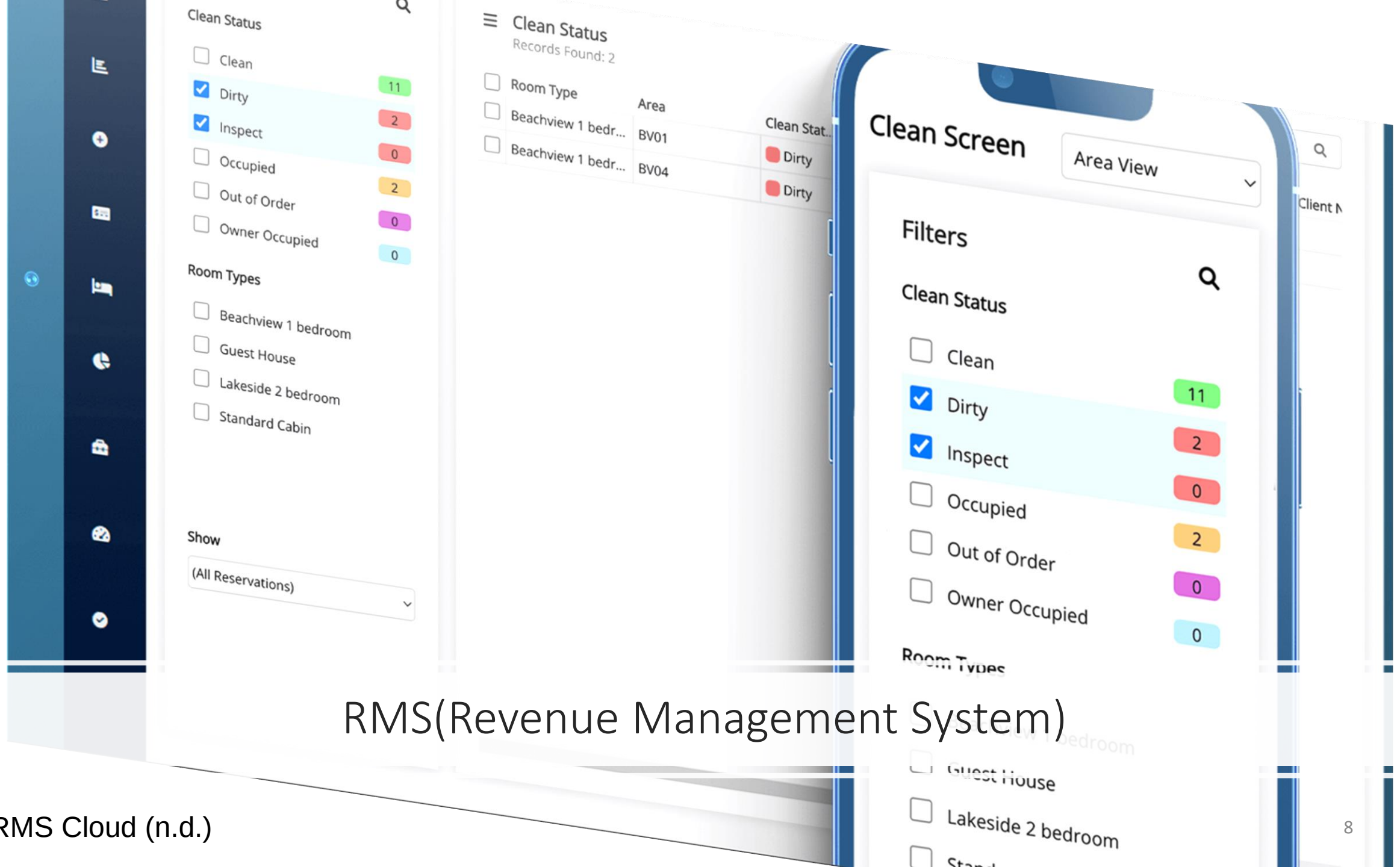
Safety is everyone's responsibility! 😊



Some of the best industry practices in hotel housekeeping

- Simplify the workflow.
- Make prompt adjustments to SOPs.
- Establish a standard for the level of hygiene and cleanliness
- Keep track of inventory administration.
- Make investments in technology
- Hire, evolve and compensate employees

(Joshi, S., 2022)



RMS(Revenue Management System)

Cleaning Checklist

“The main responsibility of anyone performing housekeeping duties is to ensure there is no evidence of previous guests, and that every room is completely clean from top to bottom”

(Elphick, D., 2023).

1. Open the curtains and open the windows
2. Remove the rubbish and take out the room service tray + standard used cups/glasses
3. Strip the bed and take out all the linen (bedroom + bathroom)
4. Put chemical products in the bathroom and let them take effect (bathtub/shower, wall tiles, toilet)
5. Make the bed (new linen)
6. Clean the bathroom (bath, wall tiles, toilet, sink mirror, sink)
7. New bathroom linen + bathroom amenities
8. Dust
9. Hoover and mop the floor
10. Replace the taken-out standard cups/glasses
11. Check the room amenities + refill the coffee/tea/sugar/milk cabinets
12. Close the windows

Role-play



Hotel Manager (HM): What do you think about cleaning a guest room with the new RMS instead of a paper room list?



Housekeeping Staff (HS): A Revenue Management System (RMS) can help you improve efficiently and simplify operations by taking the place of the paper room list. It will be easier for you to report a problem, to see when a room is done or not, in order to be inspected.



HM: Great! Now, suppose a guest has just checked out and you find that they have left some personal items behind in their room. What would you do?



HS: We are reporting it, we let the office know that we found a lost item in the room after we placed the item in a bag with the room number, the date, and the hour was found, the items will be taken by the security department.



HM: Excellent! Lastly, can you tell me how you would handle a situation where we are running low on cleaning supplies?



HS: If you notice that supplies are running low, notify your supervisor or the person in charge of ordering supplies. While waiting for the new supplies, use your existing supplies wisely. Avoid wastage and use only what is necessary.

Conclusion



Best practices in the industry

- streamlining processes and updating SOPs
- standardizing cleanliness and investing in staff training.

The upcoming training session

- RMS (Room Management System) device.

Questions and answers.

Thank you very much for your time



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