

Housekeeping Employee Training

Rossington Hall - Doncaster

Student name: Mihaela
Suruianu

Student Number: 2226557

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Introduction

- The importance of the training given to members of the housekeeping team
- A few key training modules, including health and safety and hard and soft skills training, are required for housekeeping employees.
- To improve the staff's comprehension, subjects like adhering to organizational standards and the employee engagement model will also be covered.



Figure 1: Rossington Hall. Source: Kansakar *et al.*, 2019

The importance of the Training

- To stay a successful player in the industry's competitive game, any company must have skilled workers
- As a learning procedure, training entails acquiring knowledge, principles, guidelines, or attitudes to enhance worker performance in a variety of tasks.
- The person in charge must be knowledgeable about the job criteria and be able to train others for the new hire to execute standard work within the duties with few errors after the procedure (Casado, 2012).

The Training Program's Objectives

- The principal goal of the training programs provided by the Rossington Hall Hotel should be to increase the efficiency of the housekeeping staff.
- Improving the skills of the housekeeping team to create an atmosphere as pleasant as possible for the hotel guests
- Teach effective methods of cleaning and preparing the customer's rooms
- Educate the staff about the standards imposed by the organization
- Ensuring that the cleaning workers are trained on safety and health regulations.



Figure 2: Room Cleanings. Source: Ionel, 2016.

Training Program Components

- Familiarize staff with the hotel's brand standards.
- Essential Skills Training
- Setting up and Checking the Room
- Health and Safety Procedures
- Constant enhancement and engagement

Essential Skills Training

Technical skills training

- Cleaning methods
- Equipment Utilisation

(Clement, 2020)



Soft skills training

- Communication
- Teamwork
- Time Management

(Jain, 2020)



Setting up and Checking the Room

Factors of Housekeeping	Turnaround date
	31/10/2023
Open the window to refresh the room	checked
Cleaning of bedroom	Checked
- Remove decorative covers, pillows, blankets	Checked
- Strip and replace sheets and pillowcases	Checked
- Cover bed comforter and tuck-in underneath mattress	Checked
- Fold blankets and place them on top of the comforter/duvet cover	Checked
- Place decorative cover and pillows back on the bed	Checked
Restock bedroom and bathroom	Checked
- Check inventory (cups, glasses, plates, spoons, etc) if missing should be replaced	Checked
- Customer room accesories (coffee, tea, water bottle, sugar, honey, etc.) should be restocked	Checked
- Collect all dirty hands and body towels and replace them	Checked
- Collect the used soaps and shower gels and replace them	Checked
Deep clean bathroom and bedroom	Checked
- Spray toilet cleaner evenly around the bowl and under the rim after flushing the toilet	Checked
- The bedroom and bathroom floors should be vacuumed and mopped.	Checked
- All surfaces, windows, furniture, mirrors, and artwork should be dusted.	Checked
Spraying insects	Checked
Make a final check of the room and close the windows	Checked
Checked by:	M. Suruianu

Tabel1. Cleaning Checklist , Sursa: made by the author of the presentation

Health and Safety in the Workplace

- It is imperative to adhere to job descriptions and standards in order to guarantee the safety of both hotel patrons and employees (Rhou *et al.*, 2020)
- Housekeeping safety regulations include fire safety, first aid, safe use of cleaning chemicals, and grounding safety (Rauch *et.al.*, 2012).
- Moreover, printed guidelines, instructions, and suggestions should be printed and given to Department staff members (Rosemberg, 2020).

Example of Best Industry Practice

- Google excels in employee engagement and productivity through creative events and innovation (Stoyanova *et al.*, 2017).
- Google values happiness and a pleasant work atmosphere.
- Marriott prioritizes employee engagement and believes that happy employees lead to happy customers (Roberts *et al.*, 2016).
- The TakeCare Movement at Marriott empowers employees to enhance their happiness and well-being in diverse ways.
- Examples include volunteer programs, healthier options in-hotel cafes, and fundraising for children's safety equipment.



Figure 5: Employee Engagement at Google. Source: Stoyanova *et al.*, 2017.



Figure 6: TakeCare Movement at Marriott. Source: Roberts *et al.*, 2016.

Recommendations

- Recognize Outstanding Performance: Regularly reward and commend exceptional achievements at Rossington Hall in line with company goals.
- Adopt a Ground-Up Approach: Prioritize employee feedback through surveys and involve them in decision-making to show their value.
- Encourage Individual Development: Support personal and professional growth with training, skills development, and career progression opportunities.

Conclusions

- In conclusion, the keys to success in the hospitality industry are delivering exceptional guest experiences and performing well under stress.
- Appropriate training aids in preventing mistakes at work and poor performance. In addition to preserving a smooth hotel operation, proper knowledge and a high level of understanding of safety can assist in preventing incidents from happening to both hotel guests and staff.
- By combining effective training with strategies to enhance employee engagement, you can create a positive and motivated housekeeping team that contributes to Rossington Hall's overall success.

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