

Housekeeping Skills is aimed at all housekeeping employees including room attendants (day and evening), laundry staff and floor housekeepers. Whilst guest laundry is covered in one section at the end of the day, it is felt that by attending the full day the laundry team and floor teams gain a greater understanding of each other's roles and challenges. Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Housekeeping Skills** course is split into 5 sessions:

*Introduction* – gives an overview of Upfront! Training and outlines the overall objective of the course, which is that by the end of the day the delegates will be able to demonstrate a clear understanding of the housekeeping standards and how to improve on them in relation to the room on arrival, daytime servicing, evening turndown and guest laundry.

*Arrival* – in this session delegates will be split into two teams and check an arrival room prepared by the trainer. The idea is to put the employees in the position of the guest and an inspector to see what they are looking for and to develop a better understanding of the standards.

*Servicing/Turndown* – in this session delegates will look at how our standards of excellence differentiate a four/five star hotel from a luxury five star property. In addition, how to interact with the guests is discussed and best practices from hotels around the world are shown.

*Guest laundry* – the laundry standards are discussed and photographic 'best practice' examples of laundry presentation are shown.

*Consolidation* – occurs at the end of the day with a recap of the key areas covered via a quiz.

A variety of training techniques will be used during the day. These will include discussions in the group, syndicate work, role-plays and a fun activity, all of which are linked to the course material. The atmosphere will be relaxed and conducive to learning. A workbook will be issued at the start of the day with additional handouts distributed during the course. During the day the trainer will also share their real experiences of outstanding, indifferent and poor customer service, while maintaining hotel confidentiality.

In order to assist the line managers in ensuring that the skills gained during the training are taken back into the workplace, an action plan will be issued to each employee at the end of the day. They will be given a deadline by which to fill out the form, agree the planned improvements with their line manager/head of department and copy it onto the hotel training co-ordinator. Once the agreed improvements have been achieved the line manager/head of department will sign off the form and it will be sent to our head office via the training co-ordinator. A certificate of achievement will then be issued to the employee.