

HIGH INTENSITY TRAINING for HOUSEKEEPING SERVICES (HITHS)

5 Weeks, 125 Hours Classes; 10 Hours Per Week Internship

Certification & CITS exams

Classroom, OTJ & Video Training

Learner's Guides for Housekeeping; Linen/Laundry; & CITS study are included

MODULE 1: Hotels & Housekeeping; Introduction

Classification, Organization, Staffing, Duties

Dress Codes, Uniforms, Personal Hygiene

Communication, Handling Guest Complaints

MODULE 2: Principles & Practices of Cleaning

Types of Soiling

Equipment, Materials & Cleaning Agents

General Cleaning techniques & procedures

MODULE 3: Guest Rooms, Room Components & Keys

Types of Guest Rooms & Components

Bed types and Linen standards

Key and Key Control

MODULE 4: Housekeeping Trolley/Cart) Management; Room Cleaning & Handover

Function & Setup of Housekeeping trolley (maid cart)

Efficient Room Cleaning Techniques & Sequence for Bedroom & Bath

Cleaning of a Vacant Room

Preparing for the next shift

MODULE 5: Public Area Cleaning

Public Areas, Restaurant and bar areas

Public restrooms

Cleaning elevators

Specialized cleaning tasks

MODULE 6: Linen Management & Laundry Functions

All About Linens (*supplemental text*)

Laundry Department

Laundry Equipment

Laundry process

Maintaining Linen Room & Linen

Activities of the Linen Room

Linen & Linen Items

MODULE 7: Other Potential Housekeeping Tasks & Procedures

Room transfers

Guest Requests

Staff Requests

Procedures for Servicing Housekeeping requests

The Process of handling multiple room assignments

Turn-down Service

Lost and found property

Responding to VIPs

Looking after Plants

Housekeeping supply management

MODULE 8: Maintenance, Safety Risks

Reporting Maintenance Problems

Safe Work Practices & Safety in room cleaning and servicing

Preventing Accidents

Safely handling cleaning agents, equipment and machinery

Hygiene and Safety Risks in Bathrooms

Precaution against infectious diseases & other Personal Safety Issues

Procedure for Reporting Accidents

First Aid & Treating small common injuries

Proper use of the hazard signs

Safety Inspections

Security in Hotels

Pest control

Fires & Preventing fire accident in the hotel