

Assistant Executive Housekeeper / Housekeeping Supervisor Training Schedule

Day 1: Department Overview

| <i>Trainee Initials</i> | <i>Trainer Initials</i> | <i>Date Reviewed</i> | <i>Task Reviewed</i> |
|-----------------------------|-----------------------------|--------------------------|--|
| | | | New Employee Orientation (BWI – Internal) I Care Training (BWI) Housekeeping Supervisor Certification (BWI) Service Pro (Internet) Executive Housekeeper Training Schedule Review: <ul style="list-style-type: none"> ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ Introduction ○ Quality Guest Services |
| | | | Housekeeping Department Overview & Communication Tools: <ul style="list-style-type: none"> ○ Attend Daily Line up ○ Storage Rooms & Closets ○ All Room Types ○ Laundry ○ Room Assignments ○ Employee Mail box ○ Scheduling – Request off Procedures ○ Time Clock ○ Log Book ○ Office |
| | | | Receive User Login & Password information for all systems *BWI _____ _____ *My Best Western _____ *My Portal (Days Inn) _____ *SOP Site _____ |
| | | | Review Uniform & Appearance Standards |
| | | | Meetings to Attend, daily, weekly, monthly, quarterly |
| | | | Obtain Department Keys |

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|---|--|--|---|
| | | | Review Office: <ul style="list-style-type: none"> ○ Computer & documents ○ Phone & Extension ○ Files |
| <i>Knowledge for all Housekeeping Department Employees</i> | | | |
| | | | Working as a Team With Co-Workers and Other Departments |
| | | | Telephone Courtesy |
| | | | Housekeeping Key Control System-Signing Out Keys |
| | | | Safety Within the Laundry Area Blood Borne Pathogens Bed Bug – (must be done within 90 days of hire) Chemical Training and Awareness |
| | | | Linen Storage Areas |
| | | | Keeping your Work Area Organized and Tidy |
| | | | Housekeeping Inventories |
| | | | The Flow of Products: <ul style="list-style-type: none"> • Linen • Trash • Guest supplies • Cleaning supplies |
| | | | Shift Checklists for all positions |

Notes:

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Day 2: Safety, Cost Controls & HR

| <i>Trainee Initials</i> | <i>Trainer Initials</i> | <i>Date Reviewed</i> | <i>Task Reviewed</i> |
|-------------------------|-------------------------|----------------------|---|
| | | | MOD Program |
| | | | Emergency Procedures |
| | | | Key Control Program |
| | | | Budgeting & Expense Tracking |
| | | | Staffing & Scheduling |
| | | | Product Care |
| | | | Purchasing & Inventorying |
| | | | Review EOM Linen Inventory for difference of Par Levels |
| | | | Product Care & Recovery |
| | | | Laundry Efficiency |
| | | | Room Time & Efficiency |
| | | | OSHA Requirements |
| | | | Employee Interviewing and Hiring |
| | | | Company Orientation & Training Procedures |
| | | | Couching & Counseling Employees & Termination |
| | | | Performance Evaluations & Salary Reviews |

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Day 3: Housekeeping Operation– Room Attendants, Housemen, Public Space Attd.

| <i>Trainee Initials</i> | <i>Trainer Initials</i> | <i>Date Reviewed</i> | <i>Task Reviewed</i> |
|-------------------------|-------------------------|----------------------|--|
| | | | Daily Line Up |
| | | | Housekeeping Module within PMS Visual Matrix & Opera: <ul style="list-style-type: none"> • Room Types & Codes • Room Assignments • Changing Room Status • Out of Order • Enter Maintenance Requests into Service Pro |
| | | | Overall Room Cleanliness and Functionality in Accordance with Brand and Property Standards |
| | | | Review “How to Clean a Guest Room” SOP |
| | | | Review how staff is trained to work quickly and efficiently without wasted motion. Maintains an average of 34 Minutes or less, for room cleaning and laundry combined time. |
| | | | Review Maid Carts – Location, Loading, Contents, Preparation |
| | | | Review Public Space Attendant Carts – location, contents, preparation, storage |
| | | | Review Key Control For the Department – Key Sign out Sheets |
| | | | Schedule regular basic mattress rotation |
| | | | PM Staff Responsibilities |
| | | | Lost & Found |
| | | | End of Day procedures: <ul style="list-style-type: none"> • All room attendants are finished before supervisors and managers leave • All rooms are inspected each day • Room status has been updated in the PMS • Night / PM shift has punched in and been given assignments |

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Day 4: Housekeeping Operation – Laundry

| <i>Trainee Initials</i> | <i>Trainer Initials</i> | <i>Date Reviewed</i> | <i>Task Reviewed</i> |
|------------------------------------|------------------------------------|---------------------------------|--|
| | | | The Flow of Laundry: <ul style="list-style-type: none"> • Process of removing dirty linen from carts, chutes, guest rooms. • Sorting • Washing / Drying • Ironing / Folding • Storage • Laundry done to completion each day • Process of getting clean linen back to maids carts, storage rooms and guest rooms |
| | | | Equipment Review: <ul style="list-style-type: none"> • Washers • Dryers • Carts / trucks • Tables • Shelving |
| | | | Staffing & Scheduling |
| | | | Product Care & Recovery |
| | | | OSHA Requirements & Life Safety Issues |

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Day 5: Cooperation with Other Departments

| <i>Trainee Initials</i> | <i>Trainer Initials</i> | <i>Date Reviewed</i> | <i>Task Reviewed</i> |
|-------------------------|-------------------------|----------------------|--|
| | | | Cooperation with the Maintenance Department <ul style="list-style-type: none"> • Oversee the entry of Maintenance Requests to Service Pro to insure well maintained guest rooms • Assist with the energy management program. Leave lights off after room is clean and leave AC units on appropriate settings • Maintenance of Laundry equipment, vacuum cleaners and other equipment used by the Housekeeping Staff |
| | | | Cooperation with the Front Desk <ul style="list-style-type: none"> • Properly inputting all clean rooms into the Property Management System • Removing Out of Order rooms from the inventory • Maintaining a high level of communication |
| | | | Cooperation with Housekeeping Supervisors and other Department Heads <ul style="list-style-type: none"> • Maintains lost and found in an efficient and secure manner, keeping current and correct records • Assists room attendants/supervisors in making minor repairs as needed. • Performs other tasks and duties which may be assigned |

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Day 6: Key Result Indicators-How Your Success as Executive Housekeeper will be Measured

| <i>Trainee Initials</i> | <i>Trainer Initials</i> | <i>Date Reviewed</i> | <i>Task Reviewed</i> |
|-------------------------|-------------------------|----------------------|--|
| | | | Overall quality of property & guest room cleanliness |
| | | | Minutes POR |
| | | | Labor costs meet agreed upon goals-Timely completion of short term goals as assigned |
| | | | All Room Department expenses compared to budget and prior year |
| | | | Excellent Brand Inspection Scores |
| | | | High employee retention (low turnover) |
| | | | EOM Linen and other inventory losses are explained |

Notes:
