

Executive Housekeeper 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) CHS (Certified Hospitality Supervisor – (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 ○ Discuss Department SOP's on website
			Receive User Login & Password information for all systems *BWI _____ _____ *My Best Western _____ *My Portal (Days Inn) _____ *SOP Site _____ *Service Pro _____ *Hotel Effectiveness _____ *Visual Matrix _____

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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

Notes:

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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: <ul style="list-style-type: none"> • Room Types & Codes • Room Assignments • Changing Room Status • Out of Order • Maintenance Issues
			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, Contents, Preparation, Storage
			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

Notes:

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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 submission of Maintenance Request into 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

Notes:
