Houseman Training Schedule

Day One: Department Overview

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			New Employee Orientation (BWI – Internal) I Care Training (BWI) Houseman Training Schedule Review: ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ Introduction ○ Quality Guest Services ○ Position must have valid drivers license
			Housekeeping Department Overview & Communication Tools: ○ Attend Daily Line up ○ Storage Rooms & Closets ○ All Room Types ○ Laundry ○ Room Assignments ○ Room Inspection Sheets ○ Employee Mail box ○ Scheduling – Request off Procedures ○ Time Clock ○ Log Book ○ Housekeeping Office ○ Assistant Executive HK workstation or desk ○ Discuss Department SOP's on website
			Receive User Login & Password information for all systems
			Review Uniform & Appearance Standards
			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
			Lost & Found Program
			Linen Storage Areas
			Keeping your Work Area Organized and Tidy
			Housekeeping Inventories

			The Flow of Products: • Linen • Trash • Guest supplies • Cleaning supplies
			Types of Linen used at your hotel
			Review Shift Checklists this position will use

Notes:

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Day 3: Learning About Linen Types-And Your Specific Responsibilities as Houseman

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			Linen Types • Sheets-by Type and Size; Pillow Covers and Pillow Cases • Blankets, Bedspreads, Mattress Covers and Duvets • Towels: Bath, Hand, Washcloth, Bath Mat • Table Linens-F & B • Guestroom Robes • Employee Uniforms
			Review Storage Room Setups and inventory process
			Location of Laundry/Garbage Chutes
			Removing Soiled Linens from Guestroom Areas and Restaurant/ Banquets Areas
			Delivering Soiled Laundry to the Proper Area
			Counts, organizes, and prepares linen by type and quantity for delivery to each guestroom floor
			Delivers linen as assigned

Notes:

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Day 4: Specific Responsibilities Continued-Houseman

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			Removes garbage from the Housekeeping and Laundry areas, Room Attendant carts, and all other areas as assigned, disposes of garbage in the proper dumpster area
			Assists the Housekeeping department by completing any other various duties assigned; such as cleaning public areas, corridors, public restrooms, etc.
			Reports any issues/problems/items of note to the Executive Housekeeper or Housekeeping Supervisor on duty.
			Safety in the Laundry Area
			Folding Linens by Hand (as needed)
			Importance of Rotating Linen Supplies
			Proper Handling of Stained/Damaged Linens
			Cleaning the Dryer/Lint Traps
			Placing Clean Linen in Storage

Notes:

Houseman Training Schedule

Day 5: Restocking, Delivering

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			Clean and Maintain Laundry Work Areas
			Restocking Housekeeping Closets and Carts
			Providing Towel Service to Recreation Areas

Notes: