

Room Attendant Training Schedule

Day One: 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 Line Level Training (BWI) Room Attendant Training Schedule Review: <ul style="list-style-type: none"> ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ 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 ○ 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 and Housekeeping Areas 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
			Lost & Found Procedures

			The Flow of Products: <ul style="list-style-type: none">• Linen• Trash• Guest supplies• Cleaning supplies
			Types of Linen used at your hotel

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Day Two: Before you clean the Guest Room...

✓ Entering the Guest Room – Step 1

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Review Room Assignment Sheets – Room status Codes
			Review Key Control For the Department – Key Sign out Sheets
			Review Maid Carts – location, contents, preparation
			Get Supplies to Clean a Room
			Get Amenities for Guest Room
			Keeping your Cart & Work Area Tidy
			Entering the Guest Room – The First Step in Cleaning a Room
			What to do when you encounter a guest

Day Three: How to Clean a Guest Room...

✓ Cleaning Preparation – Remove Trash & Linen – Step 2

✓ Making the Bed – Step 3

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Cleaning Preparation – Remove Trash & Linen – The Second Step in Cleaning a Room
			Review Storage Room Setups and Inventory process
			Review Laundry Chutes and or Dirty Laundry Drop-off Points
			Review Trash Drop-off Points
			Guest Room Life Safety Orders
			Guest Room Maintenance Request Orders
			Making the Bed – The 3 rd step in Cleaning a Guest Room

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Day Four: How to Clean a Guest Room...

✓ Cleaning the Bathroom – Step 4

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Cleaning the Bathroom – The 4 th Step in Cleaning the Guest Room
			Cleaning the Tub / Shower Area
			Cleaning the Toilet
			Cleaning the Vanity
			Cleaning Mirrors, Chrome and Windows
			Cleaning the Ice Bucket
			Cleaning the Coffee Maker
			Cleaning the Hairdryer
			Cleaning the Bathroom Floor
			Stocking the Bathroom with Linen & Amenities
			Finish Cleaning the bathroom – Sticky Roller/Folding Toilet Paper

Day Five: How to Clean a Guest Room Step 5 & 6

✓ Wipe Down & Dust – Step 5

✓ Vacuum – Step 6

✓ Leaving the Guest room ready for inspection – Step 7

<i>Trainee Initials</i>	<i>Trainer Initials</i>	<i>Date Reviewed</i>	<i>Task Reviewed</i>
			Wipe Down & Dust – The 5 th Step in Cleaning the Guestroom
			Replenishing Guestroom Collateral & Supplies
			Vacuum the Guestroom
			Leaving the Guestroom Ready for Inspection
			Correcting Cleaning Problems Found During Inspection
			Complete End of Shift Duties

