Room Inspector Training Schedule

Day One: Department Overview

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			New Employee Orientation (BWI – Internal) I Care Training (BWI) Housekeeping Supervisor Certification (BWI) Service Pro (Internet) Room Inspector Training Schedule Review: ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ Introduction ○ Quality Guest Services
			Housekeeping Department Overview & Communication Tools: ○ Attend Daily Line up ○ Storage Rooms & Closets ○ All Room Types ○ Laundry and the process ○ 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 *BWI_____ ___ *My Best Western_____ *My Portal (Days Inn)_____ *SOP Site_____
			Review Uniform & Appearance Standards

Notes:

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Room Inspector Training Schedule

Day Two: Knowledge of all Housekeeping Employees & positions
Housekeeping Operations

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			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-Loss Prevention
			The Flow of Products: • Linen • Trash • Guest supplies • Cleaning supplies
			Shift Checklists for all positions

Day Three & Four: How to Clean a Guest Room
Before you clean the Guest Room…
Entering the Guest Room – Step 1

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Review Room Assignment Sheets – Room status Codes
			Review Key Control For the Department – Key Sign out Sheets
			Review Maid Carts – location, loading, contents, preparation
			Get Supplies to Clean a Room
			Get Amenities for Guest Room & brand requirements
			Keeping your Cart & Work Area Tidy
			Entering the Guest Room – The First Step in Cleaning a Room

Cleaning Preparation – Remove Trash & Linen – Step 2
Making the Bed – Step 3

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			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 3rd step in Cleaning a Guest Room

Cleaning the Bathroom – Step 4

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Cleaning the Bathroom – The 4th 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

Wipe Down & Dust – Step 5 Vacuum – Step 6
Leaving the Guest room ready for inspection – Step 7

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Wipe Down & Dust – The 5th 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

Public Space Cleaning & Inspection: Step 8

Notes:

Room Inspector Training Schedule

Day Five: Room Inspections

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			PMS Housekeeping Module Visual Matrix & Opera: • Room Types & Codes • Room Assignments • Changing Room Status • Out of Order
			Using Room inspection Forms
			How to Coach your findings to Room Attendants
			Enter Maintenance Requests into Service Pro or Maintenance Dept
			Immediately Reporting Any Life Safety Issues
			Communicating Room Status to the Front Desk
			Lost & Found Procedures
			End of Day Procedures - submitting inspection reports

Notes:

Room Inspector Training Schedule

Day Six: How Your Success as a Room Inspector Will Be Determined

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			Obtains daily list for room inspections and follows through with inspecting all rooms assigned.
			Catches all major maintenance and life safety issues-has such rooms removed from inventory
			Minimal guest complaints on room cleanliness and functionality
			Performance Evaluations completed by Executive Housekeeper
			Overall cleanliness and functionality of all guest rooms

Notes: