



**SAM
HOSPITALITY**
ENGAGING • AFFORDABLE • EFFECTIVE

WAITER TRAINING
HOUSEKEEPING TRAINING
FRONT DESK TRAINING
SUPERVISOR TRAINING
BUTLER TRAINING
PORTER TRAINING

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Housekeeping Training



Kindly see below information on our housekeeping room attendants training offerings.
Minimum 6 staff members and maximum 15 staff members.

This program can be customized to suit your establishment's requirements.

PREPARE AND HANDLE LINEN & BED COVERINGS

Contains the following elements:

- Removing All Bed Coverings From Bed
- Handling Soiled and Unsoiled Linen and Bed Coverings
- Collecting Linen
- Turning The Mattress
- Bed Base, Headboard and Bed Coverings
- Bed Making Procedures
- Dealing with Customers
- Dealing with Customer Property
- Turndown Service
- Incorrect Linen Issue
- Theft
- Torn Sheets and Bed Coverings

SERVICE GUEST BEDROOMS

Contains the following elements

- Cleaning of Guest Departure Room
- Cleaning Stayover Rooms
- Cleaning Unoccupied Rooms
- Cleaning of Surfaces

- Replenishing Guest Supplies/ Complimentary Items
 - Missing or Damaged Property
 - Extra Guests in the Room
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SERVICE SELF-CATERING KITCHEN AREAS AND EQUIPMENT

Contains the following elements:

- Cleaning Agents
- Clean the Kitchen Equipment and Utensils
- Storage of kitchen equipment and utensils
- Clean Kitchen Areas
- Correct Waste Disposal
- Replenish Complimentary Customer Supplies

Situations and Challenges

- Faulty Electrical Equipment
 - Missing Items
 - Damaged Items
 - Customer complaints
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CLEAN AND MAINTAIN PUBLIC AREAS

Contain the following elements:

- Clean and Maintain Public Areas
- Working Safely
- Occupational Health and Safety
- Lifting and moving heavy furniture
- Protective Clothing
- Hazard Warning Signs
- Disposing of Waste and Rubbish Safely
- Cleaning Public Areas
- Use the Correct Cleaning Equipment and Materials on Surfaces
- Cleaning Public Areas and Lobby
- Cleaning Lifts
- Cleaning Restaurant and Bar Areas
- Arranging Furniture
- Unpleasant Odours
- Maintenance Procedures
- Storage of Cleaning Equipment and Materials
- Dealing with Customers in a Polite and Helpful way

SERVICE TOILET AND BATHROOM AREAS

Contains the following elements:

Service Toilet and Bathroom Areas

- Cleaning Equipment and Materials
- Prepare Bathroom and Toilet Areas for Cleaning
- Cleaning a Guest Bathroom
- Replenish and Arrange Guest Supplies and Accessories
- Dealing with Customers
- Waste Disposal
- Clean and Store Cleaning Equipment and Materials

Efficiency

- Organisational Requirements
- Improving the Hygiene in Bathrooms

Situations and Challenges

- Torn or Stained Towels
- Blocked Toilet or Drains
- Shortage of Customer Supplies
- Design your Ideal Bathroom

MAINTAIN A HEALTHY, HYGIENIC AND PROFESSIONAL APPEARANCE

Contains the following elements:

- Dress Codes and Personal Hygiene
- Legislative Procedures
- Dress Procedures
- Maintaining Personal Cleanliness and Hygiene
- Hygiene Standards
- Professional Appearance
- Professional Appearance
- Uniforms
- Jewellery
- Hair, Moustaches, Beards and Nails
- Dress
- Illness
- Organisational Policy
- Common Illnesses and Interaction

PROVIDING CUSTOMER SERVICE

Contains the following elements:

Importance of the Customer

- Customer as a source of revenue
- The Impact on the Organisation
- Customer satisfaction and company profitability
- Annoying Habits
- Anticipating Guest Needs
- Maintaining good customer care
- Confidentiality of Company and Guest Information

- Personal Presentation
- Personal development

Customer Service

- Greeting of guests
- Promoting facilities and services
- Guest Expectations
- Guest reaction to poor customer service
- Guidelines for superior guest care
- Customer care in other fields and industry
- Improving customer care
- Effective Communication
- Range of Guests

Customer Complaints

- Advantages of Complaints/Customer feedback
- Methods of dealing with customer related issues
- Range of customer complaints
- Common Guest Complaints
- Methods to satisfy irate guests
- Guest Complaints Procedure
- Written complaints
- Documenting Complaints
- Complaint Follow Up Action
- Do's and Don'ts of customer complaints
- Complaints practices
- Requirements for Superior Guest Care

Referral of Customers/Customer Complaints

- Dealing directly with guests
- Referring guests
- Complaints occurring outside work area or authority

FREE TOWEL ORIGAMI TRAINING FOR HOUSEKEEPING STAFF

