TRAINING PLAN

Sector : **TOURISM (Hotel and Restaurant)**

Qualification : **HOUSEKEEPING SERVICES NC II**

Nominal Duration : **445 hours/ 55 DAYS**

**Basic Competencies**

**(37 hours)**

| **Trainees’ Training Requirements** | **Training Activity/Task** | **Mode of Training** | **Staff** | **Facilities/**  **Tools and Equipment** | **Venue** | **Assessment Method** | **Date and Time** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Obtain and convey workplace information | 1.1 Specific and relevant information is accessed from appropriate sources  1.2 Effective questioning , active listening and speaking skills are used to gather and convey information  1.3 Appropriate medium is used to transfer information and ideas  1.4 Appropriate non- verbal communication is used  1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed  1.6 Defined workplace procedures for the location and storage of information are used  1.7 Personal interaction is carried out clearly and concisely | Face to face ) | Trainer: Luis Gonzalez | * Fax machine * Telephone * Writing material * Internet | CPTC  Training Center | Direct observation, oral interview | October 2, 2023  8am – 5 pm |
| 1. Speak English at a basic operational level | 2.1Simple conversations on familiar topics with work colleagues is participated  2.2 Simple verbal instructions or requests are responded to  2.3 Simple requests are made  2.4 Routine procedures are described  2.5 Likes, dislikes and preferences are expressed  2.6 Different forms of expression in English is identified | face to face) | Trainer  Luis Gonzalez | * Fax machine * Telephone * Writing material   Internet | CPTC  Training Center | Direct observation, oral interview | October 3, 2023  8am – 5 pm |
| 1. Participate in workplace meetings and discussions | 3.1 Team meetings are attended on time  3.2 Own opinions are clearly expressed and those of others are listened to without interruption  3.3 Meeting inputs are consistent with the meeting purpose and established protocols  3.4 Workplace interactions are conducted in a courteous manner  3.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to  3.6 Meetings outcomes are interpreted and implemented | face to face) | Trainer  Luis Gonzalez | * Fax machine * Telephone * Writing material   Internet | CPTC  Training Center | Direct observation, oral interview | October 3, 2023  8am – 5 pm |
| 1. Complete relevant work related documents | 4.1 Range of forms relating to conditions of employment are completed accurately and legible  4.2 Workplace data is recorded on standard workplace forms and documents  4.3 Basic mathematical processes are used for routine calculations  4.4 Errors in recording information on forms/ documents are identified and properly acted upon 4.5  Reporting requirements to supervisor are completed according to organizational guidelines | face to face) | Trainer  Luis Gonzalez | * Fax machine * Telephone * Writing material   Internet | CPTC  Training Center | Direct observation, oral interview | October 4, 2023  8am – 5 pm |
| **Common Competencies**  **18 Hours** | | | | | | | |
| **Trainees’ Training Requirements** | **Training Activity/Task** | **Mode of Training** | **Staff** | **Facilities/Tools and Equipment** | **Venue** | **Assessment Method** | **Date and Time** |
| 1. Seek information on the industry | 1.1Sources of information on the industry are correctly identified and accessed  1.2 Information to assist effective work performance is obtained in line with job requirements  1.3 Specific information on sector of work is accessed and updated  1.4 Industry information is correctly applied to day-to-day work activities | face to face) | Trainer  Luis Gonzalez | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CPTC Training Center | Individual and group demonstration (Practical application) | October 5, 2023  8am – 5 pm |
| 1. Update industry knowledge | 2.1 Informal and/or formal research is used to update general knowledge of the industry  2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-today working activities | face to face) | Trainer  Luis gonzalez | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CPTC Training Center | Individual and group demonstration (Practical application) | October 5, 2023  8am – 5 pm |
| 1. . Develop and update local knowledge | 3.1 Local knowledge is developed to assist queries on local/national tourism industry  3.2 Local knowledge is updated using informal and/or formal research 3.3 Contact with local communities is maintained | face to face) | Trainer  Luis Gonzalez | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CPTC Training Center | Individual and group demonstration (Practical application) | October 6, 2023  8am – 5 pm |
| 1. . Promote products and services to customers | * 1. Promotional initiatives are described that may be used to promote products and services   4.2 Selling skills are applied according to customer needs | face to face) | Trainer  Luis gonzalez | * E-cblm * Telephone * Notebook * Writing materials * Computer with Internet connection | CPTCTraining Center | Individual and group demonstration (Practical application) | October 9-10, 2023  8am – 5 pm |
| **CORE COMPETENCIES**  **320 Hours** | | | | | | | |
| **Trainees’ Training Requirements** | **Training Activity/Task** | **Mode of Training** | **Staff** | **Facilities/Tools and Equipment** | **Venue** | **Assessment Method** | **Date and Time** |
| 1.Receive housekeeping requests | * 1.1 Guest/staff housekeeping requests and service delivery are accepted and recorded in accordance to enterprise policies and procedure. 1.2 Details of requests made are confirmed and noted in accordance with enterprise procedures * 1.3 Apologies are made when a request has arisen from a delayed delivery of service * 1.4 Request not related to housekeeping are referred to appropriate department. | Face to face | Trainer  Luis Gonzalez | * Telephone * Fax * Computer * Internet * E-cblm * Special requirements * Reservation Sheets * Logbook * Computer * Reservation Cards | CPTC  Training Center | * Demonstration * Interviews/ Questioning   Observation | October 11-20, 2023  8am – 5 pm |
| 2.Provide/ Service housekeeping requests | * 2.1 Identified service/item is obtained through liaison with other staff in accordance with enterprise procedures * 2.2 Required items are located and delivered to guest room in accordance with enterprise procedures 2.3 Equipment is set up in guest room in accordance with the request of the guest * 2.4 Requested items are removed from guest rooms in accordance with enterprise procedures. | Face to face | Trainer  Luis gonzalez | * Checklist * Blank order slips * Touch screen * POS system * Paper * Ball pen * Tables * Table cloth * Table napkin * E-cblm | CPTC  Training Center | * Demonstration * Interviews/ Questioning   Observation | October 23-31, 2023  8am – 5 pm |
| 3.Provide advice to guest | 3.1 Guest is advised on services and items available through housekeeping department  3.2 Guest is advised on use of items delivered to guest room  3.3 The proper use of delivered item to the guest room is demonstrated to guest 3.4 Liaise with other staff and department to provide support services | Face to face | Trainer  Luis gonzalez | * Menu card * Menu board * E-cblm * Ball pen * Paper * Books recipe * Procedures * Paper * Notebook * Copies on how to do. * Book guidelines * Checklist * Booklet * Ball pen * Paper | CPTC  Training Center | * Demonstration * Interviews/ Questioning   Observation | November 2-10, 2023  8am – 5 pm |
| 4.Liaise with other departments | 4.1 Equipment malfunction is reported to appropriate personnel in accordance with enterprise procedures  4.2 Management is advised on dangerous or suspicious circumstances in accordance with enterprise procedures. 4.3 Other departments are updated on the status of service requests | face to face) | Trainer  Luis Gonzalez | * E-cblm * pencil * Paper * Ball pen * Checklist * Menu card/board * Service tray * Serving plate * place mat * plates * spoon/fork * drinking glasses * Serving spoon * Napkin * Cloth   Tissue holder w/ tissue | CPTC  Training Center | * Demonstration * Interviews/ Questioning   Observation | November 13-24, 2023  8am – 5 pm |
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