

Module	Duration
Housekeeping Management	8
Session	Topics
Introduction to Housekeeping	Layout of the Housekeeping Department
	Organisation of the Housekeeping Department
	Job Description of Housekeeping Personnel
	Attributes of Housekeeping Professionals
	Routine Tasks of the Housekeeper
	The Housekeeping Budget and Cost Control
	Setting Brand Standards and Auditing in Housekeeping
	Changing Trends in Housekeeping
Linen Room	The Floor Linen Room and its Layout
	The Linen Room – Layout, Equipment and Accessories
	Exchange of Room and Restaurant Linen
	The Uniform Room – Layout, Equipment and Exchange Procedure
	Importance of Par Stocks
	Linen Inventory Control
Coordination of Front Office and Housekeeping	The Housekeeping Control Desk
	Coordination with the Front Office
	Coordination with the Engineering Department
	Housekeeping and Maintenance
	Types of Maintenance
	Housekeeping Records – Types of Registers and Files Maintained
Supervising Housekeeping Activities	Functions of a housekeeping supervisor
	Planning and Preparing for Housekeeping Operations
	Supervision and Monitoring of Housekeeping Operations
	Inventory of Housekeeping Materials
	Supporting Performances of the Team and Individuals
	Handling Guest Complaints, Feedback, Analysis and Recovery Measures
	Reporting and Recording Documentation