



Theme:

Training Philosophy

- Contents:**
- 1. Training Philosophy**
 - 2. Training Concept for**
 - 2.1 New Employees
 - 2.2 Experienced Employees
 - 3. Training Needs**

These training concepts are recommendations and should be applied in a flexible way. Organizational requirements and the number of participants may make it advisable to include other methods as well. Using the DVD support will help evolve a system of training that suits any special needs and assures that staff receive the best instruction.

1. Training Philosophy

To achieve the greatest impact, daily training should be organized as follows:

- Small groups: maximum of five trainees
- Short but frequent learning sessions: 15 to 30 minutes
- The right balance: making theory and practice work together
- Total involvement: sight, sound, smell, touch; all the trainees' senses are used

The overall concept fulfils three conditions:

- 2.1 Training for new employees
- 2.2 Training for experienced employees
- 3.0 Training needs

2. Training Concept

2.1 Training Concept for new employees

Daily training is divided into two half-day exercises of three hours each.

Day One is used to familiarize the newcomer to the house.

Days Two to Five focus on practical work.

2.2 Training Concept for experienced employees

With the exceptions of “Check Out” and “Stain Removal”, the individual DVD training exercises vary in length from two to six minutes.

Each exercise consists of:

1. A presentation of the specific theme on DVD
2. An oral (or written) summary of the key elements of the theme
3. Practical training

◆ **Example:**

Week One, Day Three: Bathroom / Toilet 2 (“Check out” menu)

1. The “Bathroom / Toilet” sub-menu, part two: “Toilet cleaning – Bathroom floor cleaning”
2. Summary of the key features:
 - Toilet cleaning
 - Restocking amenities
 - Bathroom floor cleaning
3. Practical Training:
 - Toilet cleaning
 - Floor cleaning

3. Training Needs

The HITS system helps:

- Evaluate the basic potential of the employee
- Define the quality of the employee's work

The „Other Tasks“ category can be used to assess additional skills that may be required of the employee.



Training Concept „HITS“

New employees

Total time of training: 3 – 5 days

Family name: _____

First name: _____

Day	Theme	Learning objective	Planned	Done	Resp.	
1	Morning					
	1. Tour through the hotel:	Familiarize with the place				
	a) Public areas					
	b) Guest room					
	c) Employee space					
	2. Tasks and duties of cleaning staff	Familiarize with cleaning tasks				
	3. Introduction of cleaning staff					
	4. Work scheduling, time clock, breaks, holidays	Work scheduling policies				
	5. Administration policies	Administration				
	6. Security regulations of the house	Security regulations of the house				
	7. Emergency situations	Emergency situations				
		Afternoon				
1. Personal appearance	Standards of pers. appearance					
2. Standards of personal and internal hygiene	Standards of hygiene					
3. Conduct towards hotel guests	Conduct					
4. Preparation of cleaning utensils and material	Overview of utensils + material					
5. Organization of trolleys including checks	Cleaning and laundry trolley					
6. Safety procedures including chemical use	Safety at work					
2	Morning					
	1. DVD-Training 1					
	a) Guest room cleaning: Check out	Sequences of guest room clean.				
	b) Bathroom cleaning	Sequences of bathroom cleaning				
	c) Balcony cleaning	Sequences of balcony cleaning				
	2. Practical guest room and balcony cleaning	Practical work				
		Afternoon				
	1. DVD-Training 2					
	a) Lobby	Sequences of lobby cleaning				
	b) Elevator	Sequences of elevator cleaning				
2. Practical lobby cleaning	Practical lobby cleaning					
3. Practical elevator cleaning	Practical elevator cleaning					

Day	Theme	Learning objective	Planned	Done	Resp.
3	Morning				
	1. Repetition of practical cleaning of the previous day	Repetition of cleaning sequences			
	2. DVD-Training 3				
	a) Guest room cleaning: Non-check out	Sequences of Non-check out			
	b) Practical guest room cleaning: Non-check out	Practical work			
	Afternoon				
	1. DVD-Training 4				
	a) Conference room	Sequence conf. room cleaning			
	b) Public washrooms	Sequence public w.r. cleaning			
2. Practical cleaning of conference room	Cleaning of conference room				
3. Practical cleaning of public washrooms	Cleaning of public washrooms				
4	Entire day				
	Repetition of the cleaning procedures of the 2 nd and 3 rd day	Repetition of all cleaning sequences			
	Cleaning of several guest rooms: Check out / Non-check out	Repetition of guest room cleaning			
5	Entire day				
	Practical cleaning as the need arises	General rep. of clean. sequences			



Training Concept „HITS“

Experienced employees

Daily training of 15 – 30 minutes

Total time of training: appr. 15 hours

Family name: _____

First name: _____

Week	Day	Theme	Learning objective	Planned	Done	Resp.
W 1		Check out				
	1	Preparation / disposal	Steps of preparation / disposal			
	2	Bathroom / toilet 1	Bathtub / washbasin / mirror			
	3	Bathroom / toilet 2	Toilet bowl cleaning			
	4	Guest room	7 steps of guest room cleaning			
	5	Check / Notes	5 steps of checking			
W 2		Non-check out				
	1	Repetition "Check out"	Learning appraisals			
	2	Non-check out: Introduction / disposal / pre-cleaning of toilet bowl	3 steps per theme			
	3	Non-check out: Repetition of the previous day, bathroom cleaning	5 steps of bathroom cleaning			
	4	Repetition bathroom / guest room cleaning	6 steps of guest room cleaning			
	5	Repetition Non-check out	Learning appraisals			
W 3		Bathroom / Guest room: Correct sequences				
	1	Cleaning trolley	Picture card			
	2	Bathroom: Shower / bathtub	Correct sequence, l. appraisals			
	3	Bathroom floor	Correct sequence			
	4	Dusting	Correct sequence			
	5	Repetition	Learning appraisals			
W 4		Guest room: Methods of floor cleaning				
	1	Stain removal 1: Rinsing method	Rinsing method			
	2	Stain removal 1: Blotting method	Blotting method			
	3	Repetition "Stain removal"	Learning appraisals			
	4	Guest room floor cleaning	Correct sequence, l. appraisals			
	5	Balcony cleaning	Correct sequence, l. appraisals			
W 5		Repetition "Guest room cleaning"				
	1	Check out	L. appraisals, picture card			
	2	Non-check out	Learning appraisals			
	3	Bathroom	Learning appraisals			
	4	Dusting	Learning appraisals			
	5	Repetition of any theme	Learning appraisals			

Week	Day	Theme	Learning objective	Planned	Done	Resp.
W 6		Public areas 1				
	1	Damp dusting	Correct sequence			
	2	Lobby 1: Introduction, disposal, damp dusting	Correct sequence			
	3	Lobby 2: Arranging, floor, check	Correct sequence			
	4	Conference room 1: Introduction, disposal, cleaning furnishings	Correct sequence			
	5	Conference room 2: Technical installations, various installations, floor, check	Correct sequence			
W 7		Public areas 2				
	1	Public washrooms 1: Toilet bowl, urinal	Correct sequence			
	2	Public washrooms 2: Washbasin / mirror	Correct sequence			
	3	Public washrooms 3: Floor / check	Correct sequence			
	4	Repetition "Public Washrooms"	Learning appraisals			
	5	Repetition "Conference Room"	Learning appraisals			
W 8		Public areas 3				
	1	Washroom cleaning	Correct sequence			
	2	Urinal cleaning	Correct sequence			
	3	Washbasin / mirror	Correct sequence			
	4	Repetition of the 3 sanitary cleaning areas	Learning appraisals			
	5	Repetition "Public Washrooms"	Learning appraisals			
W 9		Public areas 4 / Safety at work				
	1	Elevator 1: Cleaning hints, removal of finger marks	Correct sequence			
	2	Elevator 2: Sensitive points, floor, check	Correct sequence			
	3	Staircase 1: Dry vacuuming	Method, correct sequence			
	4	Staircase 2: Wet mopping	Method, correct sequence			
	5	Safety at work	Learning appraisals			
W 10		Water resistant and water sensitive floorings				
	1	Water resistant floorings 1: Daily and intermediate cleaning	Daily / intermediate cleaning			
	2	Water resistant floorings 2: Method for basic cleaning, hints	Basic cleaning			
	3	Repetition "Water resistant floorings"	Learning appraisals			
	4	Water sensitive floorings 1: Daily and intermediate cleaning	Daily / intermediate cleaning			
	5	Water sensitive floorings 2: Method for basic cleaning, hints	Basic cleaning			
W 11		Textile floorings				
	1	Repetition "Water sensitive floorings"	Learning appraisals			
	2	Textile floorings 1: Daily and intermediate cleaning	Daily / intermediate cleaning			
	3	Textile floorings 2: Basic cleaning	Basic cleaning			
	4	Repetition "Textile floorings"	Learning appraisals			
	5	Repetition of any theme				
W 12		Main themes				
	1	Check out	Learning appraisals			
	2	Non-check out	Learning appraisals			
	3	Conference room	Learning appraisals			
	4	Lobby	Learning appraisals			
	5	Public washrooms	Learning appraisals			



Training Needs

Family name _____

First name _____

Date _____

Employee's job skills	Very Good	Good	Standard	Below Standard
Complete cleaning trolley				
Check cleaning products				
Complete laundry trolley				
Check supplies and amenities				
Keep cleaning trolley organized				
Keep laundry trolley organized				
Enter guest room				
Open the curtain, air the room				
Remove crockery				
Dispose of waste				
Pre-clean toilet bowl				
Clean bathtub and shower				
Clean washbasin and mirror				
Clean toilet bowl				
Replenish bathroom supplies and amenities				
Check bathroom floor				
Check bathroom				
Make the bed				
Dust				
Check electrical appliances				
Replenish guest room amenities				
Arrange curtains, reset air-conditioning				
Check guest room floor				
Final check of guest room				
Exit guest room and lock				
Report defects				
Other tasks				