

## MICRO CREDENTIAL COURSE DETAILS

1. **Name of Series**

Stackable credential (Upskills / Reskills / Development)

2. **Name of Course**

The Fundamentals of Housekeeping (TRM214M1)

3. **Synopsis of Course**

This award will assist you in grasping the basics and leading you to the steps of getting a comprehensive understanding of general aspects of the Housekeeping Management. That includes basic understanding on planning, managing and evaluating the housekeeping operations to obtain maximum guest satisfaction and optimize room revenue. Most importantly, students will be trained to understand the truth that housekeeper is the person who takes care not only cleanliness of room for guests to feel at ease, it is a person who has a deep respect for his work and does so with attention to every little detail to make guests enjoy a pleasant experience.

4. **For Whom?**

- Hospitality and tourism-related Entrepreneurs
- Working professionals
- Teaching Staff
- Students
- General public

5. **Course Outcomes**

**The Fundamentals of Housekeeping**

1. Develop you with all the theoretical knowledge that will allow you to then put into practice your skills and abilities to handle guest interactions professionally
2. Define about the objectives of hotel housekeeping and familiarize with the hotel housekeeping checklist
3. Describe the housekeeping services provided in hospitality industry so that you will have a more expanded vision of why the figure of the housekeeper is essential in hospitality environment.

**6. Delivery Mode**

Online Lecture, Online Workshop with discussions, real-life cases and tutorials.

Assessments via quizzes and final project/assignment.

**7. Duration of Course**

4 weeks' course

10 hours total SLT per week

Cumulative learning 40 hours for the total course

**8. Level of Course & Micro credential Credit Value**

Nil/ Certificate Level (one credit)

**9. Course Outline**

**The Fundamentals of Housekeeping**

1. Guest interaction is essential
2. An overview of housekeeping principles
3. The objectives of hotel housekeeping
4. Structural departmental planning and staff patterns

**10. Trainer**

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