

## **TRM214M2: Tips to an Executive Housekeeper: Roles and Responsibilities.**

Roles and responsibilities

To be the executive housekeeper

Housekeeping duties: Preparation and room basic

Housekeeping duties: Bathroom and Room finishes

### **Synopsis**

This award equips you with all you need to excel in housekeeping daily duties-from room preparation to room finishes. It is designed in the structured learning experiences whereby students should be able to identify effective workflow systems in the accommodation management tasks thus able to obtain maximum and maximize profits for the hotel. In the same time, students may undergo step by step procedure in doing bed making following hotel SOP.

### **Learning Outcomes**

- Analyze the different roles in housekeeping and the duties of housekeeping staff
- Develop your customer service, time management and organization skills
- Organize the structure of the housekeeping team and the nature of teamwork

## **TRM214M3: Quality Control of Housekeeping Management**

Procedures and documentation

Liaison with other departments

Inventory control and housekeeping equipment/supplies

Housekeeping luxury standard and tips

### **Synopsis**

Each of us has different expectations, the fact is that a hospitality 'structure must ensure a basic standard of high quality' in order to compete on the market. Hence, this award equips you with all they need to excel in quality control of the interior room to various areas of hospitality structure; inventory control and housekeeping equipment, and being efficient at department administration including effective communication with all other functional units. The quality control 'of the interior in the rooms and in the various areas of the hospitality structure

### **Learning Outcomes**

- Contrast how laundry procedures are operated in housekeeping
- Design an inventory list of all items in each area that will need housekeeping attention
- Outline housekeeping expenses and prepare a housekeeping budget
- Categorize the standards requirement for different expectations, and able to align your teams to international standards and ensure excellence in output