

HOUSEKEEPING SERVICES

Do you have the drive to do what it takes to be successful in the hospitality industry?

COURSE OVERVIEW

This course provides entry-level employees with the skills and knowledge of basic housekeeping operations. Housekeeping or room attendants are key caregivers to hotel guests. They provide the wholesome touch to ensure quality of the overall guest experience during their stay - from comfortable and well-made beds to sleep in, thoughtfully prepared guestroom amenities, to a clean and hygienic bathroom to shower. Hence, it will enhance overall guest experience.

ENTRY REQUIREMENTS

- >> Passion to work in the hospitality industry
- >> Able to speak, write and read in basic English language
- >> 18 years old and above
- >> All applicants are required to go through an interview process to assess their suitability to work in hospitality industry

COURSE DURATION

- Two (2) months
- Weekdays (Monday to Friday)
- 8 hours per day

FEES :

Course Fee :USD 700 (Seven hundred dollars) or VND16,200.000

Uniform Fee : USD 100

Administration Fee: USD 50

Total payable Fee: USD 850 / VND 19.720.000
(Instalment payment plan is available)

CERTIFICATION

Upon successful completion of program and competent in all assessments the participant will be awarded with WiSC Workforce International Skills Certification, Singapore issued by WISC Corporation.

EnrolNow !

HOUSEKEEPING SERVICES COURSE OUTLINE

IMPORTANT NOTE:

This programme is conducted in English and proficiency in the language (speak, write and read) is a requirement. Assessments for this Certification may include practical performance, role plays, oral questioning and written assessment.

LESSON	MODULES	CONTENTS
1.	Converse in English at a basic operational level	<ul style="list-style-type: none">>> Participate in simple conversations on familiar topics with work colleagues>> Respond to simple verbal instructions or requests>> Make simple requests>> Describe routine procedures>> Express likes, dislikes and preferences>> Identify different forms of expression in English
2.	Communicate effectively on the telephone	<ul style="list-style-type: none">>> Respond to incoming telephone calls>> Make telephone calls>> Communicate effectively
3.	Work effectively with customers and colleagues	<ul style="list-style-type: none">>> Establish and maintain effective relationships with colleagues and customers>> Work in a team
4.	Develop and update local knowledge	<ul style="list-style-type: none">>> Develop local knowledge>> Update local knowledge>> Maintain contact with local communities
5.	Clean and prepare rooms for in-coming guests	<ul style="list-style-type: none">>> Identify the role of room attendants>> Prepare for cleaning duties>> Make beds>> Clean Bathroom>> Clean Room>> Provide additional housekeeping services>> Prepare for next shift
6.	Provide Housekeeping Service to guests	<ul style="list-style-type: none">>> Receive housekeeping requests>> Service housekeeping requests>> Provide advice to guests>> Liaise with other departments
7.	Clean public areas, facilities and equipment	<ul style="list-style-type: none">>> Apply fabric & leather upholstery cleaning techniques>> Apply glass surfaces cleaning techniques>> Apply ceilings, surfaces and fittings cleaning techniques>> Apply wet area cleaning techniques>> Apply pressure washing techniques>> Apply high level cleaning techniques
8.	Clean public areas, facilities and equipment	<ul style="list-style-type: none">>> Identify cleaning and maintenance requirements>> Clean industrial work areas>> Clean industrial work equipment>> Maintain industrial work areas and equipment

HOTEL PARTNERS



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