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Housekeeping /Room Attendant

Time frame is flexible based on the property's goals but we recommend this to be a 12 hours session. (two days or four consecutive 3-hour sessions)

Participant's profile:

- This session is relevant for those who have just been hired into a Housekeeping/ Room Attendant role or for those who have been working in that area but have never received any training.

Learning Objectives:

- Standards have been set by the Canadian Tourism industry on what is expected of those providing Housekeeping duties. This session outlines those standards and is based on the Emerit Tourism Training system.

Participant's Value Received:

- Tourism is one of Canada's largest and most competitive growth industries, but the success of the tourism industry is closely tied to its human component. Many managers of tourism properties started in housekeeping and have moved throughout the property management areas.
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Outline:

1. Professionalism; house policies, legislation, personal appearance, working with others, tips and gratuities.
2. Guest Relations: communications, responding to guests, room and property features, dealing with guest complaints, guest privacy.
3. Industry Terms.
4. Safety: What you need to know about WHMIS, controlled products, emergency procedures.
5. Protection: security, room status ie items found.
6. Cleaning responsibilities: Work shift, cart and linen room, cleaning products and tools.
7. Rooms that appeal: Beds, bathrooms, special areas

