



TRAINING & DEVELOPMENT TITLE	HOTEL HOUSEKEEPING SKILL COURSE
<p style="text-align: right;">PROGRAMME OVERVIEW</p> <p><i>Housekeepers in the hotel industry are responsible for keeping the facility clean, safe and comfortable for guests. Their jobs include cleaning rooms, changing bedding, cleaning all bathrooms, replacing toiletries, cleaning common areas, doing laundry and ensuring a clean overall appearance. These individuals may also be required to assist in other areas of the hotel. They include all levels of housekeeping, from assistants to supervisors and executive housekeepers. It is important to have housekeeping available 24 hours per day seven days per week for guests in the hotel industry.</i></p> <p>Housekeepers</p> <p><i>Housekeepers are specially trained individuals. They can be provided with performance-development programs to improve their work and assist them in moving up in the hospitality industry. Housekeeping in the hotel industry can be a stepping stone for future positions and promotions for housekeepers. These individuals learn key communication and teamwork skills that can be used throughout the hotel industry, not just in housekeeping. Proper selection and training is the key to maintaining a superior housekeeping department within the hotel industry.</i></p> <p>Additional Services</p> <p><i>As with most services, the more a company can offer the more the consumer is loyal. The hotel industry can offer additional housekeeping services, such as dry cleaning, laundry, shoe polishing and personalized touches for return guests that will keep the guests coming back. Encouraging innovation in the housekeeping departments of the hotel industry will continually create new services and add value for customers.</i></p> <p>Challenges</p> <p><i>Although housekeeping is vital to the hotel industry, there are several challenges. Ensuring the efficiency of the staff and cleaning chemicals is important. In addition, reducing waste and reducing the environmental impact of the hotel industry can be done through housekeeping. Training housekeeping staff to become more energy aware will aid with energy conservation and also reduce the environmental impact of the hotel industry. Housekeeping staff will also be required to anticipate guest needs. Finally, offering educational opportunities to staff members on all these areas will reduce the challenges the hotel industry faces in the housekeeping department.</i></p> <p>Trends</p> <p><i>With the world's focus on recycling and conservation, the hotel industry must change some of its habits. In addition, becoming more consumers focused, like offering a directory of lost and found items online, will set a hotel apart from the rest of the industry. Promoting a spirit of innovation within the housekeeping departments will assist the hotel industry in overcoming challenges and preparing it for smooth transitions to new trends and customer expectations. With the many people traveling for vacations, business or visiting family and friends, it is vital that hotels distinguish themselves from one another. Turning your hotel into a destination, rather than merely a place to stay, through exceptional housekeeping and hospitality can provide a competitive advantage in the hotel industry.</i></p>	
CERTIFICATION	This "Training and Development CERTIFICATE of Completion" is awarded by Melind Higher Education Sdn Bhd in collaboration with Kolej MASA Hospitality Faculty.
TARGET GROUP	This applies to all Rank & File Employees Housekeeping Department
DURATION	3 Days [0930hrs TO 1730hrs]

COURSE FEE	Malaysian Ringgit Six Thousand Only for up to Twenty Employees
VENUE	Client (In-House)
METHODOLOGY	<ul style="list-style-type: none"> ▪ Lectures ▪ Tutorials ▪ Practical Applications
CLO (CLASSROOM LEARNING OUTCOME)	Employees will understand and be able to apply the tasks of operating Housekeeping duties in a Hotel environment with confidence and reliability. They would also understand the communication level acquired with customers.
COURSE OUTLINE	<ul style="list-style-type: none"> ▪ THE ROLE OF THE HOUSEKEEPER ▪ UNDERSTANDING THE OPERATIONS ▪ BED, LINEN & UNIFORMS ▪ CARPETS & FLOORS ▪ GUESTROOM CLEANING/BED MAKING ▪ PUBLIC AREA CLEANING ▪ SAFETY & SECURITY
ENROLLMENT REQUIREMENT	<ul style="list-style-type: none"> ▪ They must be Malaysian Citizen (<u>100% HRDF claimable</u>). ▪ Foreigners with Work Pass from MOHR (HRDF <u>not</u> applicable). ▪ They must be <u>approved</u> by the designated officer/s for this program. ▪ They must be of <u>18 years</u> of age or above. ▪ They must have a minimum <u>PMR</u> qualification (not applicable for foreign workers with Work Pass from MOHR).
PAYMENTS & CLAIMS	<p>THE PAYMENT IS TO BE PAID BY CROSSED CHEQUE MADE OUT TO "MELIND HIGHER EDUCATION SDN BHD".</p> <p>HRDF 100% Claimable status under our license: SBL-KHAS Category A. The Employer can claim direct from HRDF using the SBL SCHEME.</p> <p>Each employee MUST produce an official form (from MHE) for the employer for each class attendance to obtain the official invoice for the employer to make the claim from HRDF as we are a Category A HRDF License owner which allows 100% claimable option to the Employer.</p>