Assistant Executive Housekeeper / Housekeeping Supervisor
Training Schedule

Day One: Department Overview

<table>
<thead>
<tr>
<th>Trainee Initials</th>
<th>Trainer Initials</th>
<th>Date Reviewed</th>
<th>Task Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Executive Housekeeper Training Schedule Review:</td>
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<td></td>
<td>◦ Provide Training Packet or Manual</td>
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<td>◦ Provide Skill Breakdowns</td>
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<td></td>
<td>◦ Introduction</td>
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<td></td>
<td>◦ Quality Guest Services</td>
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<td></td>
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<td></td>
<td>Housekeeping Department Overview &amp; Communication Tools:</td>
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<td></td>
<td></td>
<td></td>
<td>◦ Attend Daily Line up</td>
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<tr>
<td></td>
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<td></td>
<td>◦ Storage Rooms &amp; Closets</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>◦ All Room Types</td>
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<tr>
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<td></td>
<td></td>
<td>◦ Laundry</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>◦ Room Assignments</td>
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<tr>
<td></td>
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<td></td>
<td>◦ Employee Mail box</td>
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<td>◦ Scheduling – Request off Procedures</td>
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<td>◦ Time Clock</td>
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<td></td>
<td>◦ Log Book</td>
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<td>◦ Office</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Receive User Login &amp; Password information for all systems</td>
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<td></td>
<td>Review Uniform &amp; Appearance Standards</td>
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<td></td>
<td>Meetings to Attend, daily, weekly, monthly, quarterly</td>
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<td></td>
<td>Obtain Department Keys</td>
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<td>Review Office:</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>◦ Computer &amp; documents</td>
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<tr>
<td></td>
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<td></td>
<td>◦ Phone &amp; Extension</td>
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<td></td>
<td>◦ Files</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Knowledge for all Housekeeping Department Employees</td>
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<td></td>
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<td></td>
<td>Working as a Team With Co-Workers and Other Departments</td>
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<td></td>
<td>Telephone Courtesy</td>
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<td></td>
<td></td>
<td>Housekeeping Key Control System-Signing Out Keys</td>
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<tr>
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<td></td>
<td>Safety Within the Laundry Area</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Linen Storage Areas</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Keeping your Work Area Organized and Tidy</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Housekeeping Inventories</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The Flow of Products:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>◦ Linen</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>◦ Trash</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>◦ Guest supplies</td>
</tr>
</tbody>
</table>
- Cleaning supplies

Shift Checklists for all positions

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### Assistant Executive Housekeeper / Housekeeping Supervisor
### Training Schedule

#### Day Two: Safety, Cost Controls & HR

<table>
<thead>
<tr>
<th>Trainee Initials</th>
<th>Trainer Initials</th>
<th>Date Reviewed</th>
<th>Task Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>MOD Program</td>
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<td></td>
<td></td>
<td></td>
<td>Emergency Procedures</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Key Control Program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Budgeting &amp; Expense Tracking</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Staffing &amp; Scheduling</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Product Care</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Purchasing &amp; Inventoring</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review EOM Linen Inventory for difference of Par Levels</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Product Care &amp; Recovery</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Laundry Efficiency</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Room Time &amp; Efficiency</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>OSHA Requirements</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Employee Interviewing and Hiring</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Company Orientation &amp; Training Procedures</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Couching &amp; Counseling Employees &amp; Termination</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Performance Evaluations &amp; Salary Reviews</td>
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</tbody>
</table>

**Notes:**

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# Assistant Executive Housekeeper / Housekeeping Supervisor Training Schedule

## Day Three: Housekeeping Operation– Room Attendants, Housemen, Public Space Attd.

<table>
<thead>
<tr>
<th>Trainee Initials</th>
<th>Trainer Initials</th>
<th>Date Reviewed</th>
<th>Task Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Daily Line Up</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Housekeeping Module within PMS:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Room Types &amp; Codes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Room Assignments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Changing Room Status</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Out of Order</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Maintenance Issues</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Overall Room Cleanliness and Functionality in Accordance with Brand and Property Standards</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review “How to Clean a Guest Room” SOP</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review how staff is trained to work quickly and efficiently without wasted motion. Maintains an average of 34 Minutes or less, for room cleaning and laundry combined time.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review Maid Carts – Location, Contents, Preparation, Storage</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review Public Space Attendant Carts – location, contents, preparation, storage</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review Key Control For the Department – Key Sign out Sheets</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Schedule regular basic mattress rotation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PM Staff Responsibilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Lost &amp; Found</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>End of Day procedures:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• All room attendants are finished before supervisors and managers leave</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• All rooms are inspected each day</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Room status has been updated in the PMS</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Night / PM shift has punched in and been given assignments</td>
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</tbody>
</table>

## Notes:

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### Day Four: Housekeeping Operation – Laundry

<table>
<thead>
<tr>
<th>Trainee Initials</th>
<th>Trainer Initials</th>
<th>Date Reviewed</th>
<th>Task Reviewed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>The Flow of Laundry:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Process of removing dirty linen from carts, chutes, guest rooms.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Sorting</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Washing / Drying</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Ironing / Folding</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Storage</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Laundry done to completion each day</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Process of getting clean linen back to maids carts, storage rooms and guest rooms</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Equipment Review:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Washers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Dryers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Carts / trucks</td>
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<td></td>
<td>• Tables</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Shelving</td>
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<td></td>
<td></td>
<td></td>
<td>Staffing &amp; Scheduling</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Product Care &amp; Recovery</td>
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<td></td>
<td>OSHA Requirements &amp; Life Safety Issues</td>
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</table>

**Notes:**

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## Assistant Executive Housekeeper / Housekeeping Supervisor
## Training Schedule

### Day Five: Cooperation with Other Departments

<table>
<thead>
<tr>
<th>Trainee Initials</th>
<th>Trainer Initials</th>
<th>Date Reviewed</th>
<th>Task Reviewed</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cooperation with the Maintenance Department</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Oversee the submission of Maintenance Request Forms to insure well maintained guest rooms</td>
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<tr>
<td></td>
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<td></td>
<td>• Assist with the energy management program. Leave lights off after room is clean and leave AC units on appropriate settings</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Maintenance of Laundry equipment, vacuum cleaners and other equipment used by the Housekeeping Staff</td>
</tr>
<tr>
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<td></td>
<td>Cooperation with the Front Desk</td>
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<td></td>
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<td></td>
<td>• Properly inputting all clean rooms into the Property Management System</td>
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<td></td>
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<td></td>
<td>• Removing Out of Order rooms from the inventory</td>
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<td></td>
<td></td>
<td>• Maintaining a high level of communication</td>
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<td></td>
<td>Cooperation with Housekeeping Supervisors and other Department Heads</td>
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<td></td>
<td>• Maintains lost and found in an efficient and secure manner, keeping current and correct records</td>
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<td>• Assists room attendants/supervisors in making minor repairs as needed.</td>
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<td>• Performs other tasks and duties which may be assigned</td>
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**Notes:**

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## Assistant Executive Housekeeper / Housekeeping Supervisor
### Training Schedule

**Day Six: Key Result Indicators-How Your Success as Executive Housekeeper will be Measured**

<table>
<thead>
<tr>
<th>Trainee Initials</th>
<th>Trainer Initials</th>
<th>Date Reviewed</th>
<th>Task Reviewed</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Overall quality of property &amp; guest room cleanliness</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Minutes POR</td>
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<tr>
<td></td>
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<td></td>
<td>Labor costs meet agreed upon goals-Timely completion of short term goals as assigned</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>All Room Department expenses compared to budget and prior year</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Excellent Brand Inspection Scores</td>
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<td></td>
<td>High employee retention (low turnover)</td>
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<td>EOM Linen and other inventory losses are explained</td>
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