HOUSEKEEPING SPECIALIST

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Housekeeping** **Housekeeping Specialist**	**TOTAL TASK(S)**	**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
Start-of-Shift 1. Collection and sign out devices and key (as adopted by establishment): • *Tablet/mobile device* • *Communication device* • *Sub-master key* 2. Check devices and key to ensure in proper working condition: • *Fully charged* • *Logged on to cloud-based e-housekeeping app on tablet/mobile device (as adopted by establishment)* • *Strong and stable connectivity to Internet* 3. Attend briefing 4. Receive and review Room Assignment task sheet via e-housekeeping app on tablet/mobile device (as adopted by establishment)	• Practice good safety guidelines in accordance with organization guidelines • The following information are noted: - Number of guestrooms to be cleaned - Statuses of each guestroom	15 days		

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5. Check and pack cleaning tools and equipment: • *Vacuum robot* • *Wet/dry mop* • *Broom & brushes* • *Protective gloves* • *Cleaning cloths* • *Housekeeping trolley* • *Guestroom supplies and amenities* • *Cleaning agents and chemicals* 6. Perform basic troubleshooting techniques in event cleaning tools and equipment are not working: • *Wiring* • *Power source* • *Rebooting*	- Location of guestrooms (sections/areas) - Cleaning type according to guests' preferences & establishment's sustainability programme - Any other special requests/preferences • Practice good safety guidelines in accordance with organization guidelines & manufacturer's instruction • Practice good safety guidelines in accordance with organization guidelines & manufacturer's instruction			
<u>Servicing & Cleaning of Guestrooms</u>		32 days		

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7. Utilise motorized equipment and tools to perform cleaning: • *Check housekeeping system / mobile app for any special guest's preferences or instruction* • *Activate motorized cleaning tools and equipment to perform respective cleaning duties (as adopted by establishment)*	• Practice good safety guidelines in accordance with organization guidelines • Suspicious activities or damaged items in guestroom are reported to Supervisor			
8. Note down new observations or guest's preferences & report any maintenance work order e.g. fused light bulbs in housekeeping system / mobile app	• Practice good safety guidelines in accordance with organization guidelines			
9. Update room status accurately via housekeeping system / mobile application upon completion of cleaning (as adopted by establishment): • *Integrated PMS will be automatically updated* • *Update stayover rooms on "Do-Not-Disturb" or have refused housekeeping service* • *Receive new room(s) assignment to meet required credits per shift*	• Vacant dirty rooms are updated to vacant clean/inspected for front desk to check in arriving guests • Occupied dirty rooms are updated to occupied clean for Supervisor's inspections			

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10. Handle guests with queries and offer assistance to enhance positive guests' experiences • *Offer warm greetings* • *Provide basic information about property* • *Delivering guestroom amenities upon guest's request* • *Track real-time location of items such as rollaway beds, baby cots using Bluetooth Low Energy (BLE) tags (or as adopted by establishment)*				
<u>End-of-shift</u> 11. Check all assigned rooms for the day are completed and statuses are updated correctly in housekeeping system / mobile app 12. Restock inventories in respective floor pantries using auto-inventory management system (as adopted by establishment): • *Inventories are tracked real-time using smart sensors* • *Notifications automatically sent to Specialists via Robotic Process Automation when inventories fall below threshold preset by establishment*		7 days		

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13. Replenish linen in respective floor pantries to establishment's par level • *Submit request for required linen via e-housekeeping app* • *Unload trolley of fresh linen deposited at designated spot delivered by linen cart robots (as adopted by establishment)* 14. Return and sign in devices and key: • *Tablet/mobile device* • *Communication device* • *Sub-master key*				