



Housekeeping Skills Training Program

Outline of the program:

This pre-vocational training program has been designed to provide the participants with a range of training and workplace experiences in the areas of:

- Occupational health and safety
- Housekeeping
- Personal hygiene
- Customer service
- Laundering
- Cleaning of Rooms

The training will focus on the necessary skills required to get the participants 'job ready' before working in an accommodation or house keeping environment

Trainers appointed to deliver the pre-vocational program are fully accredited, have many years current industry experience and have extensive experience in delivering hospitality training to a diverse range of groups, including indigenous groups, disability groups, mature age and long termed unemployed.

This program has one accredited unit; the training will be conducted to a current industry standard. On successful completion of the program participants will be awarded a Statement of Attendance issued by William Angliss Institute

Costing per group

4 day housekeeping skills program \$420.00 per person min
of 12 pax

General contact details for the South Australia office are:

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Mount Gambier
Leanne Cameron
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Training Program

Day	Date/Time	Description	Venue	Trainer
1	9.30am - 4.30pm	Introduction Introduction to industry - expectations, personal presentation, Legislation Hygiene Occupational health and safety Manual Handling Cleaning Schedule (usage of Chemicals) Customer service basics	TBA	Leanne
2	9.30am - 4.30pm	Chemical Training Prepare work flow plan for the day Prepare cleaning schedule Organise and prepare room for cleaning Equipment familiarisation Use of Chemicals in the Workplace Role of chemicals, air fresheners, bleaches etc Select and use chemicals correctly for cleaning Follow cleaning schedules	TBA	Leanne Chemical Company
3	9.30am - 4.30pm	Follow workplace hygiene procedures- Written Assessment Bed Making Different types of sheet folds Stripping a Bed Packing trolleys Amenities needed Occupational health and safety	TBA	Leanne
4	9.30am - 4.30pm	Different levels of housekeeping Laundering Executive Housekeeping, 5 star- 3star motel Skills needed, Presentation & Interview Skills Course Recap & Wrap up	TBA	Leanne