

- B1. Service Toilet, Bathroom and Public Areas
- B2. Service Kitchen Areas
- B3. Prepare, Maintain and Clear Function Areas
- B4. Service Furnished Areas
- B5. Prepare Beds, Handle Linen and Bedcovers
- B6. Handle, Store Cleaning Equipment and Materials
- B7. Deep Clean Hard Floors and Soft Floor Coverings
- B8. Clean Doors, Windows, Walls, Ceilings and Fixtures
- B9. Provide Laundry Services
- B10. Collect, Return Guests' Laundry
- B11. Maintain Housekeeping Supplies
- B12. Clean/Protect Hard and Semi-Hard Floor Surfaces
- B13. Clean Soft Floor Coverings and Soft Furnishings

BARBADOS VOCATIONAL TRAINING BOARD
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BARBADOS
VOCATIONAL
TRAINING
BOARD

SKILLS TRAINING PROGRAMME

in



HOUSEKEEPING

HOUSEKEEPING

Housekeeping comprises a number of practical activities and would require a great deal of time to be spent by the trainee in a setting which allows for the performance of the duties and tasks listed for this occupation. The trainee will be required to:

- ◆ Stand for long periods of time
- ◆ Walk around rooms while cleaning them
- ◆ Repeat the same motions
- ◆ Handle, control, or feel objects, tools or controls with the hands
- ◆ Kneel, stoop, crouch, or crawl to complete some tasks
- ◆ Support the body for long periods without getting tired by using the stomach and lower back muscles
- ◆ Make fast, simple repeated movements of fingers, hands and wrists
- ◆ Grasp, move or assemble objects with one or two hands.

Orientation and initial training will be undertaken at the Skills Training Centre allocated for the purpose.

Much of the practical aspects of the training, however, will take place within the hospitality industry itself and designated laundries, as trainees are allocated to these establishments for essential on-the-job training.

Monitoring and coaching of the trainees will be done by the demonstrator, in collaboration with the housekeeping supervisor at the hotel or guest house identified for the purpose, and a supervisor from the laundry/Laundromat services.

COURSE OBJECTIVES

On completion of the course, an entry-level housekeeper will be able to:

- ◆ Practice various operations in housekeeping so that the requisite knowledge, skills, attitudes and aptitudes are acquired for this area of work.
- ◆ Apply Occupational Health and Safety Regulations in housekeeping settings.
- ◆ Develop an appreciation for quality and maintain internationally approved standards identified for housekeeping.

OCCUPATIONAL/SKILLS PROFILE— HOUSEKEEPING

- A1. Maintain Safe and Secure Environment
- A2. Maintain Customer Care
- A3. Create and Maintain Effective Working Relationships
- A4. Develop and Maintain Positive Working Relationships with Customers
- A5. Maintain Information Systems to Support Delivery of Service
- A6. Contribute to the Development of Self and Others