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
"Lawrence Green House"
Culloden Road
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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