



THE INTERNATIONAL  
**HOTEL SCHOOL**  
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**Housekeeping Management  
Specialisation Programme  
Current Employees**

**Objective**

This programme is designed and implemented in a manner that aims to develop current Housekeepers and Assistant Housekeepers who can deliver “Five Star” service, using creativity and innovation, to the Hospitality Industry.

**Overview**

Housekeeping is critical to the success of today’s hospitality operations. The programme will introduce Housekeepers and Assistant Housekeepers to the world of Executive Housekeeping. The learning outcomes include:

- What it takes to direct day-to-day operations in this vital department, from “big picture” management down to technical details
- How the Housekeeping Department relates to other operational areas within a hotel including front office, security and maintenance
- The role of each staff member in maintaining high-quality service
- Identification of key management skills and understanding what makes a successful Manager.
- Development of the communication skills essential for effective leadership
- How to increase productivity and raise performance standards
- How to turn basic human resource functions into motivational strategies
- The impact and importance of technology within the hospitality industry
- How computer applications are used in all hospitality functional areas, with emphasis on Rooms Division.
- How to handle vital risk management issues in the hospitality workplace
- An understanding of the basics of Interior Design
- The principles of flower arranging, viz. colours, styles, etc.
- How to present themselves in a professional manner
- How to identify suitable contractors and suppliers as well as how to negotiate with contractors and suppliers
- Understanding financial basics and budgeting
- Managing staff scheduling to increase productivity and raise performance standards
- How to research Housekeeping trends and the innovative application thereof
- The development of assertiveness and the benefit of this to effective communication and management
- The application of sound environmental practices

## **Implementation**

The course will comprise of both an academic and training component and candidates will be current employees in the Housekeeping Department of hotels. The International Hotel School will administer the academic and training components of the programme.

Course work will be run on a workshop basis for two days every second week.

A 70% pass mark is the required standard for the EI AH&LA subject.

<b>Target Population:</b>	Current Housekeepers Assistant Housekeepers
<b>Programme Duration:</b>	12 months
<b>Course Fee:</b>	R 14 000 - payable by the employer.

## **Broad content with suggested training requirements:**

1. The American Hotel & Lodging Association Educational Institute's (EI AH&LA) course:
 

#338 Managing Housekeeping Operations	4 days
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2. Basic Interior Design 4 days
3. Flower Arranging Principles 2 days
4. Personal Grooming / Etiquette / Finishing School 1 day
5. Dealing with Contractors & Suppliers and Negotiating Skills and Assertiveness 2 days
6. Basic Computer Skills 3 days
7. Researching Housekeeping Trends 1 day
8. Hospitality Finance 2 days
9. HACCP and Environmental Practices 3 days
10. Management Skill Builders (7 modules) 6 days
11. Study Leave & Exam 2 days  
30 days

The programme will include Guest Lecturers and field trips and candidates will be required to complete at least 1 case study project.

## **Minimum Requirements**

Candidates should fulfil the following requirements:

- Have attained a minimum education level of a National Senior Certificate or recognised equivalent with a minimum admission points score of 25.
- The medium of tuition will be English and Trainees must have an ability to study and communicate in this language. We therefore require English to be taken as a first or second language. You need to score at least 4 points for English

- Be in a Housekeeping management position
- Have a positive attitude and the ability to communicate at all levels.
- The medium of tuition will be English and candidates must have an ability to study and communicate in this language.

### **Financial Implications**

The programme fee of R14 000 is made up as follows:

- Tuition and Exam Fees
- Textbooks and notes
- Training Material

\*Prices will increase annually and are dependent on inflation and the exchange rate, as some course material is obtained from America.

### **Additional Costs:**

- Living expenses and transport.

### **EI AH&LA Course Content**

#### **#338 Managing Housekeeping Operations**

The role of Housekeeping in Hospitality Operations; Planning and Organising the Housekeeping Department; Housekeeping Human Resources; Managing Inventories; Controlling Expenses; Safety and Security; Managing an On-premises Laundry; Guestroom Cleaning; Public Area and Other Types of Cleaning; Ceilings, Walls, Furniture and Fixtures; Beds, Linen and Uniforms; Carpets and Floors.

#### **Hospitality Management Skill Builders Programme**

These workshops consist of 7 modules, which will be completed in 6 days, comprising tuition and activities. The modules include Managing Training, Leadership, Interpersonal Communication, Managing Work Teams, Managing Employee Performance, Managing Your Time and Proactive Change.

### **Certificates**

On completion of the course, provided candidates pass the EI AH&LA subject, candidates will receive the following certificates:

- IHS and DNA Certificate of Attendance in Basic Interior Design
- Certificate in Basic Flower Arranging for Housekeepers (**S**outh **A**frican **F**lower **U**nion)
- Hospitality Management Skill Builders Certificate (AH&LA)
- Managing Housekeeping Operations certificate (AH&LA)
- IHS Certificates of Attendance in:

Basic Computer Skills  
Hospitality Finance  
Negotiating and Assertiveness Skills  
HACCP Procedures and Environmental Practices

All AH&LA certification may jointly display two other logos, e.g. IHS and the sponsoring Hotel/Group.