

Training Modules for your Center



# Housekeeping

*"The place this material shined is in getting the staff to open up with me on topics like attire, how they feel appreciated (or not), the importance of what they do, and getting them to talk about some of their experiences with guests. They even pointed out some things that they do in rooms above and beyond the expectations."*

--An IACCA conference director

## Description

Train your housekeeping staff so that: guests feel taken care of and welcomed, the Center maintains a consistent high level of quality, housekeepers are safe on the job, and housekeepers feel valued. Train your new housekeeping staff as well as engaging your current housekeeping staff with a refresher course. This training is ready for the head of Housekeeping or Guest Services to easily adapt the materials.

**Components.** This module contains all of the following great materials for you to customize for your Center.

- Instructors Guide: Describes several hands-on activities to use with your staff.
- Slideshow: A template for you to adapt to your Center by adding your procedures, photos, and logos. This becomes a platform for discussions at your Center.
- Sample checklists and forms.
- Certificate of completion.
- Web resources: Additional background information, supplemental information, or materials to incorporate into your tailored training.
- IACCA core principles related to the topic.
- Instructor evaluation.
- Student evaluation.

**Audience:** Your housekeeping staff.

**Length:** 2 hours.

**Cost:** \$79 IACCA Member Center; \$99 Other IACCA Member  
\$199 non-IACCA member. Purchase online at [www.iacca.org](http://www.iacca.org)

**Computer requirements:** Microsoft Office 2000 and newer (Excel, Word, PowerPoint).

**License:** When you purchase the module, you have full permission to adapt and use the materials with unlimited use at your conference or retreat Center. However, you may not rent, lease, loan or resell the Licensed Product. Further details are on the Web site.



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