

Rosen College of Hospitality Management

UNIVERSITY OF CENTRAL FLORIDA

Introduction to Housekeeping

Presented by Gisele Canova



FLORIDA INNS CHAPTER

Agenda

At the end of this session, participants will be able to:

- Understand the importance of housekeeping, the impact it has on guests, and the intrinsic meaningfulness and satisfaction derived from housekeeping work.
- Recognize housekeeping's most critical safety areas and apply safety techniques.
- Apply an efficient workflow strategy for cleaning guestrooms.





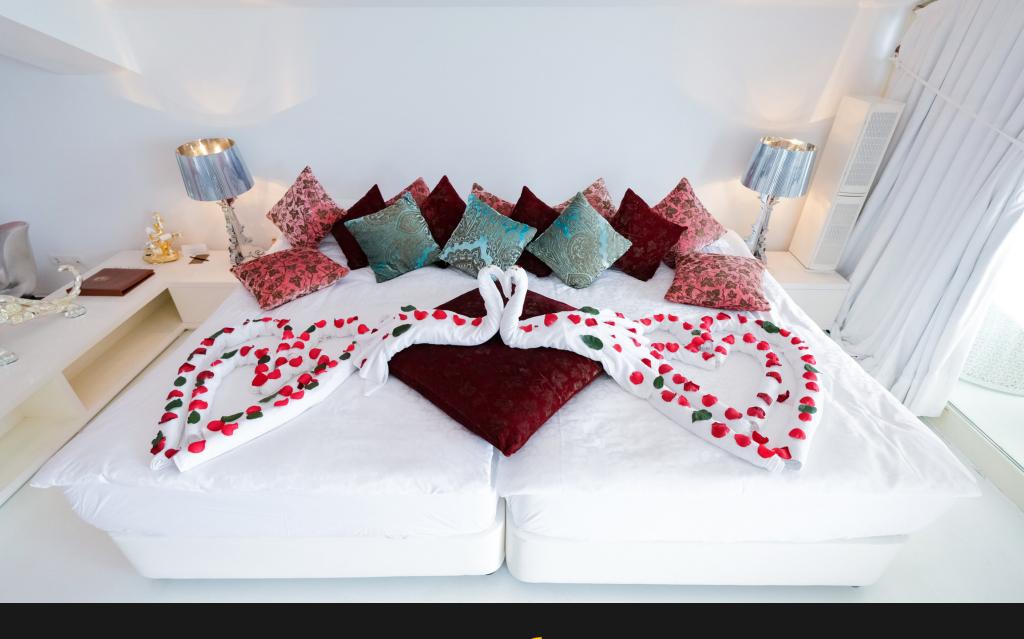


ABOUT ME









The Heart of the House











SAFETY FIRST





SAFETY FIRST







SAFETY FIRST











Efficient Cleaning Workflow







Remember the baseboards





Come back and inspect your own work







BE YOUR **GUEST**







Have an Idea, need more tools?







Engage in a natural, friendly and interested manner



Friendly Smiles and eye contact 10 feet away: Acknowledge 5 feet away: Verbal greeting



Partly escort guests when possible, never simply pointing

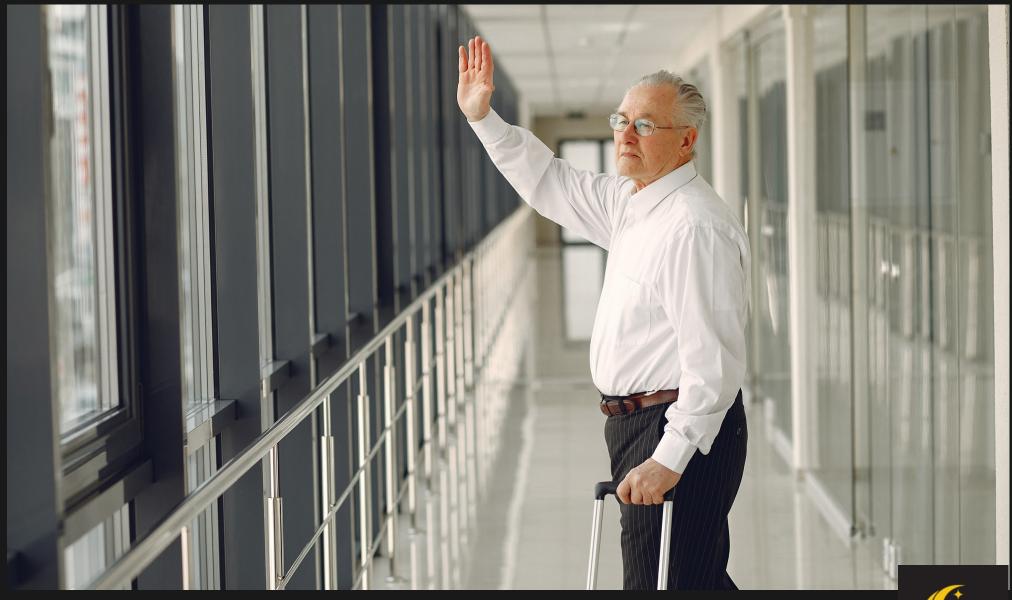


Be positive, never blame others, apologize if needed, offer solutions instead of no right away



Carefully watch and listen





Give each guest an attentive farewell





