



Introduction to Housekeeping

Presented by Gisele Canova



**FLORIDA
RESTAURANT &
LODGING
ASSOCIATION**

FLORIDA INNS CHAPTER



UCF

**Rosen College of
Hospitality Management**

UNIVERSITY OF CENTRAL FLORIDA

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.



Agenda

1. Your role
2. Safety and efficiency
3. Guest Services



ABOUT ME



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The Heart of the House



Self-Care



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SAFETY FIRST



hazard delivery Staff



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SAFETY FIRST



SAFETY FIRST





SAFETY FIRST

A hand holding a black marker, having just finished writing the text "SAFETY FIRST". The hand is positioned on the right side of the image, with the marker tip pointing towards the text.



Efficient Cleaning Workflow

Look up, down and around



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Remember the baseboards



Come back and inspect your own work





No trace of previous guests

BE YOUR GUEST



**BE
YOUR
GUEST**



Have an
Idea, need
more
tools?





**SMALL
TOUCHES**



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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**



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**Give each guest an
attentive farewell**



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**Display a high level of
confidence and pride when
when performing your role**

"Clean is clean,
a smile is a smile's

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