

## Great Housekeeping = Working Safe + Working Smart!



What feature do you think guests value more than any other? Swimming pools? Health Clubs? Fancy restaurants?

Actually, guests rate a clean room as the most important feature of a hotel. That makes a good housekeeper one of the most important assets a hotel can have. The second most valued feature was good customer service.

As I have visited properties across the country, one of the most common complaints from General Managers is inconsistently cleaned guestrooms and no readily available solution to the problem.

First, it's about finding the right people. Actually the right person. An Executive Housekeeper who knows their craft is worth more than their weight in gold. If you can find people with hospitality DNA (common traits are a ready smile and a desire to serve) to work with them than you have the beginnings of a great housekeeping team.

The next challenge is to then train each member of the team in a consistent fashion.

There are literally hundreds of basic training programs available. Few, if any, engage the team. The Diamond Housekeeping for Success program is a web-based training tool designed to engage your team and to promote great housekeeping. Developed with skilled Housekeeping Teams, this program will become the foundation for building *Best Practices* in your housekeeping department. A clean hotel is a welcoming environment for your guests. This program is also a valuable aid in your quest to having the housekeeper understand how important they are in supporting the guest service goal of the property, exceeding guest expectations.

**Work Safe.** The focus is on working safe. A staff that knows they are working in a safe and secure environment will work harder... be more loyal. This program provides your team with training on how to stay safe which reduces costs and liability associated with worker's compensation claims, absenteeism and turnover.

**Work Smart.** The focus is on working smart. Housekeepers that know their way around the guestroom will be more thorough and work faster. This will result in guests that are happy and a housekeeping team that takes pride in its work.



### Diamond Housekeeping for Success

It's about Working Safe and Working Smart. 23 steps that assure great housekeeping, lower costs and cleaner rooms. Best practices are reinforced by participation in the game show "Coming Clean!" For a sample module go to: **[www.wetrainhotels.com](http://www.wetrainhotels.com)**

📄 **Great Training is Now Only A Click Away!**

*Please go to [www.wetrainhotels.com](http://www.wetrainhotels.com) for more information or contact Laurence Marans at*