

Housekeeping Operations and Training Manual

(It is important that you review every section of this manual and add to, change or remove all sections that do not match up with your property. It is also important to review this document, with regards to what is legally correct in your operating area and if you operate in a union environment, that the words stay within the context of the existing union contract.)

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Diamond Edge

We Train Hotels.com

Taking Service to the Next Level

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Welcome

Welcome to Diamond Edge training for the housekeeping team. This program is all about allowing you to excel as a Room Attendant.

A Room Attendant is defined as an employee of an establishment such as an inn or hotel, who performs housekeeping tasks. While this definition is technically correct, it doesn't begin to describe the effect you and other Room Attendants have on guests.

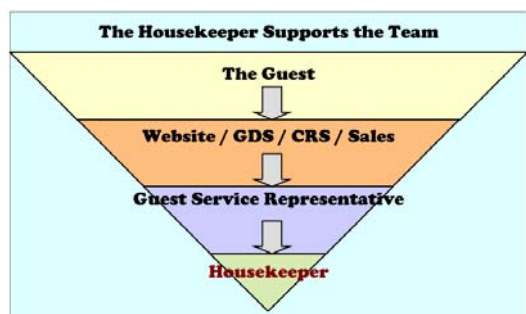
Many studies have shown that clean rooms and public areas are the most important factors in determining whether guests will return to a hotel. By cleaning guestrooms, you make a difference in the success of your hotel and in the comfort of your guests.

You have a job to be proud of—without you, the hotel would be empty. No one would check into a room that had dirty sheets, damp towels, and a floor littered with garbage.

You make sure each guest has a room complete with all the comforts that amenities can offer, and all the warmth that a clean room can bring.

You make the difference!

Your Mission



The Housekeeping Department's mission is to provide clean, comfortable guest rooms in a manner which will promote guest loyalty. This means that our guest will always find a consistently made, first class room every time they check-in to your Hotel. If there is a problem, it means that the guest's concerns will be dealt with swiftly and with a smile. Our role is not to determine right or wrong, or to assess blame, but rather to quickly resolve the complaint

and restore the guest's faith in your Hotel. Your operating Departmental motto is ***"The Guest Is Always Right"***.

In a recent guest satisfaction survey, ***A clean room*** was the guest's most important concern. Having a clean room ranked higher than other attributes, including safety and security, comfortable beds, personal care items (shampoo, toothpaste, etc.) and fluffy towels. Above everything else, the guest wants a ***clean room***.

Just think of the number of times you've walked into a hotel room and how you based your impressions of the hotel on that room. The first thing you noticed was the bed (is it neatly made, have the tables been dusted, is the bathroom clean, do the lights work, etc.?). In the first few minutes, you've evaluated the room based on your "personal" checklist. And if that room didn't meet your standards, good-bye hotel and in some cases, good-bye hotel chain.

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Please complete this form to order your copy of our **Housekeeping Manual**.

\$99.00*

This Operations and Training Manual will be delivered as a MS Word Document by email which can be completely customized for your property. If a DVD is required you will be quoted on the additional cost mailing and handling charges.

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