

Customer Care for Housekeepers

Training Materials for Hotel Housekeeping Staff

Table of Contents

| Unit No. | Unit Name | | |
|------------|------------------------------------|---|--|
| | Introduction | | |
| 1. | Cleaning Guest Rooms | Summary Chart Lesson Plans Worksheets | |
| 2. | Customer Care | Summary Chart Lesson Plans Worksheets | |
| 3. | Safety and Emergencies | Summary Chart Lesson Plans Worksheets | |
| 4. | Introduction to the Hotel | Summary Chart Lesson Plans | |
| Appendix 1 | Slides | | |
| Appendix 2 | Flashcards | | |
| Appendix 3 | Guest Requests on Customer Care CD | | |