The housekeeping department plays a vital role in attracting and keeping the guest as it maintains top quality decor and service in the hotel. Housekeeping is the department which determines to a large extent whether guests are happy during stay.

A hotel service position, a houseman (or housekeeping) employee performs all the behind-the-scenes maintenance to ensure hotel rooms and facilities are clean and functioning properly. At both large, luxury hotels and smaller, privately managed hotels, a houseman assists all hotel staff members in cleaning and preparing rooms for guests and larger areas for events. The houseman must be able to move around quite a bit, be able to lift things and exhibit a professional attitude toward his work and the hotel's management team.

Below are some points that explain in which way housekeeping department is important for a hotel:

- The housekeeping department in a hotel essentially deals with the cleanliness in a hotel. The guests feel comfortable in an environment which is clean and well ordered.

- The housekeeping department also takes care of the rooms in the hotel and it maintains the decorative items in the hotel room in a perfect condition. Some interconnected rooms are also made which will be helpful to the guest and families. Many hotels offer suits to the guest.

- Housekeeping department also offers laundry, dry cleaning and shoe polishing facilities for the guests.

- Most of the complaints from the customers come to the housekeeping department and they are sorted out.

- The housekeepers also assist in purchasing of the items required for the hotel and also help the sales team.

- The housekeeping department also includes gardeners, maintenance men, bellhops, laundry staff and floor managers, as well as, occasionally, customer service professionals.

- This department is also responsible for security, safety and environmental duties such as composting and recycling.

- They also responsible in losing or gaining the reputation for the hotels.

- They also offer specialized service to the guest and play an important role in customer satisfaction.

A guest sends more time in a room than any other area in the hotel, so keeping the room clean is the duty of housekeeping department and the satisfied customer visits the hotel again, by this way housekeeping department helps to increase the revenue of the hotel.
Objective of the program:

- Identify the objectives of the workshop with respect to the vision and mission of service industry
- Understand the organization & functioning of hospitality industry
- Demonstrate skills required for setting the scene thereby giving the guest a home away from home experience
- Demonstrate common housekeeping practices at work
- Display safety practices at work

Elements of the Program:

The program has been designed to ensure imparting skills for performing the job of a GDA. The program comprises of:

- Day in the life of Housemen
- Housekeeping as a department
- Coordination with other departments
- Grooming & personal hygiene
- Cleaning procedures
- Rooms- A source of revenue
- Bed making
- Housekeeping practices
- Energy & water conservation
- Disaster management
- Universal Safety Precautions
- Pest control
- Linen & laundry
Methodology:

Instructor Led Learning, Video based learning, Group discussion, Situation handling activities, Role plays, Practical, Assessments.

Benefits of the Program:

After completion of this training, the participant would be able to perform the job of housemen.

Program Duration:

- 95 hours spread over 24 days of classroom training
- 100 hours of OJT