

Saturday, March 2, 2019 - 5.00 to 8.00 p.m.

The concept of housekeeping is simplistic; but when one considers maintaining 'World Class' housekeeping standards on 24 X 7 X 365 basis in several rooms, offices, service areas and public areas the task becomes gigantic. Add to this the need to accommodate, constantly changing requirements and convenience of guests, visitors and staff members, it can get complicated.

Housekeeping – the quality of décor, the upkeep of the facilities, cleanliness, order and comfort attract the people and business volume and hence critical to any industry. Even small investments yield high returns.

Content

- Current issues and challenges
- Organizing Housekeeping Department – Layout, Team, Roles, Manning, Essential qualities of housekeeping staff
- Control desk, Estimating service workload, Preparing Schedules, Staff deployment, Leave planning,
- Floor Linen/service room – Equipment, Requisitioning fresh linen and supplies, storage tips, records
- Process improvement
- 5 S – Co-opting others in better housekeeping

Faculty

Suresh Pandit – Management and Productivity coach-consultant-learning facilitator. Housekeeping specialist from BVG

Fee: Rs.700/- per person including GST. (Towards programme fee, course material and refreshment). The cheque may please be drawn in the name of 'Ahmedabad Management Association.'

