



## **Standard Operating Procedure (SOP)**

**Title:** Housekeeping – Staff Training  
**Version:** 1  
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### **1. Purpose**

This SOP outlines the guidelines for onboarding and training new housekeeping staff at Tamborine Mountain Glades. It also details the ongoing training requirements and development programs to ensure continuous improvement and maintain high standards of service.

### **2. Scope**

This SOP applies to all housekeeping staff at Tamborine Mountain Glades, including new hires, existing employees, and supervisory staff. It covers initial training during onboarding as well as ongoing professional development.

### **3. Responsibility**

Supervisors and managers in the housekeeping department are responsible for implementing and monitoring the training program. They must ensure that all staff receive the necessary training and support to perform their duties effectively. Employees are responsible for actively participating in training and applying the knowledge and skills they acquire.

### **4. Procedure**

#### **4.1 Onboarding and Training New Housekeeping Staff**

##### **1. Orientation:**

- **Introduction to the Hotel:**
  - Provide a general overview of Tamborine Mountain Glades, including its mission, values, and service standards.
  - Introduce the new employee to key departments and staff members.
- **Tour of the Property:**
  - Conduct a guided tour of the property, highlighting key areas such as guest rooms, common areas, laundry facilities, and storage rooms.
  - Explain the layout of the hotel and the location of housekeeping supplies and equipment.

##### **2. Overview of Housekeeping Department:**

- **Department Structure:**
  - Explain the organizational structure of the housekeeping department, including roles and responsibilities.
  - Introduce the new staff member to their immediate supervisor and team members.
- **Housekeeping Standards:**



- Review the hotel's cleanliness standards and expectations for guest rooms and common areas.
  - Discuss the importance of attention to detail, guest privacy, and maintaining a professional demeanor.
3. **Training on Standard Operating Procedures (SOPs):**
- **Room Cleaning SOPs:**
    - Provide hands-on training on the procedures for cleaning different types of rooms (e.g., standard rooms, premium rooms, spa rooms).
    - Demonstrate proper techniques for making beds, dusting, vacuuming, and sanitizing surfaces.
  - **Bathroom Cleaning SOP:**
    - Train on the specific steps for cleaning and sanitizing bathrooms, including restocking supplies and paying attention to high-touch areas.
  - **Chemical Handling and Safety SOP:**
    - Educate on the safe handling, storage, and use of cleaning chemicals. Emphasize the importance of wearing personal protective equipment (PPE) and following safety guidelines.
  - **Guest Interaction SOP:**
    - Provide training on how to interact with guests professionally and courteously, including handling guest requests and respecting privacy.
4. **Equipment Training:**
- **Use of Cleaning Equipment:**
    - Train on the proper use and maintenance of housekeeping equipment, such as vacuum cleaners, mops, and carpet cleaners.
    - Demonstrate how to inspect equipment for safety and report any issues.
  - **Handling Linens and Laundry:**
    - Train on the procedures for collecting, washing, drying, folding, and delivering linens and towels.
    - Discuss the importance of maintaining hygiene and preventing cross-contamination.
5. **Communication Training:**
- **Use of Communication Tools:**
    - Train on the use of radios, messaging apps, and other communication tools used in the housekeeping department.
    - Explain the importance of clear and concise communication, especially when coordinating tasks and reporting issues.
  - **Daily Briefings and Reports:**
    - Introduce the new staff member to the daily briefing process and explain how to provide updates and report on completed tasks.
6. **Supervised Practice:**
- **Shadowing:**
    - Pair the new employee with an experienced housekeeping staff member for shadowing. Allow them to observe and practice under supervision.



- Gradually increase their responsibilities as they become more comfortable with the tasks.
  - **Feedback and Evaluation:**
    - Provide regular feedback during the training period, addressing any areas that need improvement.
    - Conduct a formal evaluation at the end of the training period to assess the employee's readiness to work independently.
- 7. Completion of Onboarding:**
- **Final Review:**
    - Meet with the new employee to review their progress and address any remaining questions or concerns.
    - Confirm that they have completed all required training and are confident in their ability to perform their duties.
  - **Certification:**
    - Issue a certificate or formal acknowledgment of training completion, which may be documented in their employee file.

#### 4.2 Ongoing Training Requirements and Development Programs

##### 1. Regular Refresher Training:

- **Scheduled Refresher Courses:**
  - Conduct refresher training sessions on key SOPs, such as chemical handling, guest interaction, and equipment use, at least once every six months.
  - Use these sessions to reinforce best practices, address any recurring issues, and introduce updates to procedures.
- **Safety and Compliance Training:**
  - Provide regular training on safety protocols, emergency procedures, and compliance with local health and safety regulations.
  - Ensure all staff are up-to-date with their understanding of PPE usage and chemical safety.

##### 2. Skills Development:

- **Advanced Cleaning Techniques:**
  - Offer training on advanced cleaning techniques, such as stain removal, deep cleaning, and dealing with specific cleaning challenges (e.g., mold, pests).
  - Encourage staff to share tips and tricks they have learned in the field.
- **Customer Service Excellence:**
  - Provide training on customer service skills, including how to handle difficult situations, resolve guest complaints, and exceed guest expectations.
  - Role-play scenarios to practice these skills in a safe environment.

##### 3. Career Development Programs:

- **Leadership and Supervisory Training:**
  - Offer training programs for staff interested in advancing to supervisory or management roles within the housekeeping department.
  - Topics may include team management, conflict resolution, budgeting, and scheduling.



- **Cross-Training:**

- Provide opportunities for housekeeping staff to cross-train in other departments (e.g., front desk, maintenance) to broaden their skills and knowledge.
- Encourage staff to pursue additional certifications or qualifications relevant to the hospitality industry.

#### 4. Performance Reviews and Goal Setting:

- **Regular Performance Evaluations:**

- Conduct performance reviews with housekeeping staff at least annually to assess their strengths, identify areas for improvement, and set goals for the coming year.
- Use these reviews to identify training needs and development opportunities.

- **Individual Development Plans (IDPs):**

- Work with staff to create Individual Development Plans that outline their career goals and the steps needed to achieve them.
- Provide support and resources to help staff pursue their goals, such as access to training courses or mentorship.

#### 5. Mentorship and Peer Learning:

- **Mentorship Program:**

- Pair less experienced staff with seasoned employees who can provide guidance, support, and on-the-job training.
- Encourage mentors to share their knowledge and experience, fostering a culture of continuous learning within the department.

- **Peer Learning Sessions:**

- Organize regular peer learning sessions where staff can discuss challenges, share experiences, and learn from each other's successes.

### 5. Quality Control

#### 1. Training Evaluation:

- **Feedback from Trainees:**

- Collect feedback from new hires and current staff on the effectiveness of the training program.
- Use this feedback to make improvements and adjustments to the training content and delivery methods.

- **Supervisor Assessment:**

- Supervisors should regularly assess the performance of trained staff to ensure they are applying what they have learned effectively.
- Identify any gaps in knowledge or skills that may require additional training.

#### 2. Training Records:

- Maintain detailed records of all training sessions, including dates, topics covered, and the names of participants.
- Ensure that training records are up-to-date and accessible for review by management.

### 6. Safety Precautions



**1. Safety Training:**

○ **PPE Usage:**

- Ensure that all staff are trained on the proper use of PPE during their initial onboarding and in ongoing safety training sessions.

○ **Emergency Procedures:**

- Provide training on emergency procedures, including evacuation routes, fire safety, and first aid, as part of the onboarding process and in regular safety drills.

**2. Handling Chemicals:**

○ **Chemical Safety:**

- Reinforce the importance of following the Chemical Handling and Safety SOP, including the proper storage, use, and disposal of cleaning chemicals.

**7. Documentation**

**1. Training Logs:**

- Maintain a training log for each employee, documenting the training sessions they have attended, the skills they have acquired, and their progress over time.
- Update training logs regularly to reflect ongoing training and development activities.

**2. Certification Records:**

- Keep records of any certifications or qualifications obtained by housekeeping staff, including those related to safety, cleaning techniques, and customer service.

**8. Training Materials**

**1. Training Manuals:**

- Develop and maintain comprehensive training manuals that cover all SOPs, safety protocols, and housekeeping procedures.
- Ensure that training materials are accessible to all staff, both in print and digital formats.

**2. Visual Aids and Demonstrations:**

- Use visual aids, such as videos, diagrams, and live demonstrations, to enhance the training experience and improve understanding.

**9. Training Delivery Methods**

**1. Hands-On Training:**

- Emphasize hands-on training methods that allow staff to practice skills in real-life scenarios.
- Provide opportunities for staff to work under supervision until they demonstrate competence.

**2. E-Learning and Online Resources:**

- Offer e-learning modules and online resources for staff who prefer to learn at their own pace or need refresher training.
- Ensure that online training content is up-to-date and relevant to the housekeeping department's needs.