

PROFESSIONAL HOUSEKEEPING OPERATIONS

JANUARY 2024



The NIHF, in conjunction with Hallmark Training, has created a one-day programme for Housekeeping Attendants.

The aim of this programme is to help housekeeping/room attendants develop best practice in servicing hotel accommodation. At the end of this programme participants will be able to:

- Recognise the importance of the accommodation department & its contribution to the bottom line
- State what is expected of them as house assistant/room attendants
- Describe the main principles & practices of cleaning
- Explain the importance of standards
- Be better able to clean hotel accommodation to the standards required

The content has been created with a practical approach designed to give a good grounding to front line staff within the housekeeping function, to highlight the importance of their role and to instil best practice principles.

Participative methods will be used throughout the programme, building upon the existing experience of course members. Learning methods used will include tutor input, discussion and syndicate exercises. There will be a physical room check and discussion on findings.

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Maldron Hotel Belfast City Centre
Tuesday 9th or Wednesday 10th
January 2024

09.30 - 16.00

This course costs £95 + VAT per person. Places are very limited to ensure that everyone benefits from the training.

This one-day course will be held in the Maldron Hotel Belfast City Centre. Two dates are available - the course will be the same on both days.

You can book the course online now via nihf.co.uk or call us on 028 9077 6635.



Mary Hall, Hallmark Training

The course will be delivered by Mary Hall who has significant practical experience working directly in the tourism industry prior to and throughout her career in Fáilte Ireland.



HALLMARK TRAINING

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