

# PROFESSIONAL HOUSEKEEPING MANAGEMENT



**TWO-DAY COURSE - 13TH & 14TH JANUARY 2026**

The NIHF, in conjunction with Hallmark Training, has created a two-day training programme for Supervisors, Managers and those who wish to progress to that level within the housekeeping department.

The programme will look at the overall role of the housekeeping department within a hotel, the importance of the supervision and will cover key areas in housekeeping including:

- Role & function of accommodation department
- Role of the supervisor/manager
- Prioritising tasks and goal setting
- Setting & managing standards
- Inspections
- Leadership & motivating your team
- Complaint handling

The content has been created with a practical approach designed to give the principles of management and supervision within the housekeeping/ accommodation department, highlighting the importance of the department within a hotel operation and the skills required to manage operational staff.

**BOOK ONLINE NOW AT  
[NIHF.CO.UK](http://NIHF.CO.UK) OR CALL US ON  
028 9077 6635**

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**DoubleTree Belfast City Ten Square  
Tuesday 13th and Wednesday 14th  
January 2026  
09.30 - 16.00 each day**

This course costs £260 + VAT per person. Places are very limited to ensure that everyone benefits from the training.

Accommodation is available in the hotel from £145 per room, including 3-Course Meal in Jospers Restaurant & Breakfast (Single Occupancy). Please contact the hotel directly to book.



**HALLMARK TRAINING**

BESPOKE MANAGEMENT, SUPERVISION  
ACCOMMODATION & STAFF TRAINING

**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.*