

AA Half day Housekeeping Workshop

Course overview

This interactive half-day course provides the perfect opportunity for attendees to increase their awareness of all aspects of the housekeeping operation and to improve their understanding of the criteria by which the AA assesses cleanliness, presentation and maintenance.

About the course

The Housekeeping quality session offers an interactive assessment of quality standards within bedrooms and bathrooms for housekeeping staff and management.

Your often unsung heroes within the housekeeping team sometimes need a bit of TLC and a few ideas to perk them up. This is an interactive workshop session and assessment of quality standards within bedrooms and bathrooms for housekeeping staff and management.

The course features a range of interesting modules, including practical assessments and how the importance of good housekeeping in all areas of the establishment (internally and externally), work within the AA Quality Standards.

*Delegates' will receive an attendance certificate after the course.



Who should attend the course

This course is ideal for:

- Executive housekeepers
- Head housekeepers
- Supervisors
- Front of house managers
- Room attendants

We talk, discuss and test delegate's knowledge on...

1. How the AA Assesses Housekeeping Standards
2. How to Improve the Quality of Housekeeping
3. Reinforcement of Standards and Checking Procedures
4. Internal and External Cleanliness and Presentation
5. Common Challenges Interactive Session
 - Bedrooms
 - Bathrooms
 - Restaurant
 - Public Areas
 - Leisure Club
 - External Areas
6. The AA Inspection Process
7. 'Hotel Babylon' Video (Five Star Hotel Findings)
8. Quality Scoring
9. Bedroom and Bathroom Quality
10. Order of Cleaning
11. The Importance of Cleanliness
12. Bedroom and Bathroom Attention to Detail Exercise
 - Analyse the cleanliness, maintenance and presentation of 'staged' rooms
 - What will you find on closer inspection?
 - Are first impressions positive?

*The course content is subject to change

Main objectives

- To increase the quality of all aspects of housekeeping
- To reinforce best practice standards
- To understand the key aspects of bedroom/bathroom cleaning
- To gain knowledge of housekeeping systems
- To learn how housekeeping fits with the AA Quality Standards



Testimonial

The Principal Hayley Group recognises that our Housekeepers are the team behind the scenes on whom we rely to keep our fantastic properties in great shape. We enlisted the help of our account manager from the AA to help us energise and re-focus all our Housekeepers on standards of service for 2011. I am happy to say that without exception we achieved our aim!

“Our account manager showed great insight and quickly established a rapport with the Housekeepers, her expertise and knowledge of the subject ensured even the most seasoned Housekeeper left with lots of new ideas on how to further improve cleaning and service standards”.

Joyce Webb – Group Training Manager, Principal Hayley Hotels and Conference Venues

Who will be carrying out the course?

The AA Housekeeping Workshop will be led by one of the AA's experienced and professional inspectorate team.

BOOK NOW!

To book call **01256 844455** or email
HotelServicesCustomerSupport@theAA.com

This course is also available for private bookings for individual hotels

View www.AAhotels.com for information on our full range of training and consultancy services.