

Technical Skills Training Checklist

Room Attendant

No.	Task	Time	Trainer	Completed	Comments
Day 1					
1.01	How to refill cleaning supplies.	10			Explain labeling (HazCom/WHMIS)
1.02	How to use the tools and chemicals.	15			
1.03	How to prepare the housekeeping bags.	15			
1.04	How to enter a guest room.	10			
1.05	Bedroom and bathroom linens.	10			
1.06	How to vaccum the carpet.	10			
1.07	How to remove a room service cart/tray.	10			
1.08	How to check and report electrical faults.	10			
	Total training time: 1 hr 30 mins	90			
Day 2					
2.01	How to check and open curtains.	10			
2.02	How to empty and clean trash cans.	10			
2.03	How to clean and empty ashtrays.	10			
2.04	How to strip a bed.	15			
2.05	How to make a bed.	30			
2.06	How to dust a headboard, bedside, table, drawers.	10			
2.07	How to dust a doorframe and baseboard.	10			
2.08	How to dust a luggage rack.	5			
2.09	How to clean mirror.	15			
2.10	How to dust and clean the entertainment unit.	15			
	Total training time: 2 hrs 10 mins	130			
Day 3					
3.01	How to dust the desk.	10			
3.02	How to dust a lamp stand.	10			
3.03	How to clean a chair.	10			
3.04	How to vaccum a sofa.	10			
3.05	How to clean a phone.	10			
3.06	How to clean the window and frame.	5			
3.07	How to clean a minibar/fridge.	10			
3.08	How to clean a bathtub.	10			
3.09	How to clean the bathroom walls.	10			
3.10	How to clean the AC vents.	10			
	Total training time: 1hr 35 min	130			
Day 4					
4.01	How to clean a shower.	10			
4.02	How to clean a toilet.	10			
4.03	How to clean a sink and marble vanity.	10			
4.04	How to polish towel bars.	10			
4.05	How to clean a bathroom mirror.	10			
4.06	How to clean the bathroom floor/tiles.	10			
4.07	How to replenish the bathroom amenities	10			
4.08	How to prepare a VIP room.	20			
4.09	How to prepare an arrival rooms.	10			
4.10	Guest service request.	10			
4.11	Request for privacy.	10			
	Total training time: 2h	120			

No.	Task	Time	Trainer	Completed	Comments
Day 5					
5.01	Room statuses and punching rooms.	20			
5.02	How to make a bed with a top sheet.	30			
5.03	How to make a bed with a blanket.	30			
5.04	How to make a rollaway bed.	30			
5.05	How to make a baby crib.	30			
5.06	How to set up and check guestroom stationary.	15			
	Total Training Time: 2h 35min	155			
Day 6					
6.01	How to hang bathrobes.	10			
6.02	How to place terry linen.	10			
6.03	How to call in maintenance requests.	10			
6.04	How to use air freshener.	10			
6.05	How to use the linen chute.	10			
6.06	How to handle discards.	10			
6.07	How to handle rewash.	10			
6.08	How to organize the floor closet.	10			
6.09	What to do if the vacuum cleaner is not working.	10			
6.10	How to page	15			
6.11	How to report missing items.	10			
	Total Training Time: 2h 5min	125			
Day 7					
7.01	How to handle lost and found.	10			
7.02	How to work safely.	20			
7.03	Security on guest floors.	30			
7.04	How to sign in and out master keys.	10			
7.05	Guest contact.	10			
7.06	How to attend to guest request.	20			
7.07	How to provide turndown service.	45			
	Total Training Time: 2h 25 min	145			
	Total training time: 14h 30min	870			



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Technical Skills Training Checklist

Lobby Attendant

No.	Task	Time	Trainer	Completed	Comments
Day 1 Keep Public Restrooms Clean and Properly Stocked					
1.01	Queen's Park restrooms	10			
1.02	Roof restrooms	10			
1.03	Lobby restrooms	10			
1.04	Yorkville/Granite room restrooms	10			
1.05	2nd floor NT restrooms	10			
1.06	Cleaning toilets	20			
1.07	Cleaning urinals	20			
1.08	Folding toilet paper and facial tissue to a point	10			
1.10	Spot clean all mirrors	20			
1.11	Re-stock hand towels	10			
1.12	Empty garbage cans	10			
1.13	Wipe soap dispensers and counter tops	20			
	Cleaning floor as necessary	20			
	Total Training Time: 3h	180			
Day 2 Clean Lobby and Outside Greeting Area					
2.01	Clean ashtrays	10			
2.02	Keep tables and chairs neat and tidy	20			
2.03	Check lobby trinkets for garbage (decorative chests)	20			
2.04	Keep floor clean and free of debris	20			
2.05	Spot clean all mirrors and glass	20			
2.06	Vacuum carpet as needed	20			
2.07	Clean public phones, restock paper and pens	20			
2.08	Remove garbage from Concierge and Front Desk	20			
2.09	Front Desk	20			
2.10	Dust pictures and banister	20			
	Spot clean 2nd floor meeting hallway	20			
	Total Training Time: 3h 10min	190			
Day 3 Clean Elevators an Other Areas					
Clean Elevator					
3.01	Wipe down mirrors	10			
3.02	Wipe down brass	20			
3.03	Wipe down wood panels	10			
3.04	Clean elevator floors	20			
Other Areas					
3.05	Remove garbage from the parking ramp	10			
3.06	Remove cigarette butts and garbage from employee entrance	10			
3.07	Monitor NT chute and replace full linen carts with empty ones	10			
3.08	Project of the night (if time permits)				
3.09	Any other task assigned by the housekeeping manager				
3.10	Deliver guest laundry by 6PM every night	20			
	Total Training Time: 1h 50min	110			
	Total Training Time: 4h	480			



This training outline was developed by Paul Gingras,
Executive Housekeeper, Park Hyatt Toronto.