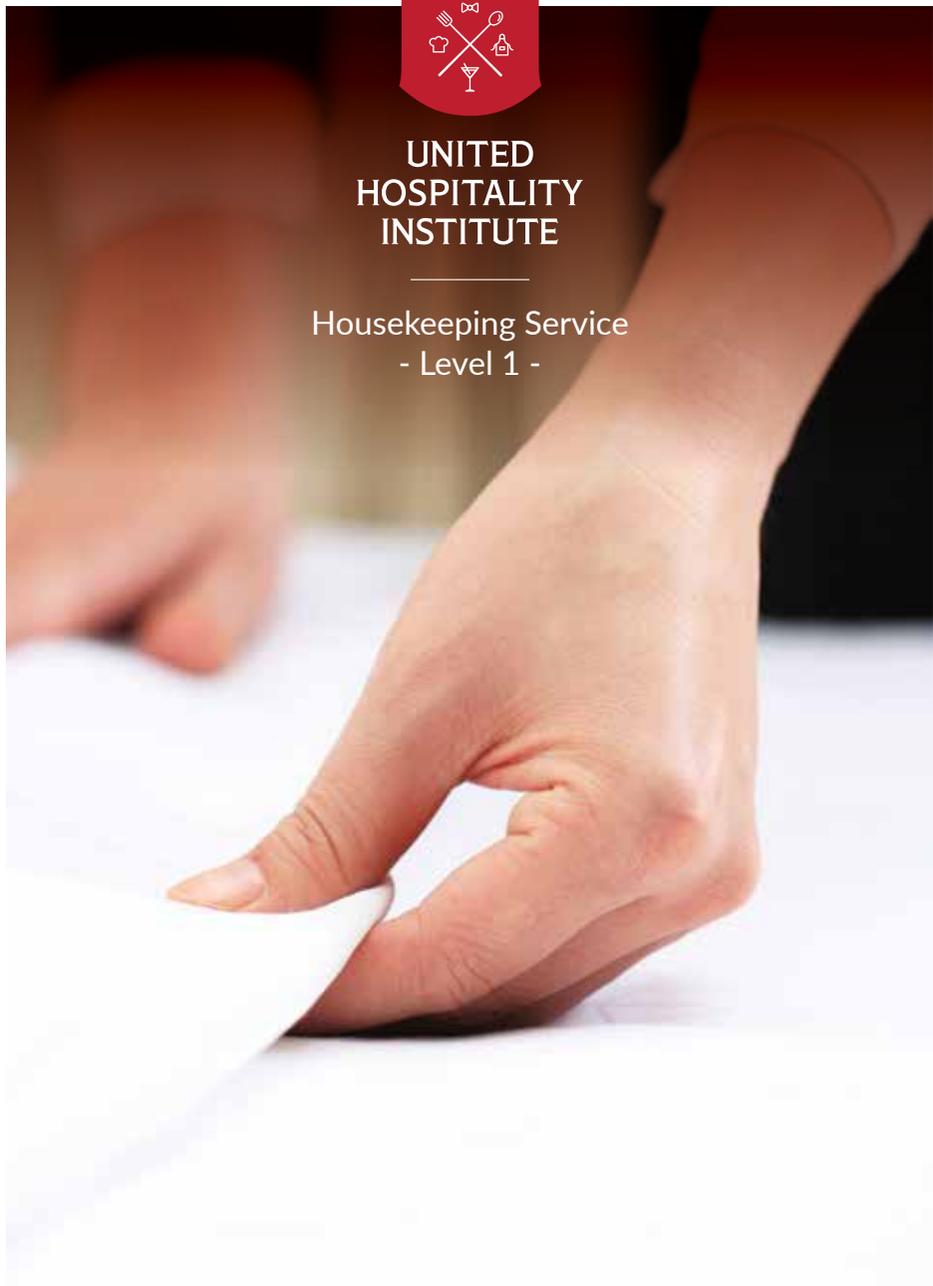


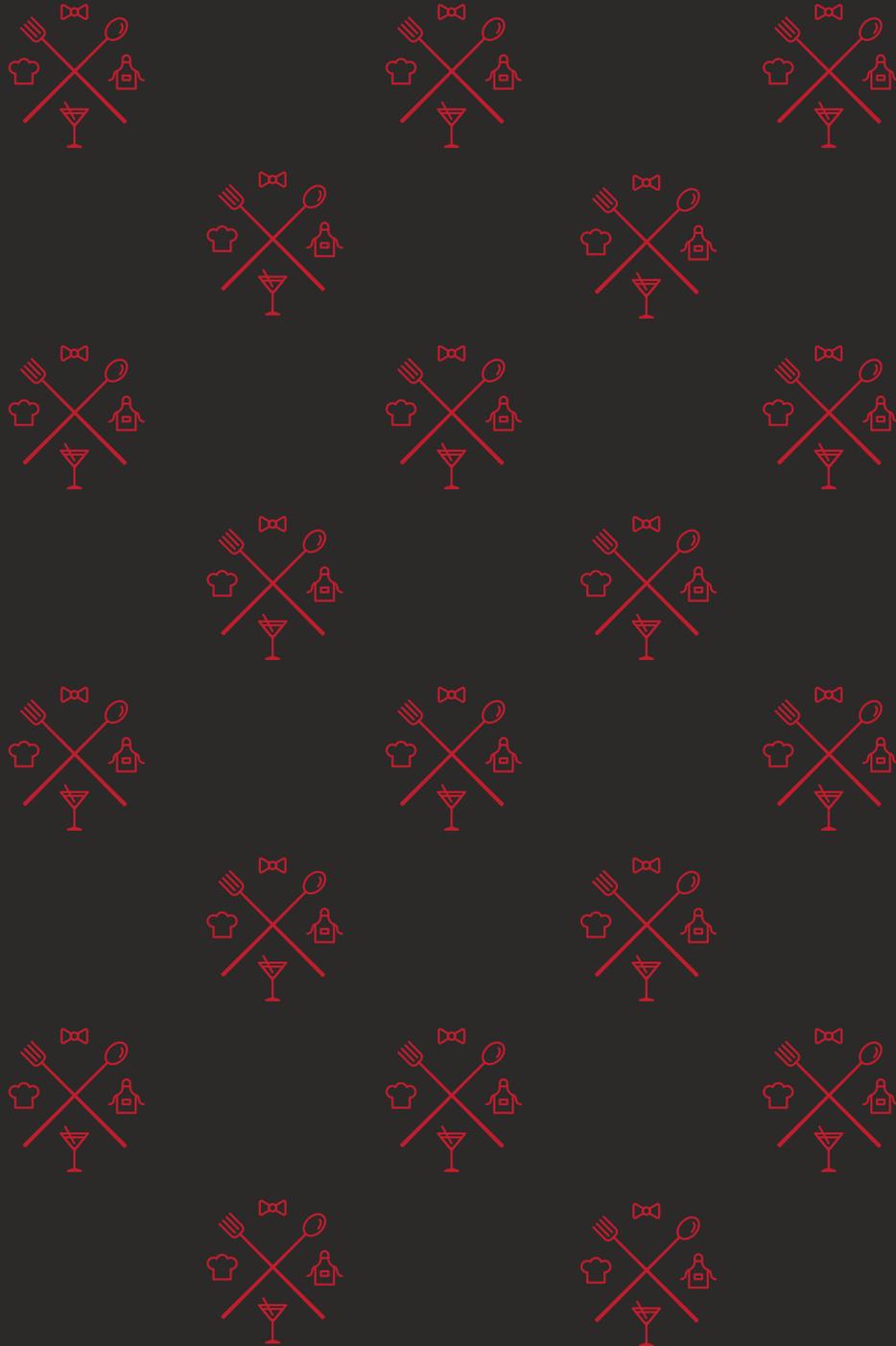


UNITED  
HOSPITALITY  
INSTITUTE

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Housekeeping Service  
- Level 1 -





# United Hospitality Institute

The newly established Hospitality Institute is the key to the hospitality and tourism industry designed with its unique high-tech learning system to ensure that students and young professionals from all over the world will gain the knowledge and skills necessary to be prepared to enter the workforce and succeed in today's competitive world.

In the Hospitality Industry, customers demand an exceptional level of service, which is why the United Hospitality Institute, is ensuring that students will be inspired to show they care and to excel in customer service.

UHI's intention is to provide high standard hospitality vocational education and training solutions to those preparing for hospitality careers and those already working in the industry either on-board cruise-ships or ashore in hotels and other leisure establishments.

UHI's aim to attract leading hotel brands, cruise operators, river boat operators, catering operators around the world to employ the graduates of our Academy. All of our training programs will feature industry-recognized certifications that provide graduates with international professionalism.

# Housekeeping Service

Students learn about what the skills behind the correct cleaning of guest rooms and public areas. They understand what cleaning materials should be used, and how, and they are made aware of how to implement a safe and healthy working environment. The course material also looks at achieving harmonious cooperation with colleagues, as well as the reporting of issues and problems to supervisors.



## Topics

Students will progress from the fundamentals of housekeeping services to learning practical activities involved in the daily operations of the hotel's housekeeping services department, as well as during their internship in one of our many business partners' cruise ships or/and luxury hotels and restaurants. Through the three-week vocational course, our students will have the opportunity to acquire all the basic skills and knowledge they need to start successful careers in the ever-changing hospitality and catering industry:

- Hotel industry onboard and ashore
- Professional ethics
- The essential attributes of a hotel employee
- Hygiene and personal appearance
- Table manners
- Customer care
- Creating and maintaining effective relationships
- Maintaining a safe and hygienic working environment
- Providing a professional customer care
- Preparing and maintaining a trolley with linen and cleaning materials
- Safely handling cleaning materials
- Changing sheets, towels and make beds
- Cleaning windows, bathrooms, showers, toilets, carpets, floors
- Cleaning and handling furniture, public areas
- Handling personal lost items
- Reporting technical and other problems and issue proper documents
- Essentials of Health and Safety
- Essentials of First Aid at the workplace



## Teaching Methods

- Group practical sessions , cases, examples, group work, open discussions
- Demonstration and practice in a real working environment and/or simulation laboratory
- Interactive participation is encouraged
- All participants receive a comprehensive folder containing copies of the presentation slides, handouts and other course materials

## Prerequisites

Housekeeping Services - Level 1 does not require any preparation or qualifications for enrolment. However, we recommend that trainees have a good knowledge and understanding of the English language both written and spoken.

## Course benefits

- Gain knowledge of the fundamentals of housekeeping
- Be prepared for the hands-on activities involved in the daily operations of the housekeeping services department, as well as during their summer job placement in one of our many business partners' four-plus and five-star hotels;
- Acquire all the skills needed to build successful careers in the ever-changing catering and hospitality industry.

## Who should attend?

- Young people seeking a for the qualification in Housekeeping Services, which will give them a competitive advantage when applying for a job in the hospitality industry ashore and onboard.;
- Unemployed people seeking for better job opportunities in the ever-changing hospitality industry, through training and qualifications.;
- Existing fresh-waiters who got secured employment a job without any knowledge and skills , and want to develop further in the hospitality industry.



# AHLA Accreditation

UHI is a Faculty Member of the American Hotel and Lodging Association meaning all its hospitality programmes are aligned with AHLA's quality standards.

## Location / Venue

This event will be held at:

1. Lublin, Poland: New Forum Hotel
2. Constanta, Romania: Zodiac Hotel
3. Odessa, Ukraine: Odessa Hospitality School
4. Manila, Philippines: Marlow United Marine Training Centre (UMTC)

A detailed enrolment agreement is emailed to all registered participants approximately one week before the event. The enrolment agreement will confirm exact venue details and nearby (or onsite) accommodation recommendations, with bedroom rates where available.

## Instructors

UHI instructors are there to pass on their knowledge and skills and help the students benefit from the highly interactive nature of the courses. Because we recognise the Importance of both theory and practical demonstration, we make use of intensive practical sessions throughout our vocational programmes. At UHI, we know that trainees remember 20% of what they see, 30% of what they hear, 50% of what they both see and hear and over 80% of what they fully participate and practice in. So, with numerous presentations, videos, demonstrations, workshops and project assignments, our instructors help our students remain focused and make the most of their time in class.

## In House

To bring this course in-house please contact us and we will be pleased to assist.

## Course Details

Course level:  
Level 1

CPE / CPD:  
75 hours

Tuition Fees:

Europe: EUR 600 net / Asia: USD 720 net

Uniform and Other Training Material:

Europe: EUR 35 / Asia: USD 42

Information and application form at our website:

[www.uhinstitute.com](http://www.uhinstitute.com)



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