Government of Pakistan

**National Vocational and Technical Training Commission**

**Prime Minister Youth Skills Development Program**

 "Skills for All"



**Course Contents / Lesson Plan**

**Course Title: HOUSE KEEPING AND LAUNDRY**

**Duration:** 3 Months

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| **Trainer Name** |  |
| **Author Name** | **Adnan Riaz (Sr. Trainer Hashoo Hunar Training Center Rwp)** |
| **Course Title** | **HOUSE KEEPING AND LAUNDRY** |
| Objectives  | **Objectives:**Employable skills and hands-on practice for **HOUSE KEEPING AND LAUNDRY**1. Definition, classification of housekeeping, Room divisions
2. Identify divisions and systematic operation of work in housekeeping department.
3. Identify cleaning equipment and cleaning agents
4. Describe relationship between housekeeping and other departments, the role housekeeping plays in relation of customers.
5. Describe importance of housekeeping in profit making.
6. Acquire basic skills used in housekeeping management and operations.
7. Control expenses in the housekeeping department by using the operating budget as a control tool and implementing efficient purchasing practices.
8. Explain the safety and security needs a hospitality operation, how safety and security issues affect housekeeping personnel.
9. Understand the managerial skills necessary to efficiently operate an onpremises laundry operation. Skills addressed include planning the physical layout of the laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundry process, operating typical machines and equipment used in laundry operations and staffing the on-premises laundry operations.
10. Develop procedures to ensure efficient and cost-effective use of labour and 1 supplies in relation to guestroom cleaning.
11. Develop selection criteria for surfaces, wall coverings, furniture and fixtures as well as cleaning.

12. Develop selection criteria for beds, linens and uniforms. 13. Understand the basics of carpets, floor construction, the types of equipment used in carpets and floor care, and typical carpet & floor cleaning methods. - |
| Entry-level of trainees | For an advanced course of HOUSE KEEPING AND LAUNDRY entry level is minimum Beginner to **Middle / Matric**  |
| **Learning Outcomes of the course** | **Learning Outcomes of the course**By the end of this course, the trainees should gain the following competencies:1. ****Understanding of Housekeeping Operations:***** Gain in-depth knowledge of the roles and responsibilities of housekeeping staff.
* Understand the importance of cleanliness, hygiene, and organization in a professional environment.
* Familiarize with different types of housekeeping equipment and supplies.

2. ****Effective Cleaning Techniques:***** Learn proper cleaning techniques for different surfaces such as floors, windows, carpets, and furniture.
* Master sanitization protocols and understand their importance in preventing the spread of germs.
* Develop skills for deep cleaning and maintaining high-traffic areas.

3. ****Laundry Management:***** Understand the processes involved in handling and caring for linens, uniforms, and guest clothing.
* Learn techniques for washing, ironing, folding, and storing laundry.
* Recognize the different types of fabrics and their specific care instructions.

4. ****Health and Safety Protocols:***** Understand workplace safety regulations and the correct use of chemicals.
* Learn how to handle hazardous materials and avoid risks associated with cleaning and laundry chemicals.
* Gain knowledge on waste management and recycling procedures in housekeeping.

5. ****Guest Service Excellence:***** Learn how to anticipate and meet the needs of guests through excellent housekeeping services.
* Develop communication and interpersonal skills for interacting with guests in a professional and courteous manner.
* Understand the impact of housekeeping on guest satisfaction and overall hotel reputation.

6. ****Inventory and Supplies Management:***** Learn to manage and maintain housekeeping supplies and inventory.
* Understand budgeting for cleaning products and laundry supplies.
* Develop skills to order and restock materials efficiently.

7. ****Time Management and Scheduling:***** Master time management skills to complete housekeeping tasks within set deadlines.
* Learn how to create and manage housekeeping schedules for efficient operations.
* Prioritize tasks based on guest needs and operational demands.

8. ****Problem-Solving and Decision-Making:***** Learn to handle complaints and resolve housekeeping-related issues professionally.
* Develop skills to deal with unexpected challenges like equipment failure or staffing shortages.
* Foster a proactive approach to preventing and addressing housekeeping issues.

9. ****Sustainability Practices:***** Understand the importance of environmentally friendly practices in housekeeping.
* Learn techniques for reducing water and energy consumption during cleaning and laundry.
* Develop strategies to minimize waste and promote sustainable housekeeping.
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| **­­­Course Execution Plan** | The total duration of the **course: 3 months** **Theory: 20%****Practical: 80%****Total Hours of Study : 240 Hours** |
| **Companies offering jobs in the respective trade** | Several companies and industries require skilled professionals in **Housekeeping and Laundry** services. These companies operate in hospitality, healthcare, facilities management, and other sectors. Here are some examples of organizations offering jobs in housekeeping and laundry services:1. ****Hotels and Resorts:***** **Marriott International**
* **Hilton Worldwide**
* **InterContinental Hotels Group (IHG)**
* **AccorHotels** (brands include Sofitel, Novotel, etc.)
* **Hyatt Hotels Corporation**
* **Four Seasons Hotels and Resorts**
* **Radisson Hotel Group**
* **Shangri-La Hotels and Resorts**
* **Pearl-Continental Hotels & Resorts** (Pakistan-based)
* **Serena Hotels**

2. ****Hospitals and Healthcare Centers:***** **Shaukat Khanum Memorial Cancer Hospital & Research Centre**
* **Aga Khan University Hospital**
* **Mayo Clinic**

3. ****Facilities Management Companies:***** **Sodexo**
* **ISS Facility Services**
* **Compass Group**
* **G4S Facilities Management**
* **CBRE** (Commercial Real Estate Services)
* **Serco**
* **Cushman & Wakefield**

4. ****Cruise Lines:***** **Royal Caribbean International**
* **Carnival Cruise Line**
* **Norwegian Cruise Line**
* **Princess Cruises**
* **MSC Cruises**
* **Disney Cruise Line**

5. ****Airlines and Aviation Industry:***** **Qatar Airways**
* **Emirates Airline**
* **Etihad Airways**
* **British Airways**
* **Turkish Airlines**
* **Pakistan International Airlines (PIA)**

6. ****Residential and Corporate Real Estate Management:***** **Emaar Properties** (Pakistan)
* **Zameen.com** (Pakistan)
* **Colliers International**
* **Savills** (Real Estate)

7. ****Luxury Private Residences & Estates:***** High-end residential management companies offer housekeeping services for luxury estates, villas, and private residences for wealthy individuals.

8. ****Laundry Service Providers:***** **Dhobi Pakistan** (Laundry and cleaning service)
* **Santex Group** (Pakistan-based textile and laundry service)
* **Laundryheap** (International)
* **Washmen** (Middle East)

9. ****Shopping Malls and Large Retail Chains:***** **Safa Gold Mall**
* **Centuries Mall**
* **GiGa Mall**
* **Al-Futtaim Group** (UAE)
* **Mall of Lahore**

10. ****Educational Institutions:***** **Beaconhouse School System** (Pakistan)
* **Roots Millennium Schools** (Pakistan)

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| **Job Opportunities** | The number of positions within the **Housekeeping and Laundry** departments can vary depending on the size and scale of the organization, such as hotels, hospitals, or facilities management companies. Below are some typical roles and how many positions you might expect in each department:1. ****Housekeeping Department:***** **Executive Housekeeper / Head of Housekeeping**: Usually 1 position per facility, responsible for overall management of the housekeeping department.
* **Assistant Housekeeper**: 1-2 positions depending on the size of the organization, assisting the executive housekeeper.
* **Floor Supervisor**: Multiple positions based on the number of floors or sections in the hotel, typically 1 supervisor per 10-20 rooms or sections.
* **Room Attendant / Housekeeping Attendant**: The largest number of positions, often 10-30+ depending on the number of rooms or size of the facility. Each room attendant is typically responsible for 10-15 rooms per shift.
* **Public Area Attendant**: 1-5 positions, responsible for cleaning public areas such as lobbies, restrooms, and hallways.
* **Housekeeping Coordinator**: 1 position, overseeing daily schedules and communicating between departments.

2. ****Laundry Department:***** **Laundry Manager**: Usually 1 position responsible for the entire laundry operation.
* **Assistant Laundry Manager**: 1 position assisting the laundry manager in larger operations.
* **Laundry Attendant**: Multiple positions, ranging from 5-15+ depending on the size of the hotel, hospital, or facility. They handle the washing, drying, folding, and ironing of linens and uniforms.
* **Dry-Cleaning Specialist**: 1-2 positions in larger hotels or facilities that offer specialized dry-cleaning services.
* **Washer Specialist / Machine Operator**: 1-3 positions, focused on operating industrial washing machines and ensuring proper cleaning procedures.
* **Laundry Driver (if applicable)**: 1-2 positions for transporting linens or laundry between facilities.

Example (Hotel Setup):In a **200-room hotel** like **Pearl-Continental** or **Serena**, you might expect:* **Housekeeping Attendants**: 20-30
* **Floor Supervisors**: 3-5
* **Laundry Attendants**: 5-10
* **Laundry Manager**: 1
* **Public Area Attendants**: 3-5
 |
| **No of Students** | 25 |
| **Learning Place** | **Classroom / Lab** |
| **Instructional Resources** |  **Coursera: Hospitality and Tourism Management Courses**: Provides online courses on hospitality management, including topics on housekeeping and laundry services. **edX: Hotel Management and Hospitality Courses**: Offers certifications and courses that cover housekeeping operations as part of hospitality management. **Alison: Housekeeping Courses**: Offers free courses focused on cleaning standards, laundry, and environmental hygiene in hospitality. |

**MODULES**

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| **Scheduled Weeks** | **Module Title** | **Days** | **Learning Units** | **Home Assignment** |
| **Week 1** | **Introduction to Housekeeping**  | Day 1 | **Definition of Housekeeping**:Introduce housekeeping as the department responsible for cleanliness, orderliness, and maintenance of a facility. It’s not only about cleaning but also about managing hygiene, aesthetics, and the overall upkeep of an establishment.Key roles: Ensuring guest satisfaction, enhancing the environment, and managing cleaning resources.**Importance of Housekeeping**:Discuss the critical role housekeeping plays in ensuring:**Health and Safety**: Maintaining hygiene standards prevents the spread of infections and diseases.**Guest Satisfaction**: Cleanliness is one of the top indicators of quality for hotels and establishments.**Efficiency**: Proper housekeeping ensures smooth operation and a well-maintained work environment. | **Practical Activity**:Tour of different areas to highlight key housekeeping tasks (rooms, public areas, back-of-house).**Practical Activity**:Compare and contrast the housekeeping needs in hotels vs. hospitals through a case study.**Practical Activity**: Role-playing exercise simulating housekeeping department communication with the front office regarding room status.**Practical Activity**:Case study: Manage a day's work for the housekeeping team |
| Day 2 | ****Classification of Housekeeping******Types of Housekeeping**:**Domestic Housekeeping**: Refers to the maintenance of personal residences.**Institutional Housekeeping**: Covers commercial establishments like hotels, hospitals, offices, and resorts. This is typically more structured and involves large teams.**Types of Housekeeping Services**:**Routine/Regular**: Daily cleaning tasks.**Periodic**: Deep cleaning or specific tasks done on a weekly, monthly, or seasonal basis.**Special**: Includes unique tasks like carpet cleaning, window washing, or pest control |
| Day 3 | ****Housekeeping in Different Types of Establishments******Hotels and Resorts**:How the housekeeping department functions in a hotel, including room cleaning, laundry services, and public area maintenance.Discuss high standards of service and room readiness.**Hospitals**:Focus on infection control and hygiene standards, with a strong emphasis on sterilization and cleanliness for patient care.**Corporate Offices**:Importance of maintaining a clean and professional environment for employees and visitors.**Airlines & Cruise Ships**:Discuss mobile housekeeping services where space management and tight schedules are key. |
| Day 4 | ****Organization Structures in Housekeeping***** **Department Hierarchy**:

Introduction to the typical structure of a housekeeping department:**Executive Housekeeper**: Heads the department, sets policies, and manages the team.**Assistant Housekeeper**: Assists with managing daily operations.**Floor Supervisor**: Oversees housekeeping on specific floors or areas.**Room Attendant**: Directly responsible for cleaning and maintaining rooms.**Public Area Attendant**: Responsible for maintaining cleanliness in common areas.**Departmental Communication**: Discuss the importance of communication between housekeeping & other departments like F.O |
| Day 5 | ****Room Division******Room Division Overview**: Explain the role of room division in hospitality management, which includes both the front office and housekeeping departments. The goal is to ensure guest satisfaction from check-in to check-out.**Housekeeping and Front Office Interaction**: How these two departments work together to ensure guest satisfaction, focusing on room status updates, guest preferences, and complaints resolution.**Room Readiness**: Housekeeping’s role in ensuring rooms are clean and ready for new guests and how the front office informs housekeeping about check-outs and late check-outs. |
| **Week 2** | **Housekeeper** | Day 1 | ****Aims of a Housekeeper******Introduction to the Role**:Define the core aims of a housekeeper: ensuring cleanliness, comfort, and safety in an establishment.Discuss how the housekeeper contributes to guest satisfaction, workplace hygiene, and asset maintenance.**Aims of a Housekeeper**:**Cleanliness**: Maintaining the highest level of cleanliness in all areas.**Comfort**: Ensuring guests or residents feel comfortable in their environment.**Safety**: Adhering to safety protocols to prevent accidents, and ensuring a safe environment.**Efficiency**: Optimizing resources like cleaning materials and staff time to maximize productivity. | * **Task 2**

**Practical Activity**:Students draft personal aims as housekeepers based on different scenarios (hotel, hospital, corporate setting). |
| Day 2 | ****Responsibilities of a Housekeeper******Key Responsibilities**:**Daily Cleaning**: Discuss the process for routine cleaning in guest rooms or common areas.**Room Preparation**: Responsibilities related to setting up rooms for new guests or residents (beds, amenities).**Laundry Management**: Handling linens, towels, and guest laundry services.**Inventory Control**: Managing the stock of cleaning supplies and linens.**Health and Safety Compliance**: Ensuring compliance with health and safety standards. |
| Day 3 | ****Attributes of a Housekeeper**** **Key Attributes**:**Attention to Detail**: Being meticulous with cleanliness, spotting imperfections that others may miss.**Time Management**: Balancing time to complete tasks efficiently without compromising quality.**Integrity and Honesty**: Handling guest belongings with care and maintaining confidentiality.**Good Communication Skills**: Communicating effectively with both guests and colleagues.**Physical Stamina**: The ability to perform tasks like bending, lifting, and standing for long periods. |
| Day 4 | ****The Relationship Between Housekeeping and Other Departments******Interaction with the Front Office**: **Room Status Updates**: How housekeeping must coordinate with the front desk regarding check-ins, check-outs, and room readiness.**Guest Preferences**: Collaborating to meet special requests (early check-ins, extra bedding).**Interaction with Maintenance**: **Reporting Repairs**: Noticing and reporting broken fixtures, lights, or equipment that need attention.**Preventive Maintenance**: Ensuring that housekeeping practices don’t damage the infrastructure (e.g., using the correct cleaning agents).**Interaction with Food & Beverage**: **Room Service**: Handling trays or dishes left in guest rooms and maintaining cleanliness.**Event Cleaning**: Working in tandem with food service to ensure post-event cleaning is prompt and effective. |
| Day 5 | ****Cleaning & Reasons for Cleaning******Cleaning**:**Daily Cleaning Tasks**: Discuss the regular tasks, including sweeping, mopping, dusting, sanitizing, and vacuuming.**Deep Cleaning Tasks**: Periodic, thorough cleaning, such as carpet washing, upholstery care, and window cleaning.**Tools & Equipment**: Introduce cleaning tools like vacuums, mops, scrubbers, and their correct usage.**Reasons for Cleaning**:**Hygiene**: Reducing the risk of infection and maintaining a sanitary environment.**Appearance**: Enhancing the visual appeal of a space, making it more welcoming and comfortable.**Asset Longevity**: Proper cleaning helps preserve furniture, fixtures, and materials, extending their lifespan.**Safety**: Reducing the risk of accidents such as slips and falls through regular floor maintenance. |
| **Week 3** | **Identification of Housekeeping Equipment, Material and Cleaning Agents**  | Day 1 | ****Introduction to Housekeeping Equipment******Manual Equipment**:**Brooms**: Types of brooms (soft, hard, angled) and their uses for different surfaces.**Brushes**: Floor brushes, scrubbing brushes, and their applications for stubborn dirt.**Mops and Mop Buckets**: Various types of mops (string, sponge, flat mops), and their suitable uses.**Mechanical Equipment**:**Vacuum Cleaners**: Types (upright, canister, handheld), their uses, and how to maintain them.**Scrubbing Machines**: For large floor areas, focusing on their operation and cleaning functions.**Polishing Machines**: Used for maintaining polished surfaces like marble or wooden floors | * **Task 3**

Demonstration of manual and mechanical equipment, focusing on how to operate and maintain them |
| Day 2 | ****Cleaning Agents and Their Uses******Types of Cleaning Agents**:**Detergents**: For removing dirt and stains from surfaces.**Abrasives**: Used for tough cleaning where scrubbing is needed (e.g., kitchen counters, tiles).**Degreasers**: Ideal for removing oil, grease, and tough grime (used in kitchens).**Polishes**: For metal, furniture, and floor polishing to maintain shine and luster.**Use and Safety**:How to use different cleaning agents effectively, understanding their chemical properties.Safety precautions when handling hazardous cleaning agents (e.g., degreasers, polishes). |
| Day 3 | ****Materials Used in Housekeeping******Types of Materials**: **Cleaning Cloths**: Different types for specific tasks (microfiber cloths, cotton cloths, polishing rags).**Yellow Dusters**: For dusting and wiping delicate surfaces.**Polishing Rags & Sheepskin**: Used for polishing surfaces to a high sheen.**Floor Cloths**: Durable fabrics used for mopping or scrubbing floors.**Care and Storage**:Proper cleaning, maintenance, and storage of cleaning materials to ensure longevity and hygiene. |
| Day 4 | ****Methods of Organizing Cleaning******Unit Cleaning**: Cleaning individual rooms or units, often in a sequence. Discuss task breakdowns (e.g., dusting, vacuuming, polishing ).**Block Cleaning**: Managing cleaning in blocks or sections for large establishments, with a focus on time management.**Team Cleaning**: Organizing housekeeping teams, assigning roles (e.g., one person dusts, another vacuums). |
| Day 5 | ****Routine Methods of Cleaning Work******Dust Removal**:**High, Dry, Damp Dusting**: Techniques for effectively removing dust from surfaces.**Dirt Removal**:**Mopping**: Demonstrating various mopping systems (wet mopping, dry mopping, spray mopping).**Stain Removal**: Techniques for removing tough stains from surfaces (e.g., fabric, wood, tiles).**Polishing, Buffing, and Vacuuming**:Use of polishing and buffing machines for floor care and high-gloss surfaces.Techniques for effective vacuuming in different environments (carpets, hard floors).**Stripping**: Discussing stripping methods for removing old wax or finishes from floors before reapplication. |
| **Week 4** | **Daily cleaning the room** | Day 1 | ****Daily Room Cleaning & Bedstead Cleaning******Daily Room Cleaning**:**Dusting**: Start with dusting surfaces (tables, desks, lamps) and cleaning mirrors.**Floor Cleaning**: Sweeping, mopping, or vacuuming floors, depending on the type of surface.**Bathroom Cleaning**: Thoroughly clean and disinfect the bathroom, including mirrors, faucets, and floors.**Cleaning the Bedstead**:Cleaning and sanitizing the bedstead (headboard, footboard, side rails).Removing dust, debris, and stains from the bedstead using appropriate cleaning agents for wood, metal, or upholstered surfaces. | * **Task 4**

**Practical Activity**:Demonstrate proper cleaning techniques for different room surfaces and bedstead materials |
| Day 2 | ****Bed Making for Different Types of Guests******Guest Bed Making**:Demonstrate the proper way to make a hotel bed with tight corners, smooth sheets, and folded blankets.**Turn Down Service**: Instructions on turning down the bed for the guest during the evening, placing a chocolate or note, dimming lights, etc.**Patient Bed Making**:**Hospital Bed**: Focus on techniques for changing and making a hospital bed, ensuring the safety and comfort of patients (e.g., mitered corners, wrinkle-free linens).**Student Bed Making**:Discuss simple, efficient ways of bed making in a student dormitory setting with limited resources. |
| Day 3 | ****Weekly Window and Glass Cleaning******Cleaning Windows**:**Glass Cleaning**: Use of glass cleaner and squeegees to remove dirt and streaks. Techniques for cleaning large glass panes efficiently.**Wooden Windows**: Special care for wooden frames using appropriate cleaning agents and methods to prevent damage.**Cleaning Glass Doors**:**Glass Doors**: Focus on using non-streak cleaners and proper techniques to clean and polish glass doors in rooms or public areas.**Other Door Types**: Briefly cover cleaning techniques for different door materials (wood, metal, etc.) |
| Day 4 | ****Cleaning Walls and Wall Finishes******Cleaning Different Wall Finishes**:**Painted Walls**:**Oil-Based Paint**: Discuss appropriate cleaning agents and methods, including avoiding excessive water to prevent damage.**Water-Based Paint**: Cover techniques for cleaning without stripping the paint or damaging the finish.**Ceramic Walls**:Methods for cleaning ceramic tiles in bathrooms or kitchens, focusing on grout maintenance and tile shine.**Terrazzo/Marble Walls**:Discuss proper cleaning solutions to avoid etching the surface, using pH-neutral cleaners, and how to buff the finish. |
| Day 5 | ****Cleaning Doors and Wooden Surfaces******Cleaning Different Types of Doors**:**Glass Doors**: Techniques for streak-free cleaning, including the use of glass cleaner and proper squeegee technique.**Wooden Doors**: Discuss the best practices for cleaning and maintaining wooden doors, including dusting, using wood polish, and avoiding water damage.**French Doors**: Focus on cleaning the glass and wood parts of French doors, emphasizing the importance of attention to detail for aesthetics.**Wooden Surfaces**: Overview of cleaning and maintaining wooden surfaces, including furniture and cabinetry, emphasizing dusting, polishing, and avoiding harsh chemicals. |
| **Week 5** | ****Cleaning and Caring for Public Areas**** | Day 1 | ****Cleaning and Caring for Public Areas******Offices**: **Daily Cleaning Tasks**: Dusting desks, cleaning computer screens, and emptying trash cans.**Deep Cleaning**: Periodic tasks such as carpet cleaning, upholstery care, and disinfecting shared equipment (printers, copiers).**Organization**: Importance of maintaining a clutter-free environment for productivity.**Corridors**: **Routine Cleaning**: Sweeping, mopping, or vacuuming floors, and dusting light fixtures.**Safety Protocols**: Ensuring clear pathways and managing potential hazards (e.g., spills, debris).**Decor Maintenance**: Keeping wall art and signage clean and presentable. | * **Task 5**

**Practical Activity**: Hands-on demonstration of cleaning offices and corridors, emphasizing techniques and equipment used. |
| Day 2 | ****Cleaning Staircases, Lounges, and Reception Areas******Staircases**:**Cleaning Techniques**: Discuss different methods for cleaning staircases (vacuuming carpeted stairs, mopping hard surface stairs).**Safety Measures**: Importance of using proper signage when cleaning stairs to prevent accidents.**Handrails and Edges**: Focus on cleaning handrails and the edges of stairs, removing dust and debris.**Lounges**:**General Cleaning**: Dusting surfaces, cleaning furniture, and maintaining cleanliness in high-traffic areas.**Upholstery Care**: Best practices for cleaning and maintaining sofas, chairs, and cushions.**Trash Management**: Ensuring waste bins are emptied and sanitized regularly.**Reception Area and Desk**: **First Impressions**: Importance of keeping the reception area tidy and welcoming.**Cleaning Tasks**: Wiping down the reception desk, maintaining cleanliness of brochures and magazines, and organizing waiting areas.**Communication Skills**: Importance of a clean reception area in enhancing guest experience. |
| Day 3 | ****Cleaning Toilets, Wash Hand Basins, and Drainage Systems******Toilets**: **Cleaning Techniques**: Discuss effective methods for cleaning toilets, including the use of toilet brushes, disinfectants, and ensuring cleanliness under the rim.**Disinfection Protocols**: Emphasizing the importance of sanitizing high-touch areas like flush handles and seat lids.**Frequency of Cleaning**: Guidelines on how often toilets should be cleaned based on usage.**Wash Hand Basins**: **Cleaning Practices**: Steps for cleaning and sanitizing wash hand basins, including removing soap scum and disinfecting faucets.**Water Usage**: Discussing efficient water use while cleaning to promote sustainability.**Open and Closed Drainage Systems**:**Cleaning Open Drains**: Discuss the importance of keeping open drainage areas free from debris to prevent clogs and odors.**Closed Drainage Maintenance**: Overview of how to clean and maintain closed drainage systems, including checking for blockages and using appropriate cleaning solutions. |
| Day 4 | ****Cleaning Bathrooms and Placing Guest Supplies******Bathrooms**: **Comprehensive Cleaning**: Discuss cleaning protocols for all bathroom surfaces, including counters, mirrors, and floors.**Focusing on Fixtures**: Techniques for cleaning fixtures (showerheads, tubs) and ensuring proper sanitation.**Health and Safety Standards**: Importance of adhering to health regulations while cleaning bathrooms. |
| Day 5 | **Placing Guest Supplies**: **Guest Comfort**: Discuss the significance of placing guest supplies (soap, shampoo, towels) neatly and accessibly.**Hygienic Practices**: Ensuring that supplies are clean, replenished, and organized for a positive guest experience.**Sustainability Considerations**: Incorporating eco-friendly supplies and practices in guest bathroom setups. |
| **Week 6** | **Mid Term Exam** **Designing an Inspection Checklist and Understanding Housekeeping Codes** | Day 1 | **Introduction to Housekeeping Codes**:**Understanding Codes**:1. **OOO**: Out of Order
2. **VIP**: Very Important Person
3. **CR**: Cleaning Required
4. **NP**: Needs Painting
5. **NG**: Needs General Maintenance
6. **ED**: Early Departure

**Purpose of Codes**: Discuss how these codes streamline communication between housekeeping and maintenance departments, ensuring prompt action on issues. | * **Task 6 Practical Activity**: Group exercise where students collaborate to create an effective inspection checklist using codes and criteria discussed.
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| Day 2 | ****Room Inspection and Report Writing******Inspection of Rooms**:**Using the Checklist**: Hands-on practice where students conduct inspections using the checklists they created.**Evaluation of Cleanliness**: Techniques for assessing the cleanliness of various areas in the room.**Identifying Maintenance Needs**: Understanding how to spot maintenance issues and categorize them using the previously discussed codes.**Report Writing**:**Standard of Cleanliness**: Guidelines for writing clear and concise reports on the cleanliness of inspected rooms.**Maintenance Requirements**: Documenting any maintenance issues and recommending actions based on the inspection findings.**Effective Communication**: Importance of accurate reporting to ensure timely responses from maintenance teams. |
| Day 3 | ****Advanced Inspection Techniques and Problem Resolution******Session 1: Advanced Inspection Techniques****Using Technology in Inspections**: Discuss tools and software for room inspections, including mobile apps for checklist management and reporting.**Visual Inspection Techniques**: Train on how to visually identify potential issues (e.g., mold, damage) and differentiate between cosmetic and structural problems.**Guest Feedback**: Utilizing guest feedback and online reviews to identify areas for improvement in cleanliness and maintenance.**Session 2: Problem Identification and Resolution****Common Issues and Solutions**: Identify common housekeeping problems (e.g., persistent stains, maintenance delays) and discuss effective strategies for resolution.**Communication with Other Departments**: Best practices for communicating inspection findings with maintenance, front desk, and management.**Role-Playing Scenarios**: Engage in role-playing to practice reporting issues, proposing solutions, and handling guest complaints related to room cleanliness. |
| Day 4 | ****Quality Assurance and Continuous Improvement******Session 3: Quality Assurance in Housekeeping****Establishing Standards**: Discuss how to develop and maintain cleaning and inspection standards that meet organizational policies and guest expectations.**Training and Development**: Importance of ongoing training for housekeeping staff to ensure high standards of cleanliness and inspection readiness.**Conducting Audits**: Overview of how to conduct quality assurance audits in housekeeping, including frequency and key focus areas.**Session 4: Continuous Improvement Practices****Feedback Mechanisms**: Establishing feedback loops with staff and guests to continuously improve housekeeping practices.**Benchmarking**: Discuss the concept of benchmarking against industry standards and competitors to identify areas for improvement.**Creating an Action Plan**: Guide students in developing a personalized action plan for implementing quality assurance and improvement strategies in their own workplaces |
| Day 5 | **Mid Term Exam** |
| **Week 7** | **Introduction to laundry and laundry procedure** | Day 1 | ****Introduction to Laundry and Laundry Procedures******Session 1: Overview of Laundry*** Understanding the importance of laundry in hospitality and personal care settings.
* Different types of laundry: commercial vs.residential.
* Overview of laundry procedures, including sorting, washing, drying, and folding.
* **Session 2: Types of Fabrics**
* Introduction to various fabric types (cotton, polyester, linen, etc.) and their laundry requirements.
* Discussion on common laundry symbols and care labels.
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| Day 2 | ****Identification of Laundry Equipment******Session 1: Laundry Equipment Overview*** Identify essential laundry equipment: washing machines, dryers, irons, and folding tables.
* Discuss specialized equipment (commercial machines, steamers, etc.).

**Session 2: Practical Demonstration*** Hands-on demonstration of laundry equipment operation, including loading machines and setting cycles.
* Discussion on safety measures when using laundry equipment.
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| Day 3 | ****Cleaning Agents in Laundry******Session 1: Types of Cleaning Agents*** Overview of different laundry detergents, softeners, and stain removers.
* Discuss the role of bleach, color-safe products, and eco-friendly options.

**Session 2: Selection of Cleaning Agents*** Criteria for choosing the right cleaning agents based on fabric types and stain removal needs.
* Understanding the effectiveness of various agents on different stains and soils.
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| Day 4 | ****Use, Care, and Storage of Equipment******Proper Use of Laundry Equipment*** + Best practices for using laundry equipment effectively, including load size and cycle selection.
	+ Discuss common mistakes to avoid when doing laundry.

**Session 2: Care and Maintenance of Equipment*** + Daily and periodic maintenance tasks to ensure longevity and efficiency of laundry equipment.
	+ How to troubleshoot common equipment issues.
 |
| Day 5 | ****Storage of Equipment and Cleaning Agents******Session 1: Safe Storage Practices*** Guidelines for the safe storage of cleaning agents, including hazard communication (labels, SDS).
* Proper organization of laundry supplies to enhance efficiency.

**Session 2: Review and Practical Application*** Review key concepts from the course.
* Group activity to create a laundry procedure manual that includes equipment, cleaning agents, and best practices.
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| **Week 8** | **Students to launder and finish the following articles** | Day 1 | ****Laundering and Finishing White Cotton Shirts******Session 1: Preparation for Laundering**Review laundry symbols specific to cotton fabrics.Discuss the importance of sorting laundry by color and fabric type.**Session 2: Laundering Process**Hands-on practice: Launder white cotton shirts using appropriate detergent and settings.Techniques for removing common stains (e.g., collar and cuff stains).**Session 3: Finishing Techniques**Ironing techniques specific to cotton shirts (temperature settings, steam usage).Proper folding methods for presentation. |  |
| Day 2 | ****Laundering and Finishing Table Linen******Session 1: Overview of Table Linen Care**Discuss types of table linen (e.g., cotton, polyester) and their laundering requirements.Identify common stains (food, drink) and removal techniques.**Session 2: Laundering Process**Hands-on practice: Launder table linens using appropriate methods and detergents.**Session 3: Finishing Techniques**Techniques for pressing and folding table linen for a polished look.Discuss storage methods to maintain cleanliness and shape. |
| Day 3 | ****Laundering and Finishing Bed Linen******Session 1: Importance of Bed Linen Care**Discuss the significance of laundering bed linen regularly and the impact on hygiene.**Session 2: Laundering Process**Hands-on practice: Launder bed linens, focusing on both sheets and pillowcases.**Session 3: Finishing Techniques**Techniques for folding and storing bed linen properly to prevent creases. |
| Day 4 | ****Laundering and Finishing Table Napkins******Session 1: Understanding Table Napkin Care**Discuss different materials used for napkins and their laundering needs.**Session 2: Laundering Process**Hands-on practice: Launder table napkins, focusing on stain removal and care.**Session 3: Finishing Techniques**Techniques for pressing napkins (using different folds for presentation).Discuss storage and display options for table napkins. |
| Day 5 | ****Laundering and Finishing Colored Cotton Articles******Session 1: Special Considerations for Colored Fabrics**Discuss colorfastness and best practices for washing colored cotton fabrics.**Session 2: Laundering Process**Hands-on practice: Launder colored cotton articles, paying attention to prevent fading.**Session 3: Finishing Techniques**Techniques for ironing colored cotton without causing damage.Discuss proper folding and storing methods to maintain appearance. |
| **Week 9** | ****Laundering and Finishing Woolen Fabric**** | Day 1 | ****Laundering and Finishing Woolen Fabric******Session 1: Understanding Wool Care*** Discuss the properties of wool, including its durability and moisture-wicking capabilities.
* Overview of laundry symbols specific to wool fabrics.

**Session 2: Laundering Process*** Hands-on practice: Launder woolen items using appropriate detergents (e.g., wool-specific detergent) and settings (e.g., gentle cycle).
* Techniques for avoiding shrinkage and felting.

**Session 3: Finishing Techniques*** Techniques for drying wool items (e.g., flat drying to maintain shape).
* Discuss proper storage methods to avoid moth damage and preserve the integrity of the fabric.
 |  |
| Day 2 | ****Laundering and Finishing Silk******Session 1: Understanding Silk Care*** Discuss the delicate nature of silk and its sensitivity to water and heat.
* Overview of appropriate detergents and care symbols for silk.

**Session 2: Laundering Process*** Hands-on practice: Launder silk garments using cold water and gentle detergents.
* Discuss hand washing vs. machine washing and the importance of using a mesh bag if machine washing.

**Session 3: Finishing Techniques*** Techniques for ironing silk (using low heat and a pressing cloth).
* Proper folding and hanging methods to prevent creasing.
 |
| Day 3 | ****Laundering and Finishing Non-Made Fibers******Session 1: Overview of Non-Made Fibers*** Discuss the properties and types of non-made fibers (e.g., synthetic fibers like polyester, nylon).
* Identify the advantages and disadvantages of laundering synthetic fabrics.

**Session 2: Laundering Process*** Hands-on practice: Launder non-made fiber garments, focusing on selecting the right cycle and temperature.
* Discuss stain removal techniques specific to synthetic fibers.

**Session 3: Finishing Techniques*** Techniques for finishing non-made fiber garments (e.g., steam pressing, tumble drying).
* Discuss storage methods to maintain their shape and appearance.
 |
| Day 4 | ****Special Considerations for Blends******Session 1: Care for Blended Fabrics*** Discuss common blends (e.g., wool-silk, cotton-polyester) and how to identify them.
* Overview of laundering requirements for blended fabrics.

**Session 2: Laundering Process*** Hands-on practice: Launder blended items using appropriate methods for each fiber type in the blend.
* Discuss colorfastness and its impact on laundry procedures.

**Session 3: Finishing Techniques*** Techniques for pressing blended fabrics without damaging either fiber type.
* Discuss folding and storage best practices.
 |
| Day 5 | ****Review and Final Assessments******Session 1: Review of Key Concepts*** Recap the laundering and finishing processes for wool, silk, and non-made fibers.
* Discuss the importance of reading care labels and using appropriate methods.

**Session 2: Practical Assessment*** Students demonstrate their laundering and finishing skills on selected articles made from wool, silk, and non-made fibers.
* Peer review and feedback session to promote learning and improvement.

**Session 3: Conclusion and Best Practices*** Discuss best practices for maintaining the longevity of different fabric types.
* Provide resources for further learning about fabric care.
 |
| **Week 10** | **Identification and removal of different types of stains**  | Day 1 | ****Identification and Removal of Common Stains******Session 1: Understanding Stains*** Introduction to different types of stains and their sources.
* Discuss the importance of timely stain removal and how it affects fabric integrity.

**Session 2: Coffee Stains*** Identification: Characteristics of coffee stains.
* Removal Techniques: Immediate action steps and suitable cleaning agents (e.g., cold water, dish soap).
* Hands-on Practice: Students practice removing coffee stains on fabric swatches.
 |  |
| Day 2 | ****Stain Removal Techniques for Biological and Food Stains******Session 1: Blood Stains*** Identification: Recognizing fresh vs. dried blood stains.
* Removal Techniques: Cold water soaking, enzyme-based detergents.
* Hands-on Practice: Students apply techniques on blood-stained fabric.

**Session 2: Food Stains*** Identification: Types of food stains (greasy, colorful, etc.).
* Removal Techniques: Pre-treating, using stain removers, washing methods.
* Hands-on Practice: Students work on various food-stained fabric samples.
 |
| Day 3 | ****Stain Removal for Ink and Chewing Gum******Session 1: Ink Stains*** Identification: Different ink types (ballpoint, fountain pen).
* Removal Techniques: Rubbing alcohol, blotting methods, testing on inconspicuous areas.
* Hands-on Practice: Students remove ink stains from fabric.

**Session 2: Chewing Gum Stains*** Identification: Characteristics of gum stains.
* Removal Techniques: Freezing method, scraping, and using solvents.
* Hands-on Practice: Students practice the gum removal process.
 |
| Day 4 | ****Handling Infected Linen and Hospital Procedures******Session 1: Classification of Hospital Linens*** Discuss different categories of hospital linens (bed sheets, gowns, towels).
* Importance of proper classification for infection control.

**Session 2: Hospital Procedures for Handling Infected Linen*** Guidelines for safely handling and laundering infected linens.
* Personal protective equipment (PPE) requirements.
* Group Discussion: Share experiences and best practices in healthcare settings.
 |
| Day 5 | ****Special Laundry Processes******Session 1: Sponging and Spotting Techniques*** Introduction to sponging and spotting as methods for treating localized stains.
* Discuss tools and materials used for these techniques.
* Hands-on Practice: Students apply sponging and spotting techniques on various stains.

**Session 2: Home Dry Cleaning of Articles*** Overview of home dry cleaning kits and their effectiveness.
* Discuss safe methods for dry cleaning at home, including product recommendations.
* Practical Activity: Students demonstrate home dry cleaning techniques on designated fabric items.
 |
| **Week 11** | ****Safety and Security Needs of Hospitality Operators**** | Day 1 | ****Safety and Security Needs of Hospitality Operators******Session 1: Overview of Safety and Security in Hospitality*** Discuss the importance of safety and security for hospitality operators.
* Outline common risks and threats in the industry.

**Session 2: Security in the Housekeeping Department*** **Employee Theft**
* Identifying signs of employee theft and its impact on the business.
* Discuss preventive measures, including training and monitoring.
* **Theft by Guests and Intruders**
* Strategies to secure housekeeping areas and prevent unauthorized access.
* Importance of staff awareness and vigilance.
 |  |
| Day 2 | ****Minimizing Theft and Guest Security******Session 1: Minimizing Theft in Housekeeping*** Discuss policies and procedures for securing housekeeping supplies and equipment.
* Role of management in fostering a culture of honesty and integrity.

**Session 2: Guest Security*** Discuss measures to ensure guest security in hotel environments.
* **Security in Guestrooms**
* Importance of secure locks, safes, and surveillance systems.
* **Safety: Fire Prevention and Safety Training**
* Fire safety protocols and emergency response training for staff.
 |
| Day 3 | ****Group Research Assignment on Safety and Security******Session 1: Group Research Preparation*** Assign groups to research specific aspects of safety and security in hospitality.
* Topics may include guest security measures, employee theft prevention, and fire safety protocols.

**Session 2: Group Presentations*** Groups present their findings, focusing on practical applications and best practices.
* Discussion and feedback on each group's research.
 |
| Day 4 | ****Introduction to Fibers and Fabrics******Session 1: Classification of Fibers*** Overview of natural and synthetic fibers.
* Discuss properties and applications of various fibers in the hospitality industry.

**Session 2: Fabric Construction*** Explain different methods of fabric construction, including knitting and weaving.
* Introduce the concept of fabric finishes and their importance in hospitality textiles.
 |
| Day 5 | ****Different Types of Weaves and Controlling Operations******Session 1: Different Types of Weaves*** Discuss common weave types (plain, twill, satin) and their characteristics.
* Explore the impact of weave type on durability and care in hospitality settings.

**Session 2: Controlling Operations in Housekeeping****Housekeeping Operating Budget*** Overview of budgeting principles specific to the housekeeping department.

**Productivity Control*** Discuss methods for measuring and improving productivity in housekeeping.

**Linen Room*** Importance of a well-managed laundry room in maintaining quality and efficiency.

**Types of Linen Rooms*** Discuss different setups for linen rooms based on hotel size and needs.
 |
| **Week 12** | ****Inventory Control and Managing Housekeeping Supplies**** | Day 1 | ****Inventory Control and Managing Housekeeping Supplies******Session 1: Inventory Control Systems*** Discuss various methods to track housekeeping supplies (manual vs. digital systems).
* Importance of maintaining stock levels and preventing shortages.
* Practical exercise: Set up a basic inventory system for a small hotel.

**Session 2: Budgeting for Housekeeping Supplies*** Explore how to forecast supply needs based on occupancy rates.
* Budgeting best practices to manage costs without compromising quality.
* Practical exercise: Create a budget plan for housekeeping supplies.
 | * **Task 12**

**Final Project** |
| Day 2 | ****Linen and Uniform Management******Session 1: Linen Management*** Discuss best practices for managing linen rotation, minimizing wear and tear.
* Linen par levels: Calculating the ideal amount of linens per room.

**Session 2: Uniform Management*** Importance of uniform cleanliness and presentation for housekeeping staff.
* Assignments: Students to design a uniform management plan for a hotel.
 |
| Day 3 | ****Housekeeping Software and Technology******Session 1: Introduction to Housekeeping Management Software*** Explore popular housekeeping software like Opera, Room Raccoon, and others.
* How technology aids in tracking room status, task assignments, and productivity.

**Session 2: Practical Use of Housekeeping Software*** Hands-on session where students navigate a demo version of a housekeeping software.
* Group activity: Students create daily cleaning schedules using the software.
 |
| Day 4 | ****Sustainability in Housekeeping******Session 1: Sustainable Cleaning Practices*** Discuss the importance of eco-friendly cleaning agents.
* Best practices for reducing water and energy usage in laundry processes.

**Session 2: Waste Management in Housekeeping*** Proper waste disposal methods: recycling, composting, and reducing single-use products.
* Activity: Students design a sustainable housekeeping plan for a hotel, focusing on reducing the environmental impact.
 |
| Day 5 | ****Final Assessments and Presentations******Session 1: Final Practical Assessment*** Students to demonstrate their proficiency in laundering, finishing, stain removal, and room inspection.
* Grading based on speed, efficiency, and attention to detail.

**Session 2: Presentations*** Groups present their findings from previous group research assignments.
* Award certificates and provide feedback for improvements.
 |
| **Week 13** | **Final Assessment** |  | Final Exam |  |

 **SUGGESTIVE FORMAT AND SEQUENCE ORDER OF MOTIVATIONAL LECTURE.**

**Mentor**

Mentors are provided an observation checklist form to evaluate and share their observational feedback on how students within each team engage and collaborate in a learning environment. The checklist is provided at two different points: Once towards the end of the course. The checklists are an opportunity for mentors to share their unique perspective on group dynamics based on various team activities, game play sessions, pitch preparation, and other sessions, giving insights on the nature of communication and teamwork taking place and how both learning outcomes and the student experience can be improved in the future.

**Session- 1 (Communication):**

Please find below an overview of the activities taking place Session plan that will support your delivery and an overview of this session’s activity.

|  |
| --- |
| Session- 1 OVERVIEW |
| Aims and Objectives: |
| * To introduce the communication skills and how it will work
* Get to know mentor and team - build rapport and develop a strong sense of a team
* Provide an introduction to communication skills
* Team to collaborate on an activity sheet developing their communication, teamwork, and problem-solving
* Gain an understanding of participants’ own communication skills rating at the start of the program
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity:** | **Participant Time** | **Teacher Time** | **Mentor Time** |
| Intro Attend andcontribute to the scheduled. |  |  |  |
| Understand good communication skillsand how it works. |  |  |  |
| Understand what good communication skills mean |  |  |  |
| Understand what skills are important for goodcommunication skills |  |  |  |
| **Key learning****outcomes:** | **Resources:** | **Enterprise skills****developed:** |
| Understand the communication skills and how it works.Understand what communication skills mean Understand what skills are important for communication skills | Podium Projector Computer Flip Chart Marker | Communication Self Confidence Teamwork |

|  |  |
| --- | --- |
| **Schedule** | **Mentor Should do** |
| **Welcome:****5 min** | Short welcome and ask the **Mentor** to introduce him/herself. Provide a brief welcome to the qualification for the class.Note for Instructor: Throughout this session, please monitor the session to ensure nothing inappropriate is being happened. |
| **Icebreaker:****10 min** | Start your session by delivering an icebreaker, this will enable you and your team to start to build rapport and create a team presentation for the tasks ahead.The icebreaker below should work well at introductions and encouraging communication, but feel free to use others if you think they are more appropriate. It is important to encourage young people to get to know each other and build strong team links during the first hour; this will help to increase their motivation andcommunication throughout the sessions. |
| **Introduction & On boarding:****20mins** | Provide a brief introduction of the qualification to the class and play the “On boarding Video or Presentation”. In your introduction cover the following:1. Explanation of the program and structure. (Kamyab jawan Program)
2. How you will use your communication skills in your professional life.
3. Key contacts and key information – e.g. role of teacher, mentor, and SEED. Policies and procedures (user agreements and “contact us” section). Everyone to go to the Group Rules tab at the top of their screen, read out the rules, and ask everyone to verbally agree.
 |

|  |  |
| --- | --- |
|  | Ensure that the consequences are clear for using the platform outside of hours. (9am-8pm)4. What is up next for the next 2 weeks ahead so young people know what to expect (see pages 5-7 for anoverview of the challenge). Allow young people to ask any questions about the session topic. |
| **Team Activity Planning: 30 minutes** | MENTOR: Explain to the whole team that you will now be planning how to collaborate for the first and second collaborative Team Activities that will take place outside of the session. There will not be another session until the next session so this step is required because communicating and making decisions outside of a session requires a different strategy that must be agreed upon so that everyone knows what they are doing for this activity and how.“IDENTIFY ENTREPRENEURS” TEAM ACTIVITY“BRAINSTORMING SOCIAL PROBLEMS” TEAM ACTIVITY”*As a team, collaborate on a creative brainstorm on social problems in your community. Vote on the areas you feel most passionate about as a team, then write down what change you would like to see happen.*Make sure the teams have the opportunity to talk about how they want to work as a team through the activities e.g. when they want to complete the activities, how to communicate, the role of the project manager, etc. Make sure you allocate each young person a specific week that they are the project manager for the weekly activities and make a note of this.Type up notes for their strategy if this is helpful - it can be included underneath the Team Contract. |
| **Session Close:****5 minutes** | **MENTOR:** Close the session with the opportunity for anyone to ask any remaining questions.**Instructor:**Facilitate the wrap-up of the session. A quick reminder of what is coming up next and when the next session will be. |

**SUCCESS STORY**

**Annexure III**

|  |  |  |
| --- | --- | --- |
| **S. No** | **Key Information** | **Detail/Description** |
| 1. | **Self & Family background** | **Asif Aziz,** who lives in Zia Musjid (ISB), is an example of how hard work and Currently working as a housekeeping supervisor at UAE.and has earned, on average, **US$20,000** per month for the past several months. But this isn’t a story of overnight success – ASIF has had to work hard to differentiate himself and stay true to his goal. |

|  |  |  |
| --- | --- | --- |
| 2. | **How he came on board NAVTTC Training/ or got trained through any other source** | Certification in Hospitality Management from Hashoo(NAVTTC partner institute) |

**Note:** Success story is a source of motivation for the trainees and can be presented in several ways/forms in a NAVTTC skill development course as under: -

1. To call a passed out successful trainee of the institute. He will narrate his success story to the trainees in his own words and meet trainees as well.
2. To see and listen to a recorded video/clip (5 to 7 minutes) showing a successful trainee Audio-video recording that has to cover the above-mentioned points.**\***
3. The teacher displays the picture of a successful trainee (name, trade, institute, organization, job, earning, etc) and narrates his/her story in the teacher’s own motivational words.

**\*** *The online success stories of renowned professional can also be obtained from* ***Annex-II***

# *Annexure-II:*

**Annexure-IV:**

 **Workplace/Institute Ethics Guide**

Work ethic is a standard of conduct and values for job performance. The modern definition of what constitutes good work ethics often varies.  Different businesses have different expectations. Work ethic is a belief that hard work and diligence have a moral benefit and an inherent ability, virtue, or value to strengthen character and individual abilities. It is a set of values-centered on the importance of work and manifested by determination or desire to work hard.

The following ten work ethics are defined as essential for student success:

**Attendance:**

Be at work every day possible, plan your absences don’t abuse leave time. Be punctual every day.

**Character:**

Honesty is the single most important factor having a direct bearing on the final success of an individual, corporation, or product. Complete assigned tasks correctly and promptly. Look to improve your skills.

**Team Work:**

The ability to get along with others including those you don’t necessarily like. The ability to carry your weight and help others who are struggling. Recognize when to speak up with an idea and when to compromise by blend ideas together.

**Appearance:**

Dress for success set your best foot forward, personal hygiene, good manner, remember that the first impression of who you are can last a lifetime

**Attitude:**

Listen to suggestions and be positive, accept responsibility. If you make a mistake, admit it. Values workplace safety rules and precautions for personal and co-worker safety. Avoids unnecessary risks. Willing to learn new processes, systems, and procedures in light of changing responsibilities.

**Productivity:**

Do the work correctly, quality and timelines are prized. Get along with fellows, cooperation is the key to productivity. Help out whenever asked, do extra without being asked. Take pride in your work, do things the best you know-how. Eagerly focuses energy on accomplishing tasks, also referred to as demonstrating ownership. Takes pride in work.

**Organizational Skills:**

Make an effort to improve, learn ways to better yourself. Time management; utilize time and resources to get the most out of both. Take an appropriate approach to social interactions at work. Maintains focus on work responsibilities.

**Communication:**

Written communication, being able to correctly write reports and memos. Verbal communications, being able to communicate one on one or to a group.

**Cooperation:**

Follow institute rules and regulations, learn and follow expectations. Get along with fellows, cooperation is the key to productivity. Able to welcome and adapt to changing work situations and the application of new or different skills.

**Respect:**

Work hard, work to the best of your ability. Carry out orders, do what’s asked the first time. Show respect, accept, and acknowledge an individual’s talents and knowledge. Respects diversity in the workplace, including showing due respect for different perspectives, opinions, and suggestions.