

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Cleaning Standards & Guest Room Care

Workshop Level



LAPT — London Academy of Professional Training

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Reference HS-PHK-W • Hospitality Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	HS-PHK-W
AWARD	Certificate
ASSESSMENT	445 marks — 267 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Cleaning Techniques 3 chapters · 12 classes 90 marks	
• 1 Understanding Cleaning Protocols and Safety Regulations — 4 classes › 1.1 Recognizing Key Cleaning Protocols › 1.2 Understanding Safety Regulations in Cleaning › 1.3 Implementing Effective Cleaning Strategies › 1.4 Evaluating Cleaning Practices for Compliance • 2 Techniques for Efficient and Effective Surface Cleaning — 4 classes › 2.1 Understanding Surface Types and Appropriate Cleaning Methods › 2.2 Selecting and Using Cleaning Products Safely and Effectively › 2.3 Mastering Techniques for Efficient Daily Surface Cleaning › 2.4 Evaluating Cleaning Outcomes for Consistent Quality Improvement	• 3 Advanced Methods in Guest Room Sanitization and Maintenance — 4 classes › 3.1 Understanding High-Touch Surface Sanitization › 3.2 Mastering the Use of Cleaning Agents in Guest Rooms › 3.3 Implementing Effective Ventilation Techniques › 3.4 Ensuring Consistent Maintenance of Guest Room Standards
2 Customer Service Skills 3 chapters · 12 classes 65 marks	
• 1 Understanding the Basics of Customer Service in Housekeeping — 4 classes › 1.1 Defining Customer Service in Housekeeping › 1.2 Identifying Key Cleaning Standards › 1.3 Exploring the Role of Housekeeping in Guest Satisfaction › 1.4 Applying Customer Service Techniques to Room Care • 2 Enhancing Guest Experiences through Personalized Service — 4 classes › 2.1 Understanding the Basics of Personalizing Guest Service › 2.2 Identifying Guest Preferences and Needs › 2.3 Implementing Personalized Service Techniques › 2.4 Evaluating the Impact of Personalized Service on Guest Satisfaction	• 3 Handling Guest Complaints and Resolving Conflicts — 4 classes › 3.1 Understanding the Nature of Guest Complaints › 3.2 Demonstrating Effective Listening Techniques › 3.3 Employing Conflict Resolution Strategies › 3.4 Implementing Solutions and Following Up

3

Health and Safety Regulations

3 chapters · 12 classes

45 marks

• 1 Understanding UK Health and Safety Regulations in Housekeeping — 4 classes

- › 1.1 Exploring UK Health and Safety Laws in Housekeeping
- › 1.2 Identifying Key Safety Hazards in Guest Rooms
- › 1.3 Implementing Safety Protocols in Housekeeping
- › 1.4 Evaluating Compliance with Health and Safety Standards

• 2 Implementing Safety Protocols in Cleaning and Guest Room Care

— 4 classes

- › 2.1 Understanding Safety Protocols: An Introduction to Health and Safety Regulations
- › 2.2 Identifying Hazards: Assessing Risks in Guest Room Cleaning
- › 2.3 Applying Correct Procedures: Safe Practices for Cleaning and Room Care
- › 2.4 Evaluating Compliance: Monitoring and Improving Safety Standards

• 3 Risk Assessment and Management in Housekeeping — 4 classes

- › 3.1 Identifying Hazards in Housekeeping Environments
- › 3.2 Evaluating Risks and Understanding Their Impact
- › 3.3 Implementing Safety Measures to Mitigate Risks
- › 3.4 Monitoring and Reviewing Housekeeping Risk Management

4

Introduction to Housekeeping

3 chapters · 12 classes

90 marks

• 1 Understanding the Role of Housekeeping in Hospitality — 4 classes

- › 1.1 Exploring the Importance of Housekeeping in Hospitality
- › 1.2 Identifying Key Responsibilities and Skills in Housekeeping
- › 1.3 Understanding Cleaning Standards and Protocols
- › 1.4 Applying Effective Guest Room Care Techniques

• 2 Essential Cleaning Techniques and Standards — 4 classes

- › 2.1 Understanding Cleaning Standards: Key Principles and Practices
- › 2.2 Mastering Dusting Techniques for Optimal Room Hygiene
- › 2.3 Implementing Effective Floor Cleaning Methods
- › 2.4 Applying Surface Sanitization Techniques to Ensure Guest Safety

• 3 Advanced Guest Room Care and Presentation — 4 classes

- › 3.1 Understanding Guest Room Standards
- › 3.2 Mastering Cleaning and Sanitization Techniques
- › 3.3 Enhancing Room Aesthetics and Presentation
- › 3.4 Implementing Advanced Turn-Down Services

5

Quality Control Processes

3 chapters · 12 classes

65 marks

• 1 Understanding the Fundamentals of Quality Control in Housekeeping — 4 classes

- › 1.1 Exploring the Principles of Quality Control in Housekeeping
- › 1.2 Identifying Key Quality Control Metrics in Cleaning Standards
- › 1.3 Implementing Effective Quality Control Procedures in Guest Rooms
- › 1.4 Evaluating and Improving Quality Control Practices

• 2 Implementing Quality Control Procedures for Guest Room Care —

4 classes

- › 2.1 Understanding Quality Control in Guest Room Care
- › 2.2 Identifying Key Standards for Guest Room Cleanliness
- › 2.3 Applying Quality Control Checklists in Daily Operations
- › 2.4 Evaluating the Effectiveness of Cleaning Procedures

• 3 Evaluating and Enhancing Quality Control Measures in Housekeeping — 4 classes

- › 3.1 Understanding Quality Control Standards in Housekeeping
- › 3.2 Identifying Common Quality Control Challenges and Solutions
- › 3.3 Implementing Effective Quality Control Procedures
- › 3.4 Assessing and Enhancing Room Cleaning Performance

• 1 Understanding Eco-Friendly Cleaning Products — 4 classes

- › 1.1 Exploring the Benefits of Eco-Friendly Cleaning Products
- › 1.2 Identifying Key Ingredients in Sustainable Cleaning Solutions
- › 1.3 Comparing Eco-Friendly Products to Traditional Cleaning Agents
- › 1.4 Applying Eco-Friendly Cleaning Techniques in Guest Rooms

• 2 Implementing Water and Energy Efficient Cleaning Techniques —

4 classes

- › 2.1 Understanding Water and Energy Consumption in Cleaning
- › 2.2 Identifying Sustainable Cleaning Products and Tools
- › 2.3 Implementing Water-Saving Techniques in Guest Room Cleaning
- › 2.4 Optimizing Energy Use During Cleaning Tasks

• 3 Waste Reduction and Recycling in Housekeeping Operations — 4 classes

- › 3.1 Understanding Waste Streams in Housekeeping
- › 3.2 Strategies for Reducing Waste in Guest Rooms
- › 3.3 Implementing Effective Recycling Practices
- › 3.4 Monitoring and Improving Waste Management