

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Housekeeping Operations

Foundation Level



LAPT — London Academy of Professional Training

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Reference HS-PHK-F • Hospitality Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	HS-PHK-F
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 and Equipment 4 chapters · 20 classes 90 marks • 1 Fundamentals of Cleaning Techniques — 5 classes › 1.1 Identify Different Cleaning Techniques for Various Surfaces › 1.2 Demonstrate Proper Use of Cleaning Chemicals and Label Interpretation › 1.3 Explain the Importance of Personal Protective Equipment (PPE) in Housekeeping › 1.4 Apply Effective Cleaning Techniques for Common Household Areas › 1.5 Assess Cleaning Equipment Options for Specific Cleaning Tasks • 2 Different Types of Cleaning Tools and Their Uses — 5 classes › 2.1 Identify Essential Cleaning Tools for Various Surfaces › 2.2 Demonstrate Proper Usage of Handheld Cleaning Tools › 2.3 Explore the Functionality of Automated Cleaning Equipment › 2.4 Assess the Importance of Eco-Friendly Cleaning Solutions › 2.5 Apply Effective Maintenance Techniques for Cleaning Tools • 3 Advanced Cleaning Techniques and Best Practices — 5 classes › 3.1 Analyze Advanced Cleaning Techniques for Different Surfaces › 3.2 Demonstrate Proper Use of Professional Cleaning Equipment › 3.3 Implement Eco-Friendly Cleaning Practices in Housekeeping › 3.4 Evaluate the Effectiveness of Cleaning Agents and Solutions › 3.5 Develop a Comprehensive Cleaning Schedule Incorporating Best Practices • 4 Safety Protocols and Environmental Considerations in Cleaning — 5 classes › 4.1 Identify and Understand Safety Protocols in Cleaning › 4.2 Demonstrate Proper Use of Personal Protective Equipment (PPE) › 4.3 Analyze Environmental Considerations in Cleaning Products › 4.4 Apply Safe Cleaning Techniques for Various Surfaces › 4.5 Evaluate and Mitigate Risks in Housekeeping Operations	2 Customer Service in Housekeeping 4 chapters · 20 classes 65 marks • 1 Understanding Customer Expectations in Housekeeping — 5 classes › 1.1 Identifying Different Customer Expectations in Housekeeping › 1.2 Analyzing the Impact of Customer Expectations on Service Quality › 1.3 Exploring Common Customer Complaints and Their Causes › 1.4 Developing Effective Communication Strategies for Customer Engagement › 1.5 Implementing Solutions to Exceed Customer Expectations in Housekeeping • 2 Effective Communication Skills for Housekeeping Staff — 5 classes › 2.1 Understand the Basics of Effective Communication › 2.2 Identify Key Communication Skills for Housekeeping Staff › 2.3 Practice Active Listening Techniques › 2.4 Role-Play Scenarios for Customer Interactions › 2.5 Utilize Feedback to Enhance Communication Skills • 3 Managing Guest Complaints and Feedback in Housekeeping — 5 classes › 3.1 Identify Common Guest Complaints in Housekeeping › 3.2 Techniques for Effective Listening and Empathy › 3.3 Strategies for Responding to Complaints Professionally › 3.4 Implementing Solutions: Addressing Guest Concerns Promptly › 3.5 Gathering and Analyzing Guest Feedback for Continuous Improvement • 4 Enhancing Customer Experience through Personalization in Housekeeping — 5 classes › 4.1 Understand Individual Customer Preferences in Housekeeping › 4.2 Apply Personalization Techniques to Enhance Guest Comfort › 4.3 Develop Customized Service Plans Based on Guest Profiles › 4.4 Utilize Feedback to Refine Personalized Housekeeping Services › 4.5 Evaluate the Impact of Personalization on Customer Satisfaction
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3

Health and Safety in Housekeeping

4 chapters · 20 classes

90 marks

• 1 Understanding Workplace Health and Safety Regulations — 5 classes

- › 1.1 Identify Key Health and Safety Regulations in Housekeeping
- › 1.2 Analyse Common Hazards in the Housekeeping Environment
- › 1.3 Implement Effective Risk Assessment Strategies
- › 1.4 Explore Personal Protective Equipment (PPE) Requirements
- › 1.5 Develop an Emergency Response Plan for Housekeeping Staff

• 2 Identifying and Managing Workplace Hazards — 5 classes

- › 2.1 Identify Common Workplace Hazards in Housekeeping
- › 2.2 Assess Risk Levels Associated with Identified Hazards
- › 2.3 Implement Control Measures for Workplace Hazards
- › 2.4 Report and Document Hazards Effectively
- › 2.5 Evaluate the Effectiveness of Hazard Management Strategies

• 3 Personal Protective Equipment (PPE) and Safe Practices — 5 classes

- › 3.1 Identify Essential Personal Protective Equipment (PPE) for Housekeeping
- › 3.2 Demonstrate Proper Techniques for Donning and Doffing PPE
- › 3.3 Assess Workplace Hazards and Determine Appropriate PPE
- › 3.4 Explain the Importance of PPE Maintenance and Storage
- › 3.5 Implement Safe Practices for Using Chemicals and Cleaning Agents

• 4 Emergency Preparedness and Response in Housekeeping — 5 classes

- › 4.1 Identify Common Emergencies in Housekeeping Environments
- › 4.2 Understand the Importance of Emergency Preparedness Plans
- › 4.3 Learn the Key Components of an Emergency Response Procedure
- › 4.4 Practice Role-Playing Emergency Scenarios in Housekeeping
- › 4.5 Evaluate Emergency Response Plans and Suggest Improvements

4

Housekeeping Management Strategies

4 chapters · 20 classes

90 marks

• 1 Foundations of Housekeeping Management — 5 classes

- › 1.1 Explore the Role of Housekeeping in Hospitality
- › 1.2 Identify Key Housekeeping Management Strategies
- › 1.3 Analyze Effective Communication in Housekeeping Teams
- › 1.4 Implement Standard Operating Procedures for Housekeeping
- › 1.5 Evaluate Housekeeping Performance Metrics and Improvement Plans

• 2 Operational Planning in Housekeeping — 5 classes

- › 2.1 Define Key Components of Operational Planning in Housekeeping
- › 2.2 Analyze the Importance of Time Management in Housekeeping Operations
- › 2.3 Develop a Sample Operational Plan for a Housekeeping Department
- › 2.4 Evaluate Different Strategies for Resource Allocation in Housekeeping
- › 2.5 Implement and Monitor an Operational Plan: Best Practices

• 3 Quality Standards and Control in Housekeeping — 5 classes

- › 3.1 Define Quality Standards in Housekeeping Operations
- › 3.2 Identify Key Performance Indicators for Housekeeping
- › 3.3 Analyze Common Quality Control Issues in Housekeeping
- › 3.4 Implement Quality Improvement Strategies in Housekeeping
- › 3.5 Evaluate the Impact of Quality Control on Guest Satisfaction

• 4 Sustainability and Innovation in Housekeeping Practices — 5 classes

- › 4.1 Explore Sustainable Materials for Housekeeping Operations
- › 4.2 Implement Eco-Friendly Cleaning Techniques
- › 4.3 Assess the Impact of Waste Reduction Strategies in Housekeeping
- › 4.4 Innovate with Technology to Enhance Sustainability in Housekeeping
- › 4.5 Develop a Sustainability Action Plan for Housekeeping Management

5

Introduction to Housekeeping

4 chapters · 20 classes

65 marks

• 1 Understanding Housekeeping Roles and Responsibilities — 5 classes

- › 1.1 Exploring the Basics of Housekeeping
- › 1.2 Identifying Key Housekeeping Roles
- › 1.3 Understanding Housekeeping Responsibilities and Tasks
- › 1.4 Analyzing the Importance of Housekeeping in Hospitality
- › 1.5 Applying Best Practices in Housekeeping Operations

• 2 Essential Cleaning Techniques and Tools — 5 classes

- › 2.1 Identify Essential Cleaning Tools for Housekeeping
- › 2.2 Demonstrate Proper Use of Cleaning Equipment
- › 2.3 Apply Effective Cleaning Techniques for Different Surfaces
- › 2.4 Understand Safety Protocols in Housekeeping Operations
- › 2.5 Evaluate Cleaning Products for Efficacy and Safety

• 3 Safety and Regulatory Compliance in Housekeeping — 5 classes

- › 3.1 Identify Key Safety Regulations in Housekeeping
- › 3.2 Understand Personal Protective Equipment (PPE) Requirements
- › 3.3 Assess Hazards and Risks in Housekeeping Environments
- › 3.4 Implement Safe Cleaning Procedures and Practices
- › 3.5 Develop an Emergency Response Plan for Housekeeping Scenarios

• 4 Enhancing Guest Experience through Housekeeping — 5 classes

- › 4.1 Identify Key Elements of Guest Experience in Housekeeping
- › 4.2 Explore the Role of Cleanliness in Guest Satisfaction
- › 4.3 Implement Personalization Techniques in Housekeeping Services
- › 4.4 Assess the Impact of Housekeeping Efficiency on Guest Perception
- › 4.5 Develop Strategies for Communicating with Guests to Enhance Their Experience

• 1 Understanding Sustainability in Housekeeping Principles — 5

classes

- › 1.1 Define Key Concepts of Sustainability in Housekeeping
- › 1.2 Identify Environmental Impacts of Traditional Housekeeping Practices
- › 1.3 Explore Eco-Friendly Products and Their Benefits
- › 1.4 Implement Waste Reduction Strategies in Housekeeping
- › 1.5 Develop a Sustainable Housekeeping Action Plan

• 2 Eco-Friendly Products and Practices in Housekeeping — 5 classes

- › 2.1 Identify Eco-Friendly Cleaning Products and Their Benefits
- › 2.2 Evaluate the Environmental Impact of Traditional Housekeeping Supplies
- › 2.3 Demonstrate Proper Usage of Eco-Friendly Cleaning Techniques
- › 2.4 Develop a Sustainable Housekeeping Checklist
- › 2.5 Implement Eco-Friendly Practices in Daily Housekeeping Routines

• 3 Waste Management and Reduction Strategies — 5 classes

- › 3.1 Identify Key Waste Types in Housekeeping
- › 3.2 Evaluate the Impact of Waste on the Environment
- › 3.3 Explore Waste Reduction Techniques for Housekeeping
- › 3.4 Implement Recycling Practices in Housekeeping Operations
- › 3.5 Develop a Waste Management Plan for Sustainable Housekeeping

• 4 Implementing Sustainable Practices in Housekeeping Operations

— 5 classes

- › 4.1 Identify Key Sustainable Practices in Housekeeping
- › 4.2 Evaluate the Impact of Traditional vs. Sustainable Housekeeping Procedures
- › 4.3 Develop a Sustainable Cleaning Supplies Strategy
- › 4.4 Implement Energy-Saving Techniques in Housekeeping Operations
- › 4.5 Create a Sustainable Waste Management Plan for Housekeeping