



# Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 3

## Forbes Travel Guide Housekeeping Daily Service

LESSONS

LEARNING OUTCOMES

### Daily Service

- Learners can explain the purpose of daily service.
- Learners can list 3 ways you can frustrate a Guest during daily service.
- Learners can identify areas that are often neglected during daily service.

### Daily Service Specifics

- Learners can differentiate between Cleanliness & Condition and Comfort & Convenience
- Learners can identify 3 ways of ensuring Guest Comfort & Convenience in housekeeping during daily service.
- Learners can identify 3 areas in the bathroom that are often neglected.

### Golden Rules of Room Maintenance

- Learners can define context clues in housekeeping.
- Learners can explain how context clues can be used during daily service.
- Learners can explain how to securely service a room.

### The Room: Spot the Opportunity (Interactive Lesson)

- Learners are presented with different room maintenance situations, and must identify what is wrong with each image.