



# Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 2

## Forbes Travel Guide Introduction to Housekeeping

LESSONS

LEARNING OUTCOMES

### Luxury Housekeeping

- Learners can define the role of a housekeeper in modern luxury travel.
- Learners can identify what makes a great Guest room.
- Learners can explain the concept of 'be the eyes and ears of the hotel'.

### Preparing Rooms for Arrival

- Learners can identify 2 standards for preparing rooms for arrival.
- Learners can explain why a room should have no evidence of a previous Guest.
- Learners can identify 2 standards that are Classified as Elements of Luxury during room arrival.

### The Perfect Room (Interactive Lesson)

- Learners are presented with images of a room and can identify areas that are not up to standard.