



Transparency for Mobility in Tourism: transfer and making system of methods and instruments to improve the assessment, validation and recognition of learning outcomes and the transparency of qualifications in tourism.

AGREEMENT n° LLP-LDV-TOI-10-IT-538

UNIT n. 1

ORGANIZATION, PROGRAMMING AND COORDINATION OF THE HOUSEKEEPING

QUALIFICATION	EQF LEVEL	ECVET CREDIT POINTS
Housekeeping	4	

LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Plan and evaluate the quality of the production process and service supply,
2. Manage the budget predicted for the expenses,
3. Manage the housekeeping staff.

1. To plan and evaluate the quality of the production process and service supply **the subject must know**

how to:

- Distribute work based on arrivals and departures;
- Define and control specific services performed by each member of the staff, according to the standards and needs of the client;
- Coordinate maintenance work, both ordinary and extraordinary;
- Control the maintenance and the right use of equipment and facilities utilized by the housekeeping staff;
- Organize and supply the rooms/common areas with the established materials (furniture, comfort, etc.);
- Propose ideas for the arrangement of the rooms and of the common areas in order to create more comfortable spaces;
- Verify the well running of the facilities and equipments;
- Control the performance of specific activities and services;
- Coordinate the maintenance work, both ordinary and extraordinary;
- Control maintenance and right use of the equipment and of the facilities utilized by the housekeeping staff;
- Carry out the procedures and control the execution of them, to guarantee the safety of the room and the client's privacy;
- Control the quality of the laundry services and the condition of the linen;
- Verify the functioning of the facilities and report malfunction cases.

2. To manage the budget predicted for the expenses **the subject must know how to:**

- Plan the expenditures according to the budget predicted for the division;
- Monitor the costs and communicate them to the reception.

3. To manage the housekeeping staff **the subject must know how to:**

- Distribute working hours and shifts, coordinating the service covering according to the flow of clients;
- Control the performance of specific activities and services;
- Verify the compliance to the regulations in force regarding license, health and safety as well as possible further dispositions;
- Establish the demand of skills present in the internal human resources;
- Promote the development of skills through professional education.

COGNITIVE LEARNING OUTCOMES

Describing the process to supply the services;

Illustrating the fundamental principles of the housekeeping;

Illustrating possible solutions of disposition and furnishing of the common areas;

Describing planning techniques regarding expenses;

Illustrating the main costs of the housekeeping;
 Illustrating the fundamental principles of housekeeping accountancy;
 Describing the professional characteristics of the housekeeping staff;
 Illustrating the main staff management techniques;
 Describing the health and safety at work regulations.

SKILL LEARNING OUTCOMES

Applying the housekeeping staff management techniques;
 Using work planning and control techniques for the housekeeping;
 Applying methods and devices to increase the value of human resources;
 Adopting techniques of problem solving;
 Using solutions of disposition and furnishing of common areas according to the style of the structure;
 Applying the regulations regarding safety at work.

INTERPRETATION OF LEVEL

To be able to:

1. Plan and evaluate the quality of the production process and service supply,
2. Manage the budget predicted for the expenses,
3. Manage the housekeeping staff.

The subject must demonstrate that he/she can:	The indicators are:
<ul style="list-style-type: none"> ■ Realize the housekeeping weekly plan, anticipating activities of preparation of a room for clients on arrival, as well as of daily redoing; ■ Verify the correct redoing of a room with a client in departure. 	<ul style="list-style-type: none"> ■ Weekly plan of housekeeping activities; ■ Coherence of the plan with the given inputs (check-in and check-out, human resources availability, possible presence of events, etc.); ■ Correct compilation of an observation checklist.
<ul style="list-style-type: none"> ■ Write an expenses previsionial budget for the division. 	<ul style="list-style-type: none"> ■ Previsionial budget; ■ Coherence of the budget with the costs and the clients' flow (number of rooms, rooms occupation, etc.).
<ul style="list-style-type: none"> ■ Illustrate the main techniques of staff management. 	<ul style="list-style-type: none"> ■ Completeness and correctness of the illustration of methodology and devices.

EVALUATION PROCEDURES				
Type of test		Mandatory / optional	Classification	Optional indications
Written tests	Closed-ended questions		▪ multiple choice	
			▪ questions to be completed (with the choice of a set of options)	X
			▪ fill in the blanks (with the choice of a set of options)	
			▪ mini-cases (with multiple choice questions)	
			▪ matching questions	
	Open-ended questions		▪ open-ended questions	
			▪ questions to be completed (free wording)	
			▪ fill in the blanks (free wording)	
			▪ mini-cases (with open-ended questions)	
	Case solutions		▪ with open-ended questions	
▪ closed-ended questions			X	
"Traditional" tests		▪ Essays		
		▪ Problems		
		▪ Exercises (e.g. equations)		
Oral tests	Interviews		▪ Structured	
			▪ semi-structured	
			▪ unstructured	
Practical tests	Checklist of observations		▪ process-related	X
			▪ product-related	X
	Technical reports			
Simulated performance	Checklist of observations		▪ process-related	X
			▪ product-related	
	Technical reports			

Validation	If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit
<input type="checkbox"/> yes <input type="checkbox"/> NO	

UNIT n. 2

Manage relations with clients, other divisions and external suppliers

QUALIFICATION	EQF LEVEL	ECVET CREDIT POINTS
<i>Housekeeping</i>	4	

LEARNING OUTCOMES IN TERMS OF COMPETENCE

The subject is able to:

1. Ensure the communication between the housekeeping and the reception,
2. Ensure the communication with suppliers,

1. To ensure the communication between the housekeeping and the reception **the subject must know how to:**

- Transmit service communications to the reception in order to carry out the *check-out (mini bar consume, etc.)*;
- Guarantee the vertical communication between the administration and the operating divisions;
- Receive the assignments from the reception staff, at the beginning of one's shift, to keep the rooms availability under control in order to correctly plan the housekeeping work;
- Inform the resources involved about possible changes, both already carried out or to be carried out (e.g.: room exchange) due to complaints or requests of the clients.

2. To ensure communication with suppliers **the subject must know how to:**

- Define the methods and control the execution of the information exchange, using the right communication devices;
- Choose corrective measures in order to solve dysfunctions in the communication process;
- Interact with the suppliers respecting manner and timing indicated by the management.

COGNITIVE LEARNING OUTCOMES

- Applying the main internal communication techniques, typical of the hotel industry;
- Applying the main information filing and classification techniques, both manual and digital;
- Illustrating the main software solutions regarding information flow management;
- Illustrating the main techniques of communicating with and welcoming the client;
- Describing the main devices and techniques of negotiation and conflict management.

SKILL LEARNING OUTCOMES

- Applying techniques of problem setting and problem solving;
- Applying the right communication style in different situations;
- Applying techniques of negotiation and conflict management;
- Applying the legislation in force regarding health and safety at work;
- Applying communication techniques;
- Applying the main levers of the tourism marketing;

INTERPRETATION OF LEVEL

To be able to:

1. Ensure the communication between the housekeeping and the reception,
2. Ensure the communication with suppliers,

The subject must demonstrate that he/she can:	The indicators are:
<ul style="list-style-type: none"> ■ Formulate a format of supply request according to the quality standards of the company. 	<ul style="list-style-type: none"> ■ Correctly filling in, according to the communication standards of the company .
<ul style="list-style-type: none"> ■ Fill in an informative form to the reception staff including room service, laundry, etc. 	<ul style="list-style-type: none"> ■ Informative form about the services requested by the client filled in correctly in all its parts.
<ul style="list-style-type: none"> ■ Illustrate the behavior characteristics to be assumed during a conversation with the client, pointing out the most frequent requests. 	<ul style="list-style-type: none"> ■ Coherence between collected information and previously indicated demands.
<ul style="list-style-type: none"> ■ Individuate the kind of information to be given to the client, based on the information demand previously indicated. 	<ul style="list-style-type: none"> ■ Level of pertinence of the selected information in respect to the previously indicated demands; ■ Completeness and clearness of the selected information.

EVALUATION PROCEDURES				
Type of test		Mandatory / optional	Classification	Optional indications
Written tests	Closed-ended questions		▪ multiple choice	X
			▪ questions to be completed (with the choice of a set of options)	
			▪ fill in the blanks (with the choice of a set of options)	
			▪ mini-cases (with multiple choice questions)	
			▪ matching questions	
	Open-ended questions		▪ open-ended questions	
			▪ questions to be completed (free wording)	
			▪ fill in the blanks (free wording)	
			▪ mini-cases (with open-ended questions)	
	Case solutions		▪ with open-ended questions	
▪ closed-ended questions			X	
"Traditional" tests		▪ Essays		
		▪ Problems		
		▪ Exercises (e.g. equations)		
Oral tests	Interviews		▪ structured	
			▪ semi-structured	X
			▪ unstructured	
Practical tests	Checklist of observations		▪ process-related ▪ product-related	
	Technical reports			
Simulated performance	Checklist of observations	x	▪ process-related	X
			▪ product-related	
	Technical reports			

Validation	If not, enclosing report comments or specific standards / documentation related to the descriptive profile / Unit
<input type="checkbox"/> yes <input type="checkbox"/> NO	