

Hospitality Service Excellence



**AMALGA
TRAINING**

In the world of hospitality, you are more than just staff; you are the heart and soul of the hotel.

COURSE TYPE

Short Course

Value added - unaccredited

DURATION

2 Days

Classroom attendance

CERTIFICATE

Attendance

Issued by Amalga Training

WHO ATTENDS

All Professionals

No prior learning listed

About this Course

Whether you are greeting a guest at the door or ensuring their room is a pristine sanctuary, your work directly impacts how a guest feels about their stay. A clean room provides comfort, a warm greeting provides belonging, and your attention to safety provides peace of mind. Over two days the course covers nine topics: talking to guests and giving great service, the hotel's safety rules, personal hygiene, the guest information rules, the safe entry knocking plan, making a perfect bed, colour coding standards, the germ-killer bathroom clean, and making the floor look brand new.

Who Should Attend

The course is open to **all professionals**:

- ▲ **Front-of-house and reception staff** who set the tone of a guest's stay.
- ▲ **Housekeeping and room attendants** holding the room, bathroom and floor standards.
- ▲ **Hospitality supervisors** accountable for safety, hygiene and guest confidentiality.

By the end of the course, a delegate will be able to:

Serve the guest 01

Talk to guests and give great service at every point of contact.

Work to safety rules 02

Apply the hotel's safety rules in the course of daily work.

Hold hygiene standards 03

Maintain the standard of personal hygiene the role requires.

Protect guest information 04

Follow the guest information rules and keep guest detail confidential.

Enter a room correctly 05

Use the safe entry knocking plan and the colour coding standards.

Finish a room properly 06

Make a perfect bed, run the germ-killer bathroom clean and restore the floor.

COURSE PATHWAY ► THREE MODULES OVER TWO DAYS, THEN A CERTIFICATE OF ATTENDANCE

1 MODULE

Guest Service

3 Topics

Service, hygiene and guest confidentiality.

2 MODULE

Safety Standards

3 Topics

Safety rules, safe entry and colour coding.

3 MODULE

Housekeeping

3 Topics

Beds, bathrooms and floor care.

★ FINAL

Certificate

Attendance

Issued on completion of the two days.

Three modules over two days

The nine course topics are grouped into three modules: the guest-facing conduct that shapes how a stay feels, the safety and colour coding standards that govern how the work is done, and the housekeeping routines that leave a room right.

3

MODULES
9 topics · 2 days

MODULE 1

Guest Service & Professional Conduct

3 TOPICS

- ▶ **Talking to Guests and Giving Great Service**
Guest interaction and the service standard expected at every point of contact.
- ▶ **Personal Hygiene**
The standard of personal hygiene the role requires.
- ▶ **The Secret Guest Information Rules**
Keeping guest information confidential.

MODULE 2

Safety & Working Standards

3 TOPICS

- ▶ **The Hotel's Safety Rules**
The safety rules that apply across the property.
- ▶ **The Safe Entry Knocking Plan**
The knocking routine to follow before entering a guest room.
- ▶ **Colour Coding Standards**
The colour coding system that separates cloths and equipment by area.

MODULE 3

Housekeeping Standards

3 TOPICS

- ▶ **How to Make a Perfect Bed**
The bed-making standard, step by step.
- ▶ **The Germ-Killer Bathroom Clean**
The bathroom cleaning and sanitation routine.
- ▶ **Making the Floor Look Brand New**
Floor care that restores the appearance of the surface.

Certification & Benefits

Each delegate receives a certificate of attendance on completion of the two days. As value added training, the course contributes to:

- ✓ Employee wellness
- ✓ Mandatory grant (MG) spend
- ✓ B-BBEE skills development
- ✓ Value added training