




「房務管理」高級管理課程
Executive Development Programme
**Housekeeping
Management**
05-06 & 07-08 June 2012

Put one of the most prestigious hospitality education institutions in your resume!

Institute for Tourism Studies (IFT) and Ecole hôtelière de Lausanne (EHL), the world's oldest hotel school from Switzerland, are offering an EDP on "Housekeeping Management". This window of opportunity will make Switzerland just minutes away.

Facilitator	Ms. Rose-Marie Bannenberg Professor of Housekeeping Management Ecole hôtelière de Lausanne
Registration Fee	Macao ID-holders: MOP5,000 Non-Macao ID-holders: MOP6,500
Language	English
Venue	Institute for Tourism Studies (IFT), Macao
Deadline	04 May 2012 (Friday)
Enquiry	Tel: 85061 250 Fax: 85061 283 Email: edp@ift.edu.mo
Registration	www.ift.edu.mo





旅遊學院
INSTITUTO DE FORMAÇÃO TURÍSTICA
Institute for Tourism Studies



PROGRAMME DESCRIPTION

The Housekeeping department is an important cost-centre within the hotels' operating departments and very much influences the overall rooms profitability. The department is often seen as a cost centre only, however, the quality of staff and the consistency of service delivered by its employees, is highly influencing overall guest satisfaction.

This module will give you the insight on all critical aspects of managing the Housekeeping department covering a diversity of important aspects from required skills & competencies to the introduction of new techniques and methodologies to improve profit levels.

Participants will learn about all processes within the department and how to establish valid procedures and organization standards to anchor consistent service levels. Next to that, the importance of personal development and career planning for housekeeping staff will be explained. This will also be linked to modern learning techniques for each level of employees within the department.

METHODOLOGY

Lecture-presentation, group work and case studies.

THE ORGANISERS

Lausanne Hospitality Consulting of Ecole
Hôtelière de Lausanne

www.lee.ehl.edu

Institute for Tourism Studies, Macao

www.ift.edu.mo



LAUSANNE HOSPITALITY CONSULTING
a division of Ecole hôtelière de Lausanne



LEARNING OBJECTIVES

By the end of the Module, participants will be able to:

Knowledge

- Define the new trends in housekeeping, laundry and public area operations
- Identify the characteristics of public areas and the need for an efficient team in the cleaning of these areas
- Describe the importance of maintaining linen and equipment inventory
- Organise, manage and evaluate each Housekeeping department
- Describe the effects of efficient communication; with guests, inter-personal and inter-departmental communication.

Competencies

- Assess housekeeping's departmental performance efficiency
- Apply new housekeeping techniques in managing the cleaning support centre of an establishment.
- Explain the importance of all performance indicators
- Develop tools to measure quality systems in housekeeping departments
- Develop strategies to maximize guest and property safety

Mindset

- Defend the importance of efficient housekeeping systems to deliver excellent customer service
- Value job functions by increasing professionalism





THE FACILITATOR

Rose-Marie Bannenberg is an experienced professional in Housekeeping (3 to 5 star hotels) within the hospitality industry for more than 12 years in this field.

At Ecole Hôtelière de Lausanne (EHL) she was the Executive Housekeeper for 2 years; her first position after completing her bachelor's degree at EHL. After this period and carrying out the spirit of her entrepreneurship, she acquired Hôtel des Voyageurs in Lausanne which she owned and managed for a period of 10 years. Passionate about sharing her rich experience in the industry, she decided to return to the Ecole hôtelière de Lausanne in the year 2000 as a Professor of Housekeeping Management; teaching Laundry & Cleaning of support centers and General supervision. She is also a Swiss Federal Examiner for Hospitality Industry programmes.

For Lausanne Hospitality Consulting, she completed various mandates in Europe, Middle East and for several Asian clients. With her international background and having both Suisse and Colombian nationality, she easily adapts to other cultures. Rose-Marie speaks Spanish (mother tongue), English, French, Italian and Portuguese (basic knowledge).

DISCLAIMER

We reserve the right to postpone or cancel the course. In the case of cancellation, participants will NOT be subject to any charge or compensation.





SCHEDULE

TIME	DAY 1	DAY 2
	Class A: 05 June 2012 (Tue) Class B: 07 June 2012 (Thu)	Class A: 06 June 2012 (Wed) Class B: 08 June 2012 (Fri)
09h15 – 10h45	Introductions <ul style="list-style-type: none"> • Module Leader • Participants • Module <ul style="list-style-type: none"> ◦ Contents & methodologies ◦ Application New trends in Housekeeping <ul style="list-style-type: none"> • Hardware & Software • Equipment support 	Situational-Case study Presentation Leadership in Housekeeping (II) <ul style="list-style-type: none"> • Incite employee participation in a continuous improvement approach
10h45 – 11h00	<i>Coffee Break</i>	
11h00 – 12h30	Sustainable development & Environment Responsibilities <ul style="list-style-type: none"> • Global overview (definition) • Hospitality Achievements and goals 	Procedures & Organization Standards of Cleaning Centre Support <ul style="list-style-type: none"> • Rooms • Public Area • Laundry
12h30 – 13h30	<i>Lunch Break</i>	
13h30 – 15h00	Eco friendly Chemicals & detergents <ul style="list-style-type: none"> • Rooms • Laundry • Public area • Suppliers 	Personalizing the Hotel Experience <ul style="list-style-type: none"> • Professional competencies
15h00 – 15h15	<i>Coffee Break</i>	
15h15 – 16h45	Leadership in Housekeeping (I) <ul style="list-style-type: none"> • Sign up your staff to the Eco professional services • Motivation-Evaluations Situational-Case study (h-w)	Customer Care <ul style="list-style-type: none"> • Behavior & Interaction • Professional & Personal soft skills; Delivering excellent customer service Module Appraisal Certificate ceremony

