Hotel Housekeeping Management and Control Training Course

6 – 10 June 2027
Johannesburg

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Ref: 1591_217315 **Date:** 6 – 10 June 2027 **Location:** Johannesburg **Fees:** 4500 Euro

Overview

Hotel Housekeeping Management and Control Training Course is a one-week intermediate course for housekeeping managers, supervisors, rooms leaders, and hotel operations teams who leave with a Housekeeping Operations Control Plan. Participants plan workload and staffing, control room status, define cleaning and inspection standards, manage linen, laundry, supplies, guest items, safety, and productivity, and coordinate corrections with other departments. The course concentrates on running housekeeping as a controlled department. Agile Leaders Training Center develops hotel housekeeping management and control capability.

Who Should Attend

- Teams responsible for housekeeping department performance
- Supervisors responsible for room assignment and inspection
- Rooms functions responsible for room status and guest readiness
- Operations teams responsible for staffing, supplies, and cost control
- Quality teams responsible for standards and corrective action

The course assumes participants can follow housekeeping procedures and read basic room and staffing reports, and it leaves specialist infection-control design and certification preparation outside its scope.

Departments and Industries

The course supports housekeeping control across accommodation and managed service environments.

- Hotels, resorts, serviced residences, and lodging groups
- Housekeeping, rooms division, front office, and laundry
- Engineering, facilities, procurement, and quality assurance
- Healthcare accommodation, residences, and managed facilities
- Contract cleaning and visitor-service operations

Learning Objectives

By the end of this course, participants will be able to:

- Build housekeeping workload and staffing plans
- Use room-status and department coordination controls
- Apply cleaning, inspection, safety, and ergonomic standards
- Analyze linen, laundry, supply, productivity, and cost measures
- Diagnose defects and prioritize corrective actions
- Build a Housekeeping Operations Control Plan

Course Agenda

Day 1: Department Planning and Coordination

- Housekeeping Responsibility and Escalation Map
- Room Status Coordination Protocol
- Occupancy-to-Workload Conversion Sheet
- Shift Staffing and Coverage Plan
- Daily Housekeeping Control Board

Day 2: Cleaning Standards and Safety

- Guestroom Cleaning Sequence Standard
- Public Area Coverage Checklist
- Chemical and Equipment Control Register
- Housekeeping Ergonomic Risk Review
- Lost-and-Found and Guest Item Log

Day 3: Inspection and Quality Control

- Weighted Room Inspection Checklist
- Defect Classification and Escalation Matrix
- Reclean and Reinspection Control Loop
- Guest Request Completion Tracker
- Housekeeping Quality Trend Dashboard

Day 4: Linen, Supplies, and Productivity

- Linen Par-Level Calculation Sheet
- Laundry Flow and Loss Control Map
- Supply Consumption and Reorder Register
- Room Attendant Productivity Measure
- Housekeeping Cost Variance Table

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Day 5: Housekeeping Control Practice

- Workload and Staffing Planning Exercise
- Room Inspection and Defect Review Exercise
- Linen and Supply Control Exercise
- Productivity and Cost Diagnosis Exercise
- Housekeeping Operations Control Plan Capstone

Practical Exercises

The course uses suggested activities to convert housekeeping standards into daily controls.

- Suggested activity: convert occupancy and room status into workload and shift coverage
- Suggested activity: inspect rooms, classify defects, and assign corrective action
- Suggested activity: calculate linen levels and analyze supply consumption
- Suggested activity: present a Housekeeping Operations Control Plan

FAQs

Who suits Hotel Housekeeping Management and Control Training?

Housekeeping managers, supervisors, rooms leaders, operations teams, and quality staff suit the course when they can follow procedures and read basic room and staffing reports.

How does housekeeping management differ from general hotel operations management?

Housekeeping management concentrates on room readiness, cleaning standards, staffing, inspections, linen, supplies, safety, and department productivity, while general operations management coordinates the whole property.

How is housekeeping workload planned?

Housekeeping workload is planned by converting occupancy, departures, stayovers, public-area duties, special tasks, and service standards into labor demand and shift coverage.

What supports consistent hotel room inspection?

Consistent room inspection depends on defined standards, weighted criteria, defect categories, evidence, supervisor calibration, correction ownership, and reinspection records.

What is a Housekeeping Operations Control Plan?

A Housekeeping Operations Control Plan records workload, staffing, room-status controls, standards, inspections, linen, supplies, safety, productivity measures, costs, corrective actions, and review routines.

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Conclusion

Participants take back a Housekeeping Operations Control Plan that connects standards, resources, and daily evidence. The work product creates a repeatable view of room readiness, staffing, inspections, linen, supplies, safety, productivity, and cost. It helps housekeeping leaders assign controls, coordinate departments, correct defects, and review whether performance improves.