



Training Topics



- ❖ **Standard Operating Procedure**
- ❖ **Safety & Security**
- ❖ **Simulation Exercises**
- ❖ **General Topics (Operations and Administration)**
- ❖ **Interview Guidelines**



ASOT
FACILITIES SUPPORT W.L.L

*Advance School in
Hotel Operational Training and
Facilities Support Management*

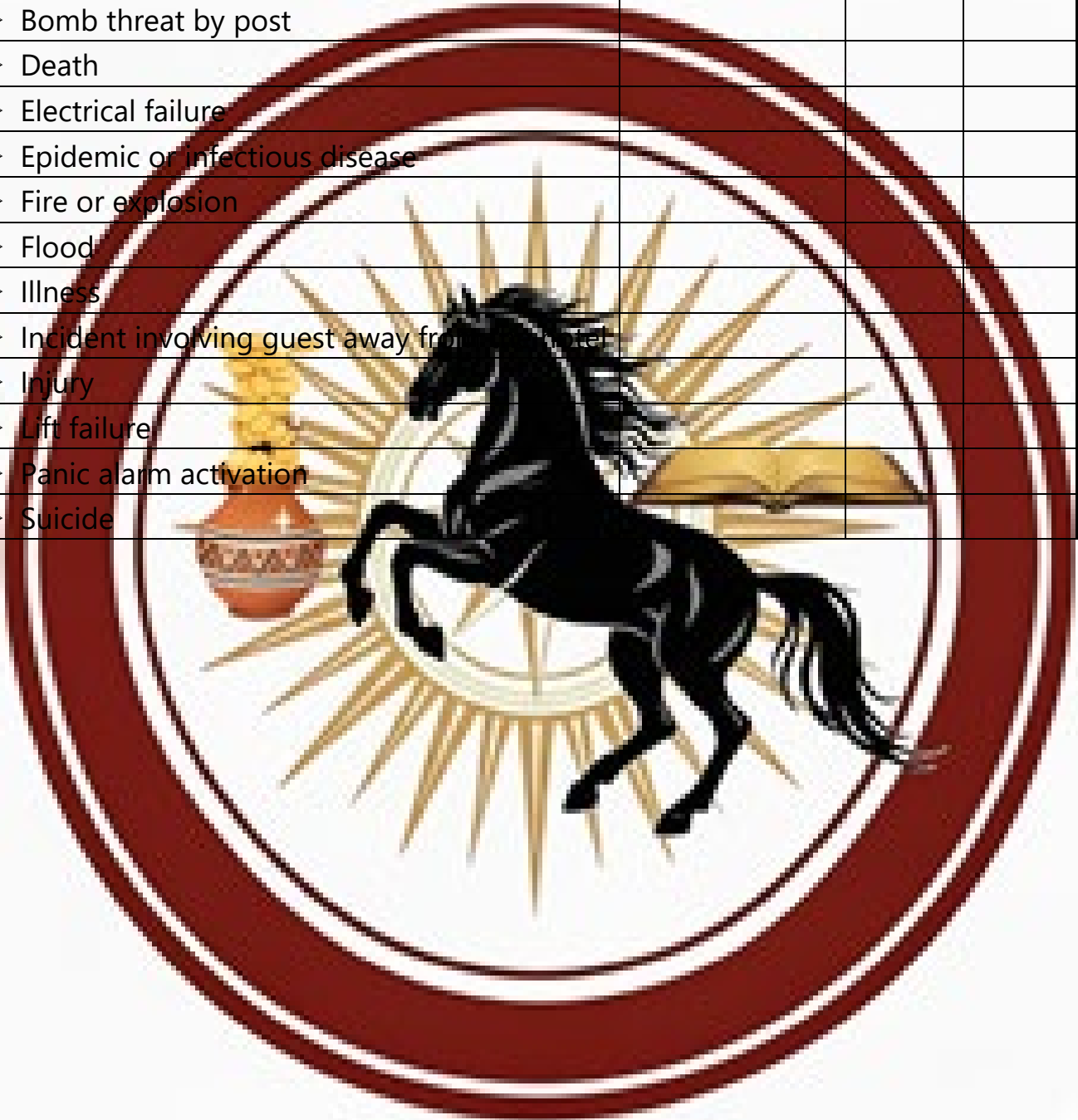
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Systematic approach with Optimistic and consistent delivery is what we believe in

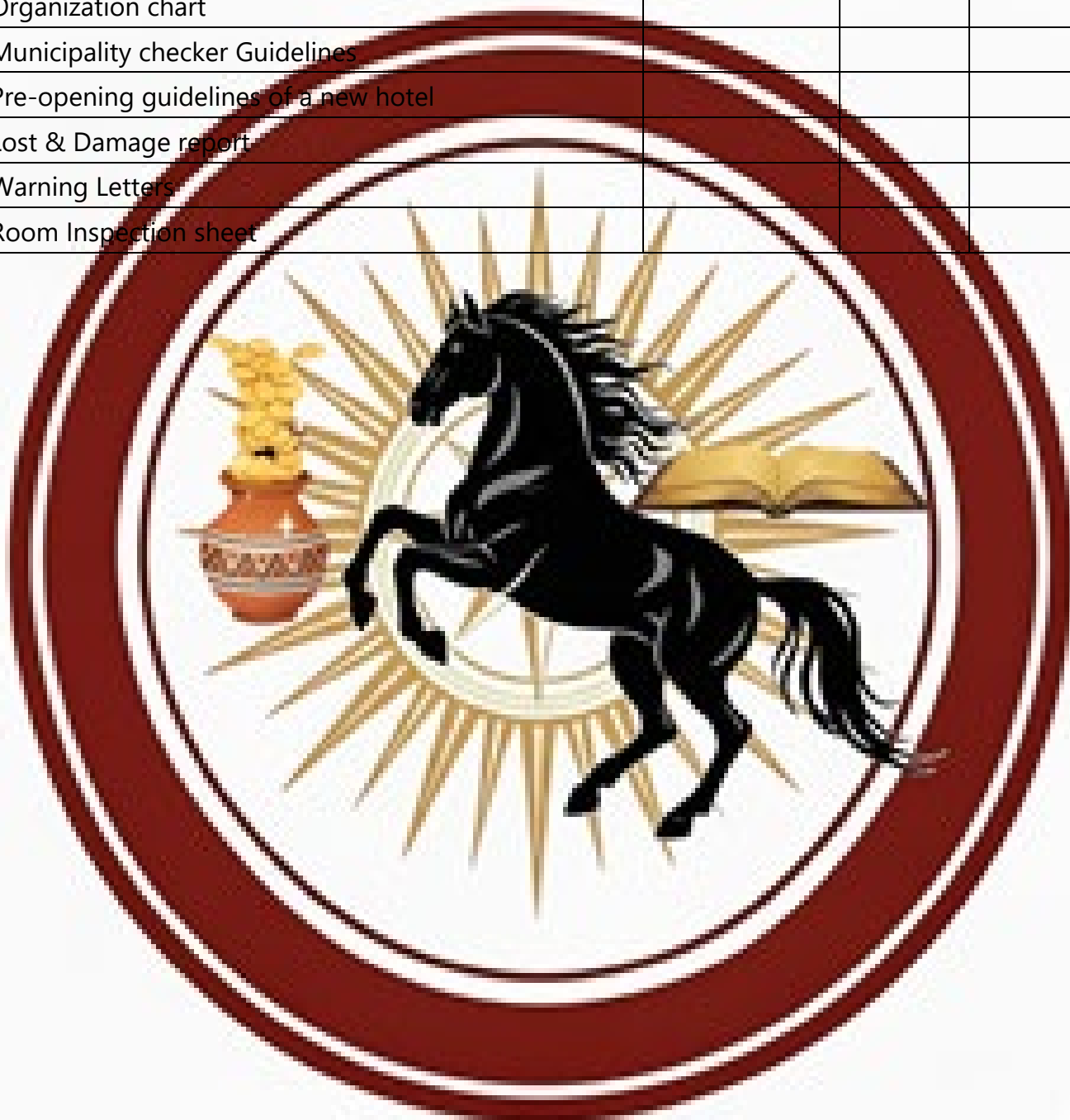
TOPIC	Date Completed	Trainee	Trainer
❖ Standard Operating Procedure			
➤ Signing of Attendance sheet			
➤ Cleaning of rooms in order of priority			
➤ Parking of Cart/Trolley and vacuum			
➤ Entering of a guest room			
➤ Removing room service tray & table in guest room			
➤ Cleaning of Garbage bins			
➤ Bed stripping			
➤ Collect Bathroom linen, amenities and garbage			
➤ Making the bed			
➤ Dusting of bedroom			
➤ Cleaning of walls baseboards & mirrors			
➤ Care and placement of the iron and ironing board			
➤ Cleaning of the telephone			
➤ Cleaning the ashtray			
➤ Cleaning the electric kettle			
➤ Cleaning of crockery and glassware			
➤ Cleaning of curtains			
➤ Cleaning of power point and switches			
➤ Arranging and lining up of shoes in the room			
➤ Cleaning the sink counter			
➤ Handling guest belonging in the bathroom			
➤ Clean toilet bowl/bidet			
➤ Clean bathtub			
➤ Clean bathroom walls and ceiling			
➤ Cleaning of mirrors			
➤ Cleaning of bathroom floors			
➤ Check guest supplies			
➤ Supplying the bedroom			
➤ Check guest supplies (Bathroom)			
➤ Vacuum guest room			
➤ Clean vacuum cleaner daily			
➤ Close guestroom upon exiting			
➤ Cleaning the corridor			
➤ Assisting a guest upon lock-out of the room			
➤ Report DND rooms			
➤ Report pest in the room			

TOPIC	Date Completed	Trainee	Trainer
❖ Safety & Security			
➤ Accident			
➤ Bomb threat by telephone			
➤ Bomb threat by post			
➤ Death			
➤ Electrical failure			
➤ Epidemic or infectious disease			
➤ Fire or explosion			
➤ Flood			
➤ Illness			
➤ Incident involving guest away from site			
➤ Injury			
➤ Lift failure			
➤ Panic alarm activation			
➤ Suicide			



TOPIC	Date Completed	Trainee	Trainer
❖ Simulation Exercises			
➤ Greeting a guest in the corridor and having a friendly professional chat			
➤ Guest is upset since his room is not cleaned from the morning.			
➤ Guest is asking a lot of amenities in boxes as souvenir take away.			
➤ Guest is asking you to open his room main door and you do not know him.			
➤ Guest is complaining that his valuable is missing from the room.			
➤ Guest is complaining that his room has not been cleaned properly.			
➤ You broke one of the guests personal belonging by mistake.			
➤ Guest is asking about your pay package in the hotel.			
➤ Guest is complaining that overall the hotel services are a disaster.			
➤ You are doing a discrepancy check and notice the guest has no response.			
➤ You enter a guest room and face an emergency situation.			
➤ Guest shows you a stained bed sheet in the room.			
➤ The plumbing line in the bathroom burst.			
➤ There is fire in the building.			
➤ Guest is sick while you are entering a room.			
➤ Guest met with an accident while your presence in the room.			
➤ Guest is drunk while you enter the room.			
➤ Guest has made damage to the hotel furniture.			
➤ While you enter an occupied room you find one of the hotel guest supply missing.			
➤ Guest is requesting you to accompany him/her after duty.			
➤ Guest is asking you to assist with his laundry to launder outside.			
➤ Guest is aggressive with you not letting him/her in a room which you are cleaning.			
➤ Guest is giving you huge tips.			
➤ Guest is gifting you with valuable item.			
➤ Guest is gifting you with alcohol.			

TOPIC	Date Completed	Trainee	Trainer
❖ General Topics (Operations and Administration)			
➤ Roster			
➤ Linen Inventory Report			
➤ Room inventory sheet			
➤ Organization chart			
➤ Municipality checker Guidelines			
➤ Pre-opening guidelines of a new hotel			
➤ Lost & Damage report			
➤ Warning Letters			
➤ Room Inspection sheet			



TOPIC	Date Completed	Trainee	Trainer
➤ Grooming standards			
➤ Self-Introduction			
➤ Body Language			
➤ Confidence level			
➤ What to ask /What not to ask			

