

WORK-BASED LEARNING AGREEMENT

HOUSEKEEPING TRAINING PROGRAMME

Student's Name: _____

Course: _____

Property/Company Name: _____

Department: _____

ITS Mentor's Name: _____

Manager's Name: _____

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Maintain appropriate personal presentation consistently		
	Maintain good standards of personal hygiene and health consistently		
	Maintain professional attitudes consistently		
	Maintain effective communications skills		
	Use a positive approach to customer service		
	Give appropriate assistance to customers		
	Receive and welcome guests politely in accordance with organizational guidelines		
	Washing floors		
	Cleaning balcony and balcony furniture		
	Making bed to satisfactory standard		
	Cleaning bathroom to conform with hygiene standards		
	Cleaning guestroom to satisfactory standards		
	Ensure to report any maintenance requirements accordingly		
	Maintain good relationships with colleagues		
	Maintain confidentiality where appropriate		
	Use in house communications systems correctly and as necessary		

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Demonstrate correct procedure for Lost and Found items		
	Demonstrate effective emergency procedures when the need arises		
	Practise safe handling of key systems within the establishment		
	Use suitable security procedures when dealing with equipment and materials		
	Report possible hazards without delay		

ITS Mentor's Comments: _____

Student's Comments: _____

ITS Mentor's Signature: _____

Student's Signature: _____

Date: _____

OVERALL ASSESSMENT MARK
(to be given by ITS Mentor):
_____ / 50