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ROMA FIRENZE BOLOGNA PALERMO CATANIA NAPOLI MILANO TORINO

PROFESSIONAL MASTER IN EXECUTIVE HOUSEKEEPER

The Master in Executive Housekeeper, organized by ANPA - National Academy of Hotel's Professions, with the patronage and the exclusive partnership of the AIH (Italian Housekeeper Association) aims to train the figure of the Executive Housekeeper, in charge of the room service quality in hotel facilities, holding the managerial skills required to ensure the coordination of all the staff in charge of the maintenance and the cleaning of the rooms and of the entire hotel, as well as to be able to understand the needs of customers and ensure high standards of quality. The Executive Housekeeper is a profession with a growing demand in the international hotellerie market, open to young and more senior women, Italian or foreign, that requires strong personality, ability to lead a team, a high education degree, experience and, above all, an appropriate training. The Master is particularly addressed to hotel staff that already work within the room division department as cloakroom attendants, chambermaids and porters, and that hold a technical expertise gained in the field and can aspire to an executive career. For those, however, who never had experience in the field, but they are in possession of a high school diploma and/or an university degree, this Master is the starting point to pursue this rewarding and sought profession. The basic tasks that need to be accomplished by the Executive Housekeeper are: to manage and to coordinate the work of the other staff working in the room division department, to optimize the working procedures, ensure the proper cleaning and preparation of the rooms and areas according to company quality standards, assuming the direct responsibility for the performance of the managed staff. The Executive Housekeeper must, in addition, having a global vision of the hotel in which she operates, acting in harmony with the other departments staff and the direction, as well as having a proper competence in the administrative management, compiling the budget for purchases and the choice of materials and products. From the work of the Housekeeper, in fact, it depends the customer satisfaction and the success of the hotel's hospitality policy. The Master follows an innovative teaching method that encourages the direct contact between students, Executive Housekeeper and General Manager, providing all the operational tools and techniques for optimizing the working procedures in order to manage and coordinate the room division department, the human resources and to improve the communication with customers and staff. Particular attention will be paid to the study of the most important hotel management software in the current international market (Software MICROS FIDELIO OPERA), as well as the improvement of the English language. The professional profile issuing from the Master will be able to motivate and coordinate the employees, establishing accurately work shifts, monitor the areas to be cleaned, check the stock of linen, manage the business budget and ponder purchases.

The Master will be structured on a total of 72 hours spread over three months with biweekly frequency of 3 hours in class, from 17:30 to 20:30, with the possibility to carry out, subject to availability of the hosted facilities, a subsequent internship period from 1 to 6 months in prestigious hotels. The Master in Executive Housekeeper organized by ANPA is the unique course in Italy recognized from the AIH - Italian Housekeeper Association, and valid for applying to the Association.

DIDACTICAL SCHEDULE:

- **The figure and the role of the Hotel's Housekeeper:** the professional profile, the role of supervision and control, the relationship with the management and the other hotel's departments, the relationship with the staff and the customers.
- **Behavioral techniques and professional ethics:** personality and personal care, education and experience, uniform, training, attitude and assistance to staff, liability towards the customers and the company, executive and inspection reports, public relations, customer special requests management
- **Technical labor management and organization:** the knowledge of the whole organization and of the singular hotel departments, employee motivation, communication between the reception and the housekeeping department, the routine with the wardrobe and laundry room, control of the rooms, lost properties, the budget, the form of the department, the relationship with the "on the floor" staff (maids and porters).
- **Techniques, methods and timing for checking the cleaning and the maintenance of the rooms:** the communication log, the Memorandum, the provision of the daily employment, the VIP list, the watch list, the maintenance request, the taking of linen, the daily report of employment, the receipt for items lost, the cargo pick up, handling and inventory controls, auditing policies, organization of the working day, the office of the maid, the rooms report, the reorganization of the rooms, how to enter in the rooms, the time required for the reorganization, room and bathroom cleaning, fixtures and furniture cleaning, the evening service, the free rooms, living rooms and apartments, the evening cleaning equipment, cleaning products and equipment, the passe-partout, cleaning of common areas, maintenance and trade sectors of fabrics, wallpaper, carpet, wood, marble, granite, tiles, ceramics, rubber and linoleum.
- **Administrative capacity for the budget compilation and related purchases:** relationship with the sales office, relations with the administration, economic calculation, stocks, work and the time taken administration, keeping the inventory
- **Room division and hotel architecture:** the main architectural models, annual and seasonal hotels, the hotels with vertical, horizontal and scattered development, distribution of outdoor spaces, common areas, the lobby and the area of the front office, the bar and restaurant, the hall, the rooms, the service areas, warehouses and kitchens, the laundry, the office, the technical spaces, gardens and sports facilities
- **Techniques of human resource management and hotel communication:** staff motivation, the rules of behavior, motivation through emotions, growth and self-realization, the hierarchy roles, the qualities of the managers, behavioral criteria, the technique of strengthening, the team meetings and the teamworking
- **Labor administration and staff employment contracts:** the housekeeper and its staff, the recruitment, systems of recruitment, remuneration, disciplinary sanctions, the new recruits, support and assistance to the staff, the dismissal
- **Concepts and techniques of accident prevention and safety at work:** the legislation on accident prevention and hygiene, the greatest risk (floors, hand, frames, stairs and landings, drop ceiling, plant, equipment, control and maneuver), the preventive maintenance, hygiene at work, first aid, fire safety, prevention measures, the fire safety internal regulation, the use of the fire protection, smoke detectors, alarm buttons, fire hoses and fire extinguishers

- **Introduction to software Micros Fidelio Opera:** principles of computer literacy to manage the housekeeping department using Micros Fidelio Opera software
- **Professional English:** glossary and technical terminology used in the housekeeping department
- **Safety and accident prevention in the workplace** (optional learning module - cost € 120.00 + VAT 22%)

INTERNSHIP: For a period from 1 to 6 months, subject to the availability of the hosted companies, the students will have the opportunity to be included in the room division of prestigious hotel. In this phase of training it will be possible, therefore, to test on the field the technical skills acquired during the first phase of training. The internship does not constitute an employment contract and is only permitted to persons in possession of the requirements of the Article. 18, paragraph 1, letter d of Law 196/1997 and art. 11 of Legislative Decree no. 13 August 2011.

START COURSES	2 times per year
DURATION	72 hours of theoretical/practical training with the possibility to carry on a subsequent period of internship from 1 to 6 months
N° STUDENTS	10
FREQUENCY	2 times per week (monday – wednesday)
LESSONS TIME	17.30 – 20.30
COST	€ 2610,00 + VAT 22%
INTERNSHIP	Available for students in possession of the requirements of Article. 18, paragraph 1, letter d of Law 196/1997 and art. 11 of Law Decree 138/2011. For the activation of the stage is required the payment of € 150.00 + VAT 22% to ANPA, only upon the checking of the compliance of the legislative internship requirements. This fee covers the training period from 1 to 6 months just in a single firm. If the student intends to carry out the training period in many structures, for each subsequent activation of internship it is required to pay the sum of € 150.00 + VAT 22%.
INSTALLMENTS	€ 364,00 + 3 monthly consecutive installments of € 940,00 or € 364,00 + 12 monthly consecutive installments of € 250,00
	If the student intends to include in the course the module for training and information for workers (art. 36 and 37 of Legislative Decree. 81 dated 9 April 2008 PCM Act 221 - CSR 21.12.2011 - State-Regions Agreement), there is an additional cost of € 120,00 + VAT 22% that will be added to the initial amount of € 2610.00 + VAT 22%.

With the patronage and the partnership of:

