

Guidelines for Unified Excellence in Service Training

CULTIVATING SEVEN STAR STANDARDS IN LUXURY SERVICE & HOSPITALITY OPERATIONS
ON-BOARD SUPER YACHTS



Specifications, Learning Outcomes and Assessment
Criteria for:

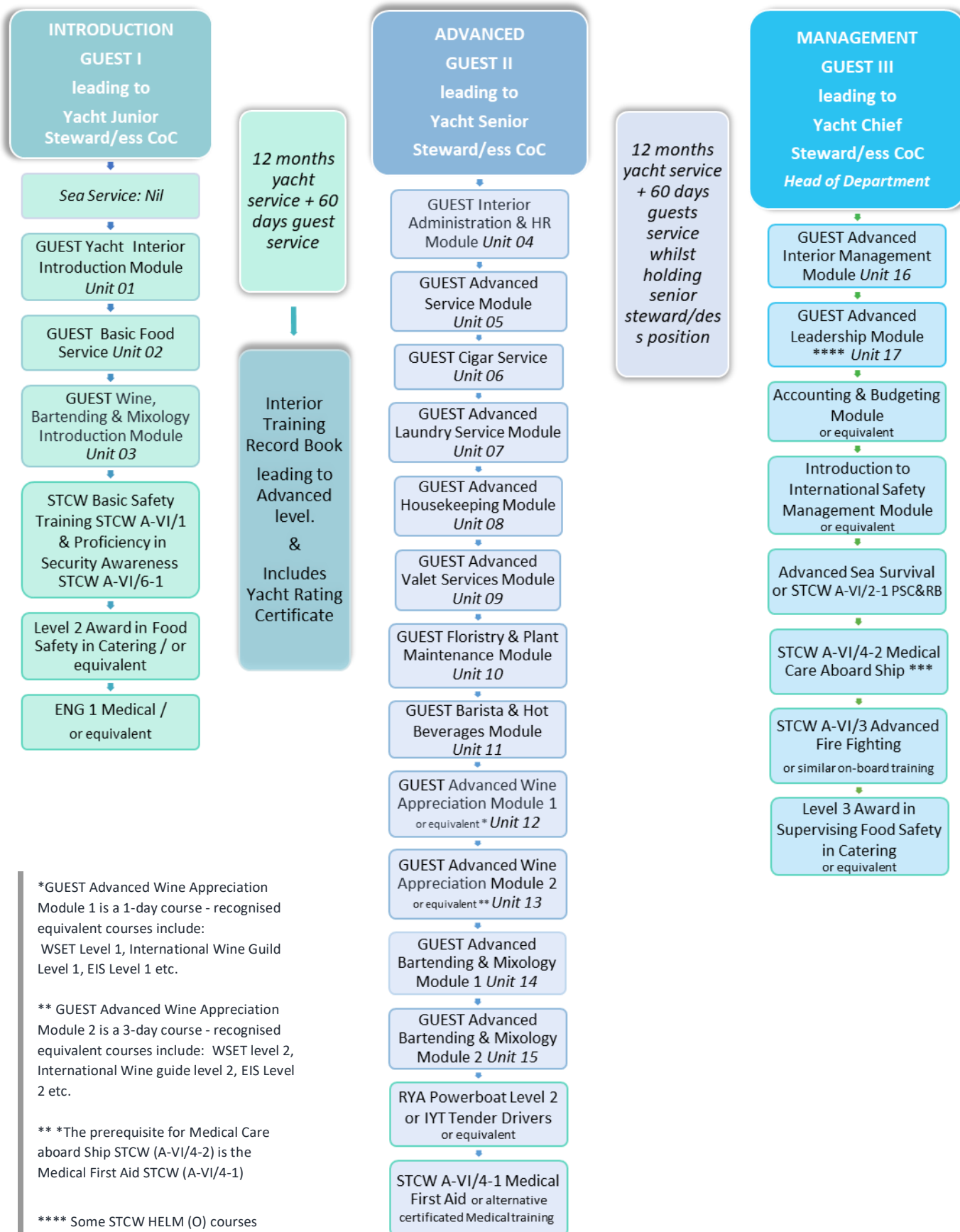
GUEST Advanced Laundry Service Module

| Unit 07

Includes:

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Advanced Laundry Service Module
- Qualification Assessment Provision
- Student Assessment Record

G.U.E.S.T Program Progression Chart



*GUEST Advanced Wine Appreciation Module 1 is a 1-day course - recognised equivalent courses include: WSET Level 1, International Wine Guild Level 1, EIS Level 1 etc.

** GUEST Advanced Wine Appreciation Module 2 is a 3-day course - recognised equivalent courses include: WSET level 2, International Wine guide level 2, EIS Level 2 etc.

*** The prerequisite for Medical Care aboard Ship STCW (A-VI/4-2) is the Medical First Aid STCW (A-VI/4-1)

**** Some STCW HELM (O) courses would be accepted. Please check with GUEST Administration for approved Training Providers

Unit 07	<h2 style="text-align: center;">GUEST Advanced Laundry Service Module</h2>
Course Duration & Certificate issue	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of at least 8 hours or 1 day.</p> <p>On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a “PASS” certificate to the student.</p>
Entry Standards Prerequisites & prior Assessment	<ul style="list-style-type: none"> ▶ Age limit for attending the GUEST© Program is strictly 18years old or over. ▶ All courses will be taught in the International Maritime language, English; therefore all students MUST have a good knowledge of verbal and written English. ▶ Mandatory unit 4 Human resource & Administration ▶ Some formal basic training and / or previous on-board training & experience (minimum 1 season). Training Providers can provide an entry level assessment prior to booking, as well as ask for some proof of previous experience. Usually in the form of a CV and references.
Targeted learning aims. <i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i>	<ul style="list-style-type: none"> ✎ Will understand how to manage professional and efficient laundry services on-board ✎ Will understand how to read and apply laundry labels and washing machine & dryer instructions. ✎ Will learn about machine usage and maintenance plans ✎ Will understand how to apply health and safety practices in the laundry ✎ Will understand how to apply treatment and care of various fabrics and fabric stain removal ✎ Will learn how to correctly iron and press various items and garments
Assessment process	Assessment Criteria is achieved through the assessment process of practical demonstrations by applying skills, supported by Assessments through either written exam, discussion testing or assignment testing.
Materials and Equipment required	Whiteboard or Flipchart & markers Pen and paper TV/screen/projector Sample inventories Sample checklist <ul style="list-style-type: none"> ✎ Label samples ✎ Iron / ironing board ✎ Roller Iron; optional <p>Ideally these items are available for training – good quality videos would be accepted:</p> <ul style="list-style-type: none"> ✎ Washing Machine ✎ Dryer
Instructor qualifications	<ul style="list-style-type: none"> ▶ Have 5 years of proven applied hospitality management experience in the hospitality field, including as a Chief Steward/Stewardess in a professionally crewed Superyacht (over 24 meters) and / or as a Hotel Manager, F & B Manager, Butler training or other similar. ▶ Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing. ▶ Have training qualifications higher than the level being taught. ▶ Fully understand the specific objectives of the training.
Risk Assessment <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i>	Fire exits to be identified Handling hot iron Handling Roller irons Use of machines (Dryer / Washing machine)

Unit 07	GUEST Advanced Laundry Service Module	
	All Highlighted criteria must be practically assessed as competent	
Learning Outcomes	Assessment Criteria	Assessment Criteria
1. Understands the Standard Operating Procedures for the on-board Laundry Department	Refresher Training: Full coverage of SOPs will have been completed in Unit 4. Demonstrate a good working knowledge of standard operating procedures for:	1.1 Guest Laundry procedures 2.1 Crew laundry procedures
2. Understands Laundry Labels and Washing Machine & Dryer Symbols	2.1 Demonstrate an understanding of the importance of interpreting Symbols on Washing Machines 2.2 Identify common symbols on Washing Machines: Minimum Coverage: <ul style="list-style-type: none"> • <i>Temperature</i> • <i>Pre-Wash</i> • <i>Fabric Softener</i> • <i>Rinse / Spin</i> • <i>Drain</i> • <i>Delicate Items</i> 	2.3 Demonstrate an understanding of the importance of Laundry Labels / Care Labels 2.4 Identify all symbols on Laundry Labels: Minimum Coverage: <ul style="list-style-type: none"> • <i>Cleaning</i> • <i>Washing</i> • <i>Drying</i> • <i>Ironing</i> • <i>Products</i> • <i>Special Guidance</i>
3. Understands how to manage a Professional and Efficient Laundry Services on-board	3.1 Demonstrate and apply Professional Ironing, folding and presenting laundered garments: Minimum Coverage: <ul style="list-style-type: none"> • <i>Shirts (Cotton and Silk)</i> • <i>Polo Shirts</i> • <i>Trousers</i> • <i>Shorts</i> • <i>Bed Linen</i> • <i>Table linen</i> 3.2 State the effects and usage of Starch 3.3 Demonstrate and state the required care and maintenance of Laundry Equipment: Awareness of type specific manufactures recommendations <ul style="list-style-type: none"> • <i>Irons</i> • <i>Dryers</i> • <i>Washing Machines</i> • <i>Steamers</i> • <i>Rollers</i> 3.4 State the principals of using a Roller Iron (Rotary Iron)	3.5 Define what the Sinner's Circle is: <ul style="list-style-type: none"> • <i>Time</i> • <i>Temperature</i> • <i>Mechanics</i> • <i>Chemistry</i> 3.6 State the effects and usage of Detergents: <ul style="list-style-type: none"> • <i>The individual functional properties of detergent ingredients</i> • <i>Understand effects of detergent and dosing level for washing performance</i> • <i>Types of detergent dosing equipment</i> • <i>Environmental effects of Detergents</i> 3.7 State the effects and usage of Water <ul style="list-style-type: none"> • <i>Use of Water for Washing</i> • <i>Supply and Decontamination of fresh water</i> • <i>Waste Water Treatment</i> • <i>Waste Water Regulations (MARPOL) (Refresher - Covered in Unit 4)</i>
4. Understands Health and Safety related to Laundry Procedures	4.1 Demonstrate health and safety procedures: <ul style="list-style-type: none"> • <i>Position and posturing for ironing</i> • <i>Manual handling</i> 	<ul style="list-style-type: none"> • <i>Control of Substances Hazardous to Health (COSHH)</i>
5. Understands how to apply, Treatment and Care of Various Fabrics and Fabric Stain Removal Services:	5.1 State how to treat the following fabrics: Minimum Coverage: <ul style="list-style-type: none"> • <i>Linen</i> • <i>Cotton</i> • <i>Wool</i> • <i>Silk</i> • <i>Polyester</i> • <i>Mixed</i> 	5.2 Demonstrate and apply knowledge for stain removal: Minimum Coverage: <ul style="list-style-type: none"> • <i>Blood</i> • <i>Sweat</i> • <i>Red wine</i> • <i>Sun lotion</i> • <i>Makeup / Fake tan</i> • <i>Oil</i>

STUDENT ASSESSMENT RECORD SHEET *Learning Outcomes Statements provide the measurable evidence of the expected knowledge, understanding, application, competencies and attitudes of the subjects the students have covered specific to the GUEST Program level.*

Programme:
GUEST Advanced Level II

Students name
(FULL name of the student)

Course Title:
GUEST Advanced Laundry Service
Module | Unit 07

Approved Trainer (s) name
(All trainer (s) teaching this unit)

Student Learning Outcomes:

Students will be able to:

Please tick when the student has achieved this learning outcome:

- Understand how to manage professional and efficient laundry services on-board
- Understand how to apply a good working knowledge of the interpretation of laundry labels
- Use and apply machine usage and maintenance plans
- Understand how to apply health and safety practices in the laundry
- Understand how to apply treatment and care of various fabrics and fabric stain removal
- Understand how to correctly iron and press various items and garments

Course GLH	The guided learning hours set out for this training must be delivered as a full time course of at least 8 hours, over a minimum of 1 day.	Course start / end date:	From: To:
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Mandatory Practical Learning Outcomes <i>Applying skills: demonstrate, implement, perform</i>	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
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3. Professional and Efficient Laundry Service	3.1 & 3.3		
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Learning Outcome / Criteria <i>(This is in the form of either a Written Exam (WE), Discussion Testing (DT) or Assignment Testing (AT)).</i>	Method (WE, DT, AT)	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
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1. (refresher training) SOPs for the Laundry Department		1.1 – 1.2		
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2. Laundry Labels and Washing Machine Symbols		2.1 – 2.4		
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3. Professional and Efficient Laundry Services		3.1 – 3.7		
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4. Health and Safety Laundry Procedures		4.1		
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5. Treatment and Care of Fabrics and Stain Removal		5.1 – 5.2		
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Trainer Feedback on Assessment:

Student Feedback on Assessment:

Trainers signature:	Date:	Student signature:	Date:
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Re-assessment authorisation by Lead Trainer: Yes/ No	For any Student that does not meet the above requirements, a re-assessment can be completed if authorised by the Lead Trainer . Only one resubmission is possible per assessment providing the trainer considers that the Student will be able to provide improved evidence without further guidance. This will need to be determined at the time of the assessment.
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