

*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:

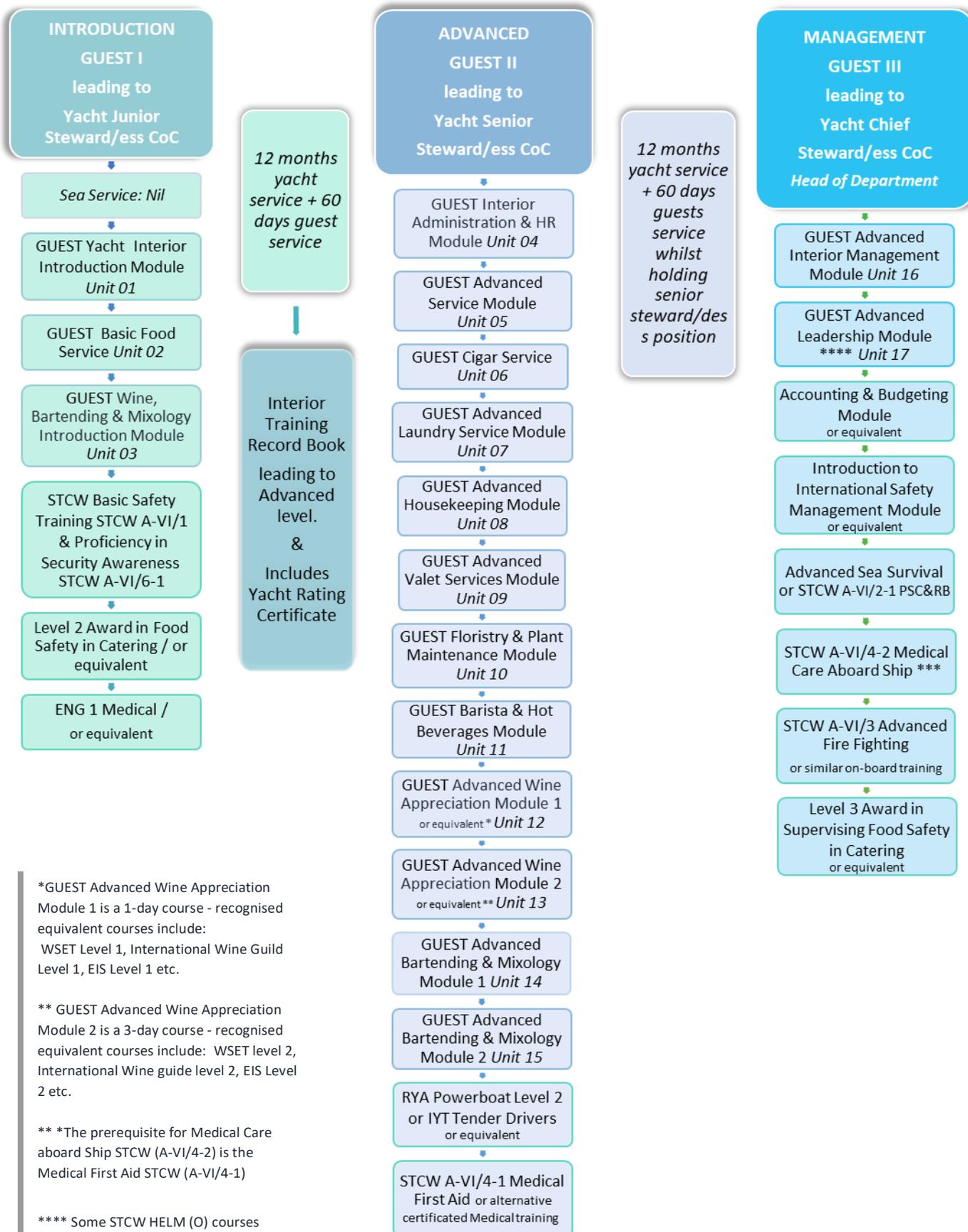
**GUEST Advanced Housekeeping Module**

**| Unit 08**

**Includes:**

- G.U.E.S.T Program Progression Chart
- Specifications for GUEST Advanced Housekeeping 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

<p><b>Unit 08</b></p>	<p><b>GUEST Advanced Housekeeping Module</b></p>
<p><b>Course Duration &amp; Certificate issue</b></p>	<p>The agreed guided learning hours (GLH) set out for this module must be delivered as a full time course of <b>at least 8 hours or 1 days.</b> On successful achievement of the Learning Outcomes and Assessment Standards of competence, the Training Provider should issue a "PASS" certificate to the student.</p>
<p><b>Entry Standards</b> Prerequisites &amp; prior Assessment</p>	<ul style="list-style-type: none"> <li>▶ Age limit for attending the GUEST© Program is strictly 18years old or over.</li> <li>▶ All courses will be taught in the International Maritime language, English; therefore all students <b>MUST</b> have a good knowledge of verbal and written English.</li> <li>▶ <b>Mandatory unit 4 Human resource &amp; Administration</b></li> <li>▶ Some formal basic training and / or previous on-board training &amp; experience (minimum 1 season). Training Providers can <b>provide an entry level assessment prior to booking</b>, as well as ask for some proof of previous experience. Usually in the form of a CV and references.</li> </ul>
<p><b>Targeted learning aims.</b></p> <p><i>On completion of the training, students will have sufficient knowledge and understanding to enable them to meet the Learning outcomes.</i></p>	<ul style="list-style-type: none"> <li>• Will understand how to apply professional and efficient Housekeeping Services</li> <li>• Will understand how to apply professional fabric care and maintenance</li> <li>• Will understand how to apply professional cleaning and maintenance of surfaces.</li> <li>• Will learn how to organize and perform correct cleaning techniques and understand correct use of chemicals and equipment</li> <li>• Will understand daily, weekly and monthly cleaning and maintenance procedures and schedules</li> <li>• Will learn how to apply, provide and manage the detailing of guest and crew areas, including pre-guest arrival and guests-on services using the procedures and schedules</li> <li>• Will learn how to apply and maintain health, hygiene and safety practices in the housekeeping department</li> </ul>
<p><b>Assessment process</b></p>	<p>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.</p>
<p><b>Materials and Equipment required</b></p>	<p>Whiteboard or Flipchart &amp; markers Pen and paper TV/screen/projector Sample inventories Sample checklist Sample SoP's relevant to each sub department</p> <p><b>Housekeeping Service:</b> Relevant sample room for practical training (this can be in a room in a nominated hotel) Bed / bed linens Caddy / bag with cleaning materials Relevant cleaning materials</p> <p>Sample of: Linens / suede / leather /silks / cotton / wool / polyester / mixed / curtain materials/ pieces of carpet/ wood finishes/ marble finishes /ceramics / polished materials</p>
<p><b>Trainer qualifications</b></p>	<ul style="list-style-type: none"> <li>• 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 &amp; B Manager, Butler training or other similar.</li> <li>• Hold an appropriate qualification in instructional techniques or knowledge and proven experience of instructing.</li> <li>• Have training qualifications higher than the level being taught.</li> <li>• Fully understand the specific objectives of the training.</li> <li>• Have proven affinity with on board yachting - minimum 8 seasons.</li> </ul>
<p><b>Risk Assessment</b> <i>It is the responsibility of the TP to provide a risk assessment specific for each course.</i></p>	<p>Fire exits to be identified Handling cleaning products and chemicals</p>

Unit 8	GUEST Advanced Housekeeping Module	All Highlighted criteria must be practically assessed as competent
Learning Outcomes	Assessment Criteria	Assessment Criteria
<p>1. Demonstrate an understanding of applying professional and efficient housekeeping services:</p> <p>Organizing and performing correct cleaning techniques and correct use of chemicals and equipment:</p>	<p><b>Refresher from Unit 4:</b></p> <p>1.1 State the importance of good, clear communication, both written and verbal</p> <p>1.2 Demonstrate the correct methods and applications for how to care for, clean &amp; maintain “types” of the following surfaces: Minimum Coverage:</p> <ul style="list-style-type: none"> <li>• Wood</li> <li>• Marble</li> <li>• Ceramics</li> <li>• Mirrors</li> <li>• Glass</li> <li>• Silver</li> <li>• Gold</li> <li>• Gold Leaf</li> <li>• Brass</li> </ul>	<p>1.3. Demonstrate how to care for, clean &amp; maintain types of the following fabrics: Minimum Coverage:</p> <ul style="list-style-type: none"> <li>• Bed Linens</li> <li>• Service Linens</li> <li>• Curtains</li> <li>• Carpet types</li> <li>• Silk</li> <li>• Suede</li> <li>• Leather</li> </ul> <p>1.4 State how to maintain health, hygiene and safety practices for self and others:</p> <ul style="list-style-type: none"> <li>• Correct handling and storage of chemical substances</li> <li>• Identifying cross contamination hazards</li> <li>• Correct use of protective clothing and safety equipment.</li> </ul>
<p>2. A good understanding of daily, weekly and monthly cleaning and maintenance procedures and schedules:</p>	<p><b>A working understand from Unit 04:</b></p> <p>2.1 State a good working understanding of schedules and procedures for cleaning and maintaining all types of surfaces</p> <p>2.2 State a good working understanding of schedules and procedures for cleaning and maintaining all types of fabrics</p>	<p>2.3 State a good working understanding of schedules and procedures for cleaning and maintaining all types unusual fabrics and materials</p> <p>2.4 State a good working understanding of schedules and procedures for cleaning and maintaining all types cleaning equipment</p> <p>2.5 State a good working understanding of Garbage management</p>
<p>3. Understanding and ability to apply, provide and manage the detailing of guest and crew areas, including pre-guest arrival and guests-on services using the procedures and schedules:</p>	<p>3.1 Demonstrate the importance of attention and eye for detail</p> <p>3.2 State how you would anticipate and provide Guests needs</p> <p>3.3 Demonstrate how to apply, provide and manage:</p> <ul style="list-style-type: none"> <li>• Checklists</li> <li>• Cleaning caddy</li> <li>• Speed &amp; time management</li> </ul>	<p>3.4 Demonstrate how to apply, provide and manage:</p> <ul style="list-style-type: none"> <li>• Guest cabin day &amp; evening turn down Services</li> </ul> <p>3.5 Demonstrate managing cleaning methods for Guest &amp; Crew cabins &amp; public areas. Minimum coverage:</p> <ul style="list-style-type: none"> <li>• How to detail guest areas</li> <li>• How to clean crew areas</li> </ul>

## 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 Housekeeping  
Module | Unit 08

**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 apply professional and efficient Housekeeping Services
- Understand how to apply professional fabric care and maintenance
- Understand how to apply professional cleaning and maintenance of surfaces.
- Understand how to organize and perform correct cleaning techniques and understand correct use of chemicals and equipment
- Understand daily, weekly and monthly cleaning and maintenance procedures and schedules
- Understand how to apply, provide and manage the detailing of guest and crew areas, including pre-guest arrival and guests-on services using the procedures and schedules
- Understand how apply and maintain health, hygiene and safety practices in the housekeeping department

<b>Course GLH</b>	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.	<b>Course start / end date:</b>	From: To:
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<b>Mandatory Practical Learning Outcomes</b> <i>Applying skills: demonstrate, implement, perform</i>	Subject Guideline Reference	Standard achieved? (Yes / No)	Assessment comments (if required)
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1. Professional and effective Housekeeping Services	1.2, 1.3		
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3. Demonstrate the Importance of attention and eye for detail	3.1, 3.3, 3.4, 3.5		
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<b>Learning Outcome / Criteria</b> <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. Professional and effective Housekeeping Services		1.1 & 1.4		
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2. Understands daily, weekly, monthly cleaning and maintenance procedures and schedule		2.1, 2.2, 2.3, 2.4, 2.5		
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3. Understands how to apply, provide and manage anticipating of Guest needs		3.2		
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**Trainer Feedback on Assessment:**

**Student Feedback on Assessment:**

<b>Trainers signature:</b>	<b>Date:</b>	<b>Student signature:</b>	<b>Date:</b>
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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.