

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Adv Certificate in Floor & Laundry Supervision

Practitioner Level



LAPT — London Academy of Professional Training

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Reference HS-PHK-P • Hospitality Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	HS-PHK-P
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Advanced Floor Management

5 chapters · 30 classes90 marks

• 1 Optimizing Floor Layouts for Efficiency — 6 classes

› 1.1 Understanding Floor Layout Principles

› 1.2 Analyzing Current Layout Efficiency

› 1.3 Identifying Bottlenecks in Floor Layouts

› 1.4 Implementing Strategic Layout Changes

› 1.5 Integrating Technology for Layout Optimization

› 1.6 Evaluating and Refining Layout Adjustments

• 2 Advanced Cleaning Techniques and Technologies — 6 classes

› 2.1 Exploring Advanced Cleaning Agents

› 2.2 Evaluating Innovative Cleaning Technologies

› 2.3 Implementing Eco-friendly Cleaning Practices

› 2.4 Mastering Surface-Specific Cleaning Techniques

› 2.5 Integrating Smart Technologies in Cleaning Operations

› 2.6 Analyzing Efficiency and Sustainability in Cleaning Practices

• 3 Proactive Maintenance and Asset Management — 6 classes

› 3.1 Understanding Proactive Maintenance Strategies

› 3.2 Identifying Common Floor Maintenance Challenges

› 3.3 Exploring Asset Management Principles for Floor Care

› 3.4 Implementing Preventative Maintenance Schedules

› 3.5 Analyzing the Impact of Floor Maintenance on Asset Longevity

› 3.6 Evaluating Technological Tools for Effective Floor Management

• 4 Effective Team Supervision and Training — 6 classes

› 4.1 Understanding Team Dynamics in Floor Management

› 4.2 Identifying Roles and Responsibilities in Floor Supervision

› 4.3 Developing Effective Communication Skills for Supervisors

› 4.4 Implementing Training Programs for Floor Staff

› 4.5 Monitoring and Evaluating Team Performance

› 4.6 Applying Conflict Resolution Techniques in Floor Management

• 5 Sustainability Practices in Floor Management — 6 classes

› 5.1 Understanding Sustainability in Floor Management

› 5.2 Identifying Eco-Friendly Floor Materials

› 5.3 Implementing Energy-Efficient Cleaning Practices

› 5.4 Reducing Water Usage in Floor Maintenance

› 5.5 Recycling and Waste Management for Floor Supervisors

› 5.6 Evaluating Sustainability Initiatives in Floor Management

• 1 Understanding Customer Expectations in Hospitality — 6 classes

- › 1.1 Exploring the Fundamentals of Customer Service
- › 1.2 Identifying Different Customer Profiles in Hospitality
- › 1.3 Recognizing and Anticipating Customer Needs
- › 1.4 Managing Customer Expectations Effectively
- › 1.5 Handling Specific Customer Scenarios with Ease
- › 1.6 Applying Feedback to Enhance Customer Satisfaction

• 2 Effective Communication Skills for Housekeeping Professionals

— 6 classes

- › 2.1 Understanding Effective Communication in Housekeeping
- › 2.2 Identifying Customer Needs and Expectations
- › 2.3 Practicing Active Listening Techniques
- › 2.4 Mastering Non-Verbal Communication Skills
- › 2.5 Enhancing Communication through Positive Language
- › 2.6 Applying Conflict Resolution Strategies in Housekeeping

• 3 Problem-Solving and Conflict Resolution Strategies — 6 classes

- › 3.1 Identifying Common Customer Service Challenges
- › 3.2 Understanding the Root Causes of Conflicts
- › 3.3 Developing Effective Communication Techniques
- › 3.4 Applying Problem-Solving Frameworks in Real-Life Scenarios
- › 3.5 Implementing Conflict Resolution Strategies
- › 3.6 Evaluating and Reflecting on Resolution Outcomes

• 4 Personalizing Guest Experiences through Housekeeping — 6 classes

- › 4.1 Understanding the Importance of Personalized Housekeeping
- › 4.2 Identifying Individual Preferences and Needs in Room Setup
- › 4.3 Implementing Personalized Amenities and Services
- › 4.4 Communicating Effectively with Guests for Customization
- › 4.5 Enhancing Guest Experience with Innovative Housekeeping Solutions
- › 4.6 Evaluating and Improving Personalized Housekeeping Services

• 5 Maintaining Service Excellence Under Pressure — 6 classes

- › 5.1 Understanding Pressure Points in Customer Service
- › 5.2 Identifying Customer Needs During High-Stress Situations
- › 5.3 Techniques for Maintaining Calm and Professionalism
- › 5.4 Prioritizing Tasks for Effective Service Under Pressure
- › 5.5 Communicating Effectively with Customers in Challenging Moments
- › 5.6 Applying Conflict Resolution Skills to Enhance Service Excellence

• 1 Understanding Fabric Types and Care Labels — 6 classes

- › 1.1 Identifying Common Fabric Types
- › 1.2 Analyzing Fabric Construction and Properties
- › 1.3 Interpreting Care Label Symbols
- › 1.4 Matching Fabrics to Appropriate Care Procedures
- › 1.5 Recognizing Specialized Fabric Requirements
- › 1.6 Applying Care Instructions for Optimal Fabric Maintenance

• 2 Effective Stain Removal Techniques — 6 classes

- › 2.1 Understanding Stain Types and Their Characteristics
- › 2.2 Identifying Appropriate Cleaning Agents for Different Stains
- › 2.3 Preparing Laundry for Optimal Stain Removal
- › 2.4 Applying Targeted Stain Removal Techniques
- › 2.5 Evaluating Effectiveness of Stain Removal Methods
- › 2.6 Implementing Preventive Stain Management Strategies

• 3 Optimizing Laundry Processes and Equipment — 6 classes

- › 3.1 Understanding Laundry Workflow
- › 3.2 Identifying Bottlenecks in Laundry Processes
- › 3.3 Evaluating Laundry Equipment Efficiency
- › 3.4 Implementing Process Improvements in Laundry Operations
- › 3.5 Integrating Technology for Optimal Laundry Performance
- › 3.6 Monitoring and Adjusting Laundry Processes for Continuous Improvement

• 4 Quality Control in Laundry Operations — 6 classes

- › 4.1 Understanding Quality Standards in Laundry Operations
- › 4.2 Identifying Common Quality Issues in Laundry Services
- › 4.3 Implementing Quality Control Protocols
- › 4.4 Monitoring and Evaluating Laundry Quality
- › 4.5 Addressing and Resolving Quality Deficiencies
- › 4.6 Enhancing Quality through Continuous Improvement Practices

• 5 Sustainable Laundry Practices and Innovations — 6 classes

- › 5.1 Understanding Sustainable Laundry Practices
- › 5.2 Exploring Eco-Friendly Detergents and Chemicals
- › 5.3 Implementing Water and Energy Efficiency Techniques
- › 5.4 Evaluating Technologies for Waste Reduction in Laundry Operations
- › 5.5 Adopting Best Practices for Textile Longevity
- › 5.6 Innovating with Sustainable Laundry Equipment

• 1 Understanding Quality Assurance in Housekeeping — 6 classes

- › 1.1 Exploring the Fundamentals of Quality Assurance in Housekeeping
- › 1.2 Identifying Key Quality Standards and Their Importance
- › 1.3 Analyzing Common Risks in Floor and Laundry Supervision
- › 1.4 Implementing Effective Quality Assurance Techniques
- › 1.5 Evaluating Performance and Ensuring Compliance
- › 1.6 Applying Continuous Improvement Strategies in Housekeeping

• 2 Implementing Standard Operating Procedures (SOPs) — 6 classes

- › 2.1 Understanding the Role of SOPs in Quality Assurance
- › 2.2 Analyzing Key Components of Effective SOPs
- › 2.3 Developing Clear and Concise SOP Documents
- › 2.4 Training Staff on SOP Adherence and Compliance
- › 2.5 Monitoring and Reviewing SOP Implementation
- › 2.6 Enhancing SOPs Through Feedback and Continuous Improvement

• 3 Monitoring and Evaluating Housekeeping Performance — 6 classes

- › 3.1 Understanding Housekeeping Performance Indicators
- › 3.2 Identifying and Analyzing Key Quality Metrics
- › 3.3 Implementing Effective Monitoring Techniques
- › 3.4 Assessing Risk Factors in Housekeeping Operations
- › 3.5 Evaluating Performance through Feedback Mechanisms
- › 3.6 Applying Continuous Improvement Strategies in Housekeeping

• 4 Identifying and Managing Risks in Housekeeping Operations — 6 classes

- › 4.1 Understanding Risk Factors in Housekeeping
- › 4.2 Identifying Potential Hazards in Laundry Operations
- › 4.3 Assessing Risk Levels in Daily Housekeeping Tasks
- › 4.4 Developing Risk Management Strategies for Housekeeping
- › 4.5 Implementing Quality Assurance in Laundry Services
- › 4.6 Evaluating the Effectiveness of Risk Management Plans

• 5 Continuous Improvement and Customer Feedback Integration — 6 classes

- › 5.1 Understanding Continuous Improvement
- › 5.2 Identifying Opportunities for Improvement
- › 5.3 Gathering and Analyzing Customer Feedback
- › 5.4 Implementing Feedback into Practice
- › 5.5 Measuring the Impact of Improvements
- › 5.6 Sustaining a Culture of Continuous Improvement

• 1 Fundamentals of Supervisory Roles in Housekeeping — 6 classes

- › 1.1 Understanding the Role of a Supervisor in Housekeeping
- › 1.2 Developing Effective Communication Skills for Housekeeping Supervisors
- › 1.3 Implementing Time Management Techniques in Housekeeping Supervision
- › 1.4 Applying Problem-Solving Strategies in Housekeeping Operations
- › 1.5 Motivating Housekeeping Teams for Optimal Performance
- › 1.6 Evaluating Performance and Providing Constructive Feedback

• 2 Effective Communication and Leadership Skills — 6 classes

- › 2.1 Understanding the Core Principles of Communication in Hospitality
- › 2.2 Analyzing Different Communication Styles for Effective Supervision
- › 2.3 Developing Active Listening Skills to Enhance Team Interaction
- › 2.4 Mastering Non-Verbal Communication Techniques in Leadership
- › 2.5 Implementing Conflict Resolution Strategies in Supervisory Roles
- › 2.6 Applying Leadership Skills to Foster a Collaborative Work Environment

• 3 Time Management and Prioritization — 6 classes

- › 3.1 Understanding Time Management Principles in Hospitality
- › 3.2 Identifying and Prioritizing Daily Tasks in Floor and Laundry Supervision
- › 3.3 Implementing Effective Scheduling Techniques
- › 3.4 Utilizing Tools and Technology for Optimized Task Management
- › 3.5 Developing Strategies to Handle Interruptions and Emergencies
- › 3.6 Evaluating and Reflecting on Time Management Performance

• 4 Conflict Resolution and Problem Solving — 6 classes

- › 4.1 Understanding Conflict in Hospitality Environments
- › 4.2 Identifying Common Sources of Conflict on the Floor
- › 4.3 Applying Effective Communication Techniques
- › 4.4 Analyzing Problem-Solving Strategies
- › 4.5 Developing Mediation and Negotiation Skills
- › 4.6 Implementing Conflict Resolution Plans

• 5 Ensuring Quality and Compliance in Housekeeping Services — 6 classes

- › 5.1 Understanding Housekeeping Quality Standards
- › 5.2 Identifying Compliance Requirements in Housekeeping
- › 5.3 Implementing Quality Control Processes
- › 5.4 Conducting Housekeeping Quality Audits
- › 5.5 Training Staff for Quality Assurance in Housekeeping
- › 5.6 Evaluating and Improving Housekeeping Services

• 1 Understanding Sustainable Housekeeping Practices — 6 classes

- › 1.1 Exploring the Principles of Sustainability in Housekeeping
- › 1.2 Identifying Eco-friendly Cleaning Products and Techniques
- › 1.3 Assessing the Environmental Impact of Housekeeping Materials
- › 1.4 Implementing Waste Reduction Strategies in Laundry Management
- › 1.5 Developing Energy-efficient Practices in Housekeeping
- › 1.6 Evaluating the Benefits of Sustainable Housekeeping Practices

• 2 Eco-Friendly Cleaning Supplies and Techniques — 6 classes

- › 2.1 Understanding Eco-Friendly Cleaning Agents
- › 2.2 Exploring Natural Alternatives to Chemical Cleaners
- › 2.3 Evaluating the Environmental Impact of Cleaning Products
- › 2.4 Implementing Sustainable Cleaning Techniques
- › 2.5 Selecting Appropriate Eco-Friendly Supplies for Different Surfaces
- › 2.6 Assessing the Effectiveness of Eco-Friendly Cleaning Methods

• 3 Waste Management and Reduction Strategies — 6 classes

- › 3.1 Understanding the Environmental Impact of Waste
- › 3.2 Identifying Types of Housekeeping Waste
- › 3.3 Implementing Waste Segregation Techniques
- › 3.4 Exploring Waste Reduction Strategies in Housekeeping
- › 3.5 Applying Recycling Practices in Hospitality Settings
- › 3.6 Evaluating the Effectiveness of Waste Management Systems

• 4 Energy and Water Conservation in Housekeeping — 6 classes

- › 4.1 Understanding the Importance of Energy and Water Conservation
- › 4.2 Identifying Common Sources of Energy and Water Waste
- › 4.3 Implementing Energy-efficient Housekeeping Techniques
- › 4.4 Applying Water-saving Methods in Housekeeping
- › 4.5 Monitoring and Evaluating Conservation Efforts
- › 4.6 Developing an Action Plan for Sustainable Housekeeping

• 5 Implementing and Promoting Sustainability Initiatives — 6 classes

- › 5.1 Understanding Sustainable Practices in Housekeeping
- › 5.2 Identifying Eco-Friendly Cleaning Products
- › 5.3 Implementing Energy-Efficient Laundry Techniques
- › 5.4 Recycling and Waste Management in Housekeeping
- › 5.5 Training Staff in Sustainable Housekeeping Practices
- › 5.6 Evaluating the Impact of Sustainability Initiatives