

COURSE OUTLINE

EXCELLENCE IN HOUSEKEEPING AND CLEANING

Background

The Namibia Institute of Public Administration and Management (NIPAM) was established by an Act of Parliament, Act No. 10 of 2010. NIPAM was officially launched in February 2011. Our mandate is to provide administrative and management training and to serve as a think tank for the public sector, while engendering a Public Service culture that values good governance, cooperation and coordination, the building of partnerships, conducting operational research, and capacity evaluation that provides occasions for learning.

Who Should Attend

- Government Housekeepers and Cleaners
- Diplomatic Missions Staff
- International Organisations Staff
- Private Businesses and Organisations Staff
- Events Management Staff
- Catering Business Staff
- Cleaning Business Owners and Staff

Course Overview

This course is designed to develop the necessary skills for success as a worker in Government providing cleaning services in all places in the Public Service. The course examines workplace duties and responsibilities, protocol behaviour, hygiene and cleanliness, and effective ways of controlling and managing waste, the equipment and materials used for cleaning.

Course Learning Outcomes

At the end of the course, participants will be able to:

- Develop a deeper awareness of the environment they are responsible for
- Develop a clear understanding of their responsibilities as cleaners and housekeepers
- Differentiate between an expected clean environment and unclean territory
- Distinguish between different types of waste and waste management techniques (including recycling methods)
- Practice methods of housekeeping and cleaning excellence
- Develop protocol and etiquette behavior

- Work as a team member to attain excellence
- Develop professional attributes as housekeepers and cleaners
- Investigate and utilize different types of cleaning materials and equipment
- Establish and maintain standards of good customer service (internal and external)

Course Content

The content of this course are as follows:

- Environmental awareness
- Duties and responsibilities of housekeepers and cleaners
- The clean environment and terrain
- House, office and terrain checklist
- Care for the office, house, environment and terrain
- The different types of waste
- Waste management techniques including recycling
- Methods of excellence in housekeeping and cleaning
- Professionalism, protocol and etiquette
- Enhancing team work
- SOP (Standard Operating Procedure) for housekeeping excellence
- VIP Guests Expectations
- Interaction with co-workers, Public Service officials and guests
- Service excellence
- Preparation and cleaning for major events
- Supervising the Housekeeping and Cleaning responsibilities
- Standards of Good Customer Service

Methods of Facilitation

This course will be presented with the following methods: lectures, case studies, simulations, exercises, and theory and practice blended technique.

Duration

This course is offered on a regular basis at NIPAM through face to face facilitation over a period of five (5) days.

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