



INTERNATIONAL
HOTEL SCHOOL

Certified Guestroom Attendant

Hospitality Skills Certification

These Hospitality Skills Certification (HSC) programs support skill and knowledge training integrated with performance assessment, recognition and achievement. Individuals who currently work in the hospitality industry.

Prerequisites

Candidates must currently be employed in the hospitality industry. No minimum time requirement (see order form for additional details).

Program Details

Fee includes: Exam. Certificate and lapel pin upon successful completion of the exam. (Study resource not included.)

Exam: Consists of 30 multiple-choice questions that must be answered within a one-hour time period.

Proctor: A proctor may be a CHA, a hospitality educator, an AH&LA member association/federation executive, your immediate supervisor, or a member of the clergy.

Recertification: Not required.



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All Employee Task List

Grooming
Uniform
Security and Safety Awareness
Emergencies
Blood-Borne Pathogens
OSHA Regulations
Use of Property Facilities
Teamwork
Guest Communication
Use the Guest's Name
Guest Acknowledgement
Handle Guest Inquiries and Requests
Escorting Guests and Giving Directions
Elevator Courtesy
Resolve Guest Complaints
Telephone Courtesy
Maintain the Property
Lost and Found

Guestroom Attendant Task List

Housekeeping Keys
Room Status
Assignment Sheet
Vacuum Cleaner
Pick Up Cart
Enter the Guestroom
Unusual Guestroom Situations
Position Cart
Using Cleaning Supplies Safely and Correctly
Maintenance Needs
Special Cleaning Requirements
Room Cleaning Sequence
Room Service Trays and Tables
Straighten Guest's Personal Items

Clean Ashtrays
Empty Trash
Strip Bed/Remove Dirty Linens and Terry
Clean Balcony/Patio/Plants
Dust/Clean Furniture
Clean Sofas/Chairs/Cushions
Clean Pictures/Mirrors/Frames
Clean Television/DVD Player/Remote
Clean Alarm Clock/Radio
Clean and Disinfect Telephones
Clean Lamps and Light Switches
Clean Ice Bucket/Tray and Replace Glasses
Clean Mini Bar
Clean Air Conditioning/Heating Unit
Clean Windows/Tracks/Sills
Clean Walls/Ceiling Moldings/
Baseboards/Ledges
Clean Closet and Safe
Bathrobes and Slippers
Replace Bedroom Supplies/Amenities
Collect Fresh Bed Linen
Make Bed
Make Sofa Beds/Murphey or Sico Beds/Cribs
Refresh Coffee Setup
Clean Vanity/Sink/Mirror/Lights
Clean Shower and Tub
Clean Toilet
Refresh Towels
Replenish Facial/Toilet Tissue
Replenish Bathroom Amenities
Clean Bathroom Door
Clean Bathroom Floors
Clean Entrance and Other Doors
Vacuum Room
Deodorize Room
Exit Room
Complete End-of-Shift Duties



CONTACT DETAILS

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