

Qualification card

Housekeeping attendant

This qualification card is a tool for measuring the intern's skills and qualifications related to the job as a Housekeeping attendant. The questions can also be used as a conversation tool, to address issues with an intern.

This qualification card is divided into three sections:

- 1) Preliminary checklist for basic demands and conditions
- 2) Personal skills
- 3) Practical qualifications

We recommend that the first section is used both in the casting process, as a part of the introduction day, and on the first day of the internship, to balance expectations with the intern.

Use the second and third section throughout the internship to find focus points, track development, and to give an idea of how far the intern is from being qualified for regular employment.

The supervisor can before the evaluation with the intern orient themselves in the qualification cards, and choose the questions that are relevant for the intern's current level of qualifications. We recommend that the supervisor and the intern fills out the qualification card together.

| Preliminary checklist for basic demands and conditions | | | |
|--|--|----|-----|
| | Demands and Conditions | No | Yes |
| 1 | I understand that it is important that I show up for work when I am supposed to, and stay until my shift ends. | | |
| 2 | I understand that I have 1 official break (and only 1) during my shift. | | |
| 3 | I understand that if I am sick and unable to work. I have to call my supervisor at least 2 hours before my shift begins. | | |
| 4 | I understand that when I get better after being sick, I need to call my supervisor to let them know that I am ready to work. | | |
| 5 | I understand that I have to work in clean uniforms, dark shoes and have a pleasant odor. | | |
| 6 | I understand that the job as Housekeeping Attendant is a physically hard and demanding job. | | |
| 7 | I understand that it is very important that I practice my Danish/English during my internship. | | |

Personal skills

| | Field of Training | Not Yet Clarified | Just Started | Halfway | Close to Goal | Good to go |
|---|---|-------------------|--------------|---------|---------------|------------|
| 1 | I am outgoing and service minded. | | | | | |
| 2 | I can talk to- and understand our guests and my colleagues. | | | | | |
| 3 | I am organized and I clean up after myself. | | | | | |
| 4 | I am flexible and I help my colleagues when needed. | | | | | |

Practical qualifications

| | Field of Training | Not Yet Clarified | Just started | Halfway | Close to goal | Good to go |
|----|--|-------------------|--------------|---------|---------------|------------|
| 1 | I know that I am not allowed to unlock a door for any guest at any time. | | | | | |
| 2 | I know what to do if I hear the fire alarm. | | | | | |
| 3 | I know how to greet guests and handle requests. | | | | | |
| 4 | I know how to remove trash, dirty linens and room service items. | | | | | |
| 5 | I know how to make a bed. | | | | | |
| 6 | I know how to clean the bathrooms and refill amenities and towels. | | | | | |
| 7 | I know how to clean the furniture. | | | | | |
| 8 | I know how to vacuum the carpets, dust the room and refill all items. | | | | | |
| 9 | I know the difference between a 'due out' and a 'staying over' room. | | | | | |
| 10 | I know the different door cards (specify). | | | | | |
| 11 | I know how to fill my trolley and how to leave it at the end of the shift. | | | | | |

| Practical qualifications | | | | | | |
|--------------------------|--|-------------------|--------------|---------|---------------|------------|
| | Field of Training | Not Yet Clarified | Just started | Halfway | Close to goal | Good to go |
| 12 | I know how to react if I detect bed bugs or other insects in the room. | | | | | |
| 13 | I know I should back out and contact my supervisor if I find needles weapons, and signs of illegal activity in a room. | | | | | |
| 14 | I know what to do with all lost and found items. | | | | | |
| 15 | I know how to report maintenance issues. | | | | | |
| 16 | I know my way around the hotel, and the basic features of the hotel. | | | | | |
| 17 | I understand the daily routines at the hotel, and what is required of me on a daily basis. | | | | | |

The described practical qualifications have been achieved during an internship at:

_____ *Date* _____ *employee (name and signature)*

_____ *Date* _____ *Housekeeping manager (name, signature and stamp)*

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