LEADERSHIP IMMERSION FOR EXCELLENCE

Housekeeping Immersion Guide

LIFE
LEADERSHIP FOUNDATIONS
Your Leadership Journey
Starts Here

WELCOME

This document is the step-by-step procedure and worksheet for completing a LIFE department immersion from start to finish: planning, approvals, execution, reflection, and completion credit.

Participants use it to schedule and complete an on-the-clock immersion, follow the on-the-job training checklist to observe/practice key tasks, and confirm competency.

It also guides a leadership-focused reflection conversation with the department leader and provides the final verification fields needed to submit the completed form to Learning & Development.

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LIFE Immersion Procedure

Planning & Approvals

- **LIFE Participant:** Select **five (5)** departments to complete immersions.
- **Learning & Development Manager:** Coordinate with departments and provide the **Immersion Training Point of Contact (POC)** for each immersion.
- **LIFE Participant**: Email the **Immersion Training POC** to request an immersion date/time and **tentatively schedule** the session(s).
  - Immersions are typically **½ day to full day**, and time may be **split across multiple sessions/days** as needed.
- **Immersion Training POC:** Align the participant with an appropriate trainer/leader and confirm logistics for the session(s).
- **LIFE Participant:** Obtain **manager written approval via email** before finalizing/attending (include department, date/time, estimated duration, and note it is **on the clock**).
- **Manager:** Reply with written approval (required).

Immersion Execution

- **LIFE Participant:** Complete the immersion **on the clock** (paid working time).
- **Trainer/Leader (CFT, Supervisor, Manager, or Department Head):** Train/shadow the participant using the **on-the-job training checklist** and learning objectives.
- **LIFE Participant:** Follow the checklist and demonstrate understanding.

Reflection & Completion

- **LIFE Participant:** Schedule a reflection discussion with the **Department Head** or **Department Manager** (during the immersion, immediately after, or on a separate day).
- **Department Head / Manager:** Review the reflection questions with the participant and discuss key takeaways.
- **LIFE Participant:** Complete the immersion form and submit it to the **Learning & Development Manager** to receive completion credit.

Housekeeping OJT Checklist

All checklist items should be trained on, observed, and practiced (where appropriate and as time allows).

- [ ] Conducted a quality room inspection (stayover or checkout) using standard cleanliness and maintenance criteria, and documented any issues according to procedure.

- [ ] Reviewed how room priorities are set (arrivals, early check-ins, VIP rooms, stayovers, "do not disturb," out-of-order rooms) using assignment boards or mobile devices.

- [ ] Participated in a pre-shift huddle and observed how the supervisor communicates daily goals, safety reminders, section assignments, and any special situations or guest needs.

- [ ] Explained how Housekeeping standards and response times impact guest satisfaction scores, guest complaints, and online reviews.

- [ ] Described how Housekeeping contributes to operational efficiency by turning rooms on time, reporting maintenance promptly, and controlling use of linen, amenities, and supplies.

- [ ] Supported a live Housekeeping departure room cleaning by completing or assisting with at least one of the following: room inspection upon entry, linen and terry removal and replacement, bathroom sanitation, surface and floor cleaning, amenity replenishment, or final quality check—and identified at least one quality checkpoint that prevents guest complaints, rework, safety risks, or delayed room readiness.

Leadership Reflection Questions

Please answer the questions below based on your OJT and meeting with the department head or manager.

Department Role & Goals

In your own words, what are the main goals and day-to-day responsibilities of the Housekeeping team at our resort?

How does a Housekeeping leader translate those goals into clear priorities, accountability, and daily execution (room readiness, inspection quality, staffing, supplies, guest requests)?

Impact on Guest Experience

How does Housekeeping directly and indirectly impact the guest experience from arrival through departure?

How does a Housekeeping leader influence service consistency (standards, speed, recovery) and coach the team during both routine and high-stress moments?

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Peak Times & Challenges

What are the busiest times of day, week, or season for Housekeeping, and what common challenges show up during those periods?

What does a strong leader do differently during peak periods (staffing, pacing, communication, escalation decisions) to reduce bottlenecks and protect room readiness?

Measures of Success

What metrics or measures (e.g., inspection scores, room turn times, guest request response times, re-cleans, out-of-order days, supply usage) define success for Housekeeping, and why do they matter?

How does a leader use these measures to coach performance, recognize wins, and make operational adjustments (rather than treating metrics as "reporting only")?

Cross-Department Collaboration

Which departments does Housekeeping interact with most frequently, and how does effective collaboration help deliver a better guest experience?

How does a Housekeeping leader build relationships and set shared expectations with other department leaders to improve communication, response time, and guest outcomes?

Example of Great Collaboration or Service

Describe an example you observed or heard about where cross-department collaboration or Housekeeping service went especially well. What made it successful?

What leadership behaviors contributed to the success (pre-briefing, clear ownership, empowerment, follow-up), and how could those behaviors be replicated consistently?

Handling Guest Issues

How does Housekeeping typically handle guest issues or complaints, and what did you notice about how they communicate during escalated situations?

When escalation is needed, how does a leader decide what to authorize, how to support the team member, and how to ensure the guest receives a consistent and professional resolution?

Opportunities to Improve

If you could recommend one process or practice to improve efficiency or guest satisfaction in Housekeeping, what would it be and why?

What role should the department leader play in evaluating the idea, removing barriers, and implementing it in a way that sticks (training, reinforcement, measurement)?

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Skills for Success

Based on your immersion, what skills or qualities make someone especially successful working in Housekeeping (attention to detail, speed with consistency, guest awareness, organization, teamwork, professionalism)?

Which of those skills are most influenced by leadership (hiring, training, coaching, culture), and how does a leader develop them in the team?

Service Standards & Consistency

What service standards, behaviors, or expectations seem most important for Housekeeping team members to deliver consistently (inspection criteria, presentation, restocking, timeliness, guest privacy, lost-and-found handling)?

How does a Housekeeping leader reinforce these standards day-to-day (coaching, modeling, recognition, corrective action) to maintain consistency across sections and shifts?

Safety, Security, & Risk Awareness

What safety or security responsibilities does Housekeeping support (chemical handling, sharps/biological cleanup procedure if applicable, ergonomics, slip/trip prevention, guest privacy, key control, incident reporting)?

How does a leader ensure the team stays compliant and confident in these procedures, especially during peak times or unusual situations?

Incident Response & Escalation

If a safety concern or urgent situation occurs (e.g., discovered hazard in a room, suspected damage, medical concern, security concern), what is the typical escalation path and expected communication flow?

How does a Housekeeping leader coordinate with Security and other department leaders to make timely decisions, document appropriately, and protect guests and team members?

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Training Verification

Please fill out the information below and submit the entire document back to your Learning & Development Program Manager.

Training Confirmation:

Please submit the name(s) of the trainers that facilitated your immersion along with their job title. (i.e. John Reinaldo, Engineering Supervisor).