



Lotus & Jasmine Guesthouses

- Training Manual
- Standard Operating Procedures (SOP)



Guesthouse

- Introduction to environmental awareness
- Understanding the impact of the workplace on the environment
- Finding the right balance between daily duties, eco-friendly practices and needs of guests
- Grooming / Communication skills / Suggestive selling
- Explaining the interconnections between daily guests activities and the 17 Sustainable Development Goals (SDG)
- Rooms amenities / Plastic - free environment / recycle & compost bins
- Towels and bed sheets policy
- Energy saving and responsible consumption: signs / policy / encouraging guests
- Paperless check-in and check-out
- Greeting guests & bidding farewell
- How to clean with chemical - free products
- Pre-during-post service duties and responsibilities of Manager
- Pre-during-post service duties and responsibilities of Supervisor
- Pre-during-post service duties and responsibilities of Room Attendant
- Pre-during-post service duties and responsibilities of Cleaner
- Safety & Hazard

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