CERTIFICATE OF COURSE COMPLETION

We hereby confirm that

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

has participated in the course: ***Fast Track in the Hotel Industry*** under the auspices of the Oslo Adult Education Center at Rosenhof, in collaboration with the city district of \_\_\_\_\_\_\_\_\_\_\_\_\_\_. The course was held on Oslo VO Rosenhof's premises and at the \_\_\_\_\_\_\_\_\_ Hotel. The course includes the following:

* CV, interview training
* Rules and norms at the workplace
* Information about the industry in general, and housekeeping in particular
* Strategies for oral communication
* Cooperation and team building
* Self-assessment, keeping logbooks and writing skills practice
* Sharing experiences from traineeships
* Reading skills training based on in real texts from Oslo's hotels
* Terms and concepts based on the hotel industry in general and housekeeping in particular
* **Training in housekeeping**
* Service and communication with guests
* Routines for cleanliness, efficiency and planning
* Use of cleaning equipment for hotel rooms
* Assessing the need for cleanliness, taking initiative
* Routines for departure rooms and occupancy rooms
* Use of washing/cleaning lists and checklists
* Room ready notifications
* EHS and fire safety instructions

**Duration of the course:** Spring of 2018

Date Course supervisor Thon Hotel Vika

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Teacher Housekeeper manager