

# Room Attendant Apprenticeship Program

## Meeting the Needs of the Growing Hospitality Industry

The Room Attendant Apprenticeship Program prepares workers for housekeeping positions in a variety of UNITE HERE Local 11 hotels. This competency-based program is approved by and registered with the U.S. Department of Labor (DOL). The program begins with 153 hours of classroom and mock hotel room training to produce highly skilled workers. Next, apprentices are hired and continue apprenticeship training on the job with ongoing review by HTA's instructors.

Our industry partners have spoken and we've heard what matters to them:

**The right skills**  
**Good work habits**  
**A great attitude!**



### **How HTA Helps Businesses Meet Their Workforce Training Needs:**

Most room attendants get training on the job as needed. Our program provides employers with a pool of qualified candidates who are knowledgeable of the industry standards and have a proven record of meeting employer expectations.

**Candidate Assessment and Selection:** Ideal Room Attendant candidates are not necessarily those with experience. Our admissions process includes an extensive interview process and looks for individuals who demonstrate the ability and strong motivation to learn the skills required to succeed in accelerated training and high-volume work environments.

**Intensive Skills Training and On-Going Evaluation:** Training is extremely fast-paced. During more than six-weeks of full-time training, apprentices receive instruction from our Room Attendant Instructors and develop skills through trial, error and success. After each day of training, students spend their evenings studying to reinforce the information taught during the day. At the end of the program, students earn the following certifications:

- American Hotel and Lodging Educational Institute (AHLEI)
- Hospitality Training Academy (HTA)
- U.S. DOL Registered Apprenticeship

**Continuation of Competency-Based Skills Development:** As students near completion of the front-loaded curriculum, they participate in interviews with General Managers, Housekeeping Directors, and Human Resource Directors from top union hospitality employers. Once hired, training continues in accordance with the U.S. DOL apprenticeship standards, and skills are certified by demonstration of competency in the workplace by both an HTA Instructor and the employer.



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## Training Program Content



The Room Attendant Apprenticeship Program consists of 153 hours of upfront, lecture and hands-on training by HTA Room Attendant Instructors followed by a minimum of 1,000 hours of work-based learning with their new employer. Training is comprised of Room Services (80 hours) and additional modules including Hotel Operations, Technology and Social Media, Ergonomics, and Awareness of Safety and Security (73 hours). The training is then reinforced through the AHLEI training that the students complete online as homework. Key program content and skills/knowledge includes:

**Room Services (80 hours):** The course provides students with the actual hands-on training and competencies needed to successfully and safely perform the duties of room attendants within the required time of fourteen rooms per day. This course will cover all facets of room cleaning including, but not limited to ergonomics, chemical cleaners, biohazards, bedmaking, bathroom, floors, amenities and more.

Upon completion of the Room Attendant Apprenticeship program, apprentices are able to:

- Practice standards in work attitude, understand expectations of employers and employ the skills necessary to satisfy and exceed those expectations.
- Identify basic cleaning tools, linens and amenities and prepare the linen cart before service.
- Understand green initiatives and eco-friendly chemical cleaners.
- Know how to enter a room following hotel policy.
- Assess and respond to different types of cleaning needs, damage, missing items or illegal items.
- Understand which protective personal equipment (PPE) is necessary for each task.
- Understand OSHA regulations and follow safe practices when dealing with sharp objects, chemical cleaners, and bloodborne pathogens.
- Develop safe ergonomic practices related to specific work tasks.
- Understand different types of communication and appropriate etiquette for guest interactions.
- Demonstrate the ability to clean fourteen rooms in one shift and evaluate the room during the final walkthrough.



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