

Training Guidelines

Basic Internship Housekeeping

Initial position

At the Hotel Management School of Thun the students are predominantly taught academics. The service internship then serves as a platform for the interns to independently fulfill the relevant procedures and duties.

Areas of operation

- Hotel / housekeeping department
- Restaurant

Requirements until graduation

A minimum of 100 working hours in the service area must be logged until graduation.

The service internship is not required if the following applies:

- A corresponding vocational education
- A corresponding internship of a minimum of 4 months in duration
- 2 years of practical experience

Combined internships

Combined internships are possible. Following requirements must be fulfilled:

- The hours worked by the intern must be accounted for and confirmed by the intern's employer.

Suggestions for possible tasks

- Organization, execution and analysis of maintenance, interim and basic cleaning processes. (hotel: rooms for departing and remaining guests, public rooms, offices, spa area etc. / restaurant: buffet, dish pit, pantry, floors, walls, ceilings, furniture, windows, flatware and dishes such as porcelain, silver, glass, copper etc.)
- Usage and maintenance of cleaning appliances, machines and material including being able to recognize the various types of surfaces such as flooring and furniture for example
- Acquisition of practical skills involving the entire laundering process. (hotel: including logistics and distribution system of the in-house laundry facility (insourcing) or of an external laundry facility (outsourced) and the affiliated linen cycle / restaurant: collect and sort dirty linens, apply pre-wash if needed, load and unload machines and appliances including amount of product needed as well as finishing, folding and ironing of all linens)
- Compile information of all laundering chemicals in textile management as well as chemical engineering products in the housekeeping department
- Differentiate various textile fibers and know where they are to be used. Interpret washing label symbols including machine wash
- Assembly and care of simple bouquets, potted plants and ornamental floral decor
- Design of public rooms / table decor
- Insight in the building engineering department (heating, air circulation, air conditioning) and energy management (water, electricity). Knowledge of instruments, tools and meters used to measure energy output and conservation

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