



HOUSEKEEPER (COMMERCIAL, RESIDENTIAL, INDUSTRIAL)
(Time-Based)

APPENDIX A
D.O.T. CODE 321.137-010
O*NET CODE 37.2012-00

This training outline is the current standard for Work Processes and Related Instruction. Changes in technology, regulations, and safety/health issues may result in the need for additional On-the-Job Training or classroom learning.

WORK PROCESSES

	<u>Approximate Hours</u>
A. <u>Safety and Workplace Orientation</u>	250
1. Learn and follow employer building safety protocols.	
2. Learn and follow equipment safety protocols.	
3. Learn and follow materials safety protocols.	
4. Learn and understand the need for a sanitary workspace:	
a. Chemical and equipment sanitation;	
b. Pest control;	
c. Miscellaneous problem areas.	
5. Properly test and apply potentially hazardous chemicals.	
6. Don and doff Personal Protective Equipment (when required).	
7. Practice proper body mechanics: learn safer and less strenuous methods for moving furniture and equipment.	
8. Demonstrate accident avoidance skills.	
9. Safeguard against disease.	
B. <u>Equipment Use and Maintenance</u>	700
1. Use manual cleaning tools, including but not limited to: brooms, mops, buckets, squeegees, ladders, rags, spray bottles, etc.	
2. Use power cleaning equipment, including but not limited to: buffers, vacuum cleaners, carpet shampoos.	
3. Maintain cleaning equipment.	
4. Recognize and report equipment problems/malfunctions/defects, etc.	

C. Basic Housekeeping Skills 900

1. Clean resilient and hard surface floors, such as: vinyl, ceramic, quarry tile, and terrazzo.
2. Clean carpets, using proper method dependent on fiber types.
3. Clean fiberglass and porcelain in bathrooms.
4. Clean walls with different finishes: painted, papered, paneled.
5. Clean ceilings of various types: painted, textured, wood.
6. Clean windows: draperies, shades, glass, blinds, and fixtures.
7. Clean furniture with methods appropriate to finish: fabric, vinyl, etc.
8. Clean kitchens/kitchenettes, etc.
9. Clean office space.
10. Stage room(s)/spaces for occupants.

D. Inventory and Supplies 50

1. Manage and maintain cleaning supplies: order, receive, issue, control, store, and cost items.

E. Miscellaneous Skills 100

1. Demonstrate efficient time management.
2. Communicate through writing; e.g., keeping work records, submitting reports (where appropriate).
3. Demonstrate ability to relate well with co-workers, supervisors, guests, customers, visitors, vendors, etc.
4. Learn skills for different work environments, such as: health care, food service, schools, commercial, and residential.

Approximate Total Hours

 2000

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <http://www.labor.state.ny.us/workerprotection/publicwork/PDFs/Article8FAQS.pdf>.

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APPENDIX B
RELATED INSTRUCTION

Safety and Health

Emergency Procedures
Accident Prevention
Personal Protective Equipment (PPE)
Right-to-Know/Safety Data Sheets (SDS)
Basic Workplace Safety or OSHA 10-Hour General Industry course
First Aid – minimum 6.5 hours
Sexual Harassment Prevention – must comply with Section 201-g of the Labor Law

Trade Theory and Science

Reading Comprehension
Basic Math
Basic Chemical Properties
Label Reading
Cleaning Material Selection
Chemicals and Their Usage: Proper Dilutions and treatment of chemical injuries
Infection Control: Decontamination and Semi-Decontamination
Pest Control
Trash and Laundry Control
Inventory/Inventory System
Recordkeeping
Interpersonal Workplace Skills
The Cleaning Team as part of the Hospitality Team
Career Development—Job Skills, Guest Service Training, etc.

Other Related Courses as Necessary

A Minimum of 144 Hours of Related Instruction is Required for Each Apprentice.