

Hospitality training in prison

From high-end hotels to hospitals

by **Sally Porter**, catering and hospitality tutor, HMP Peterborough

Our City & Guilds Housekeeping course is ideal for all kinds of hospitality work. Our hotel room set-up gives learners a real feel for it, plus it helps us test their speed and decision-making too. We cover the requirements of different roles and in a range of establishments too, because things will differ quite widely between a private hospital, for example, and a top-class hotel. Importantly, we also explain their rights in relation to hours and safe working environments, including PPE.

What you need to know

- 1 It's ideal training for this skills-shortage area.** It covers cleaning, providing a linen service, managing supplies, teamwork and giving a good first impression.
- 2 We use lots of role play.** What if you've knocked, but someone's in bed? Or if the room has been trashed? The course is designed to mimic real life and sadly, this is it!
- 3 There's a mix of classwork and practical.** It covers everything from security to reporting lost property to how career progression might work.
- 4 We assess the fine detail.** They have to load up their own trolley, pick the right chemicals, clean in the right order and within a set time. It's a lot to take in, but it's all about efficiency.
- 5 There are written exams too.** Assessments are both written and practical, so it's tougher than you think.



“We've got a replica hotel room, complete with linen trolley and cleaning supplies.”

Housekeeping at HMP Peterborough

City & Guilds Level 2 Certificate in Hospitality and Catering Principles (Housekeeping)

Unit-based, so any units completed in one prison can be transferred to the next

Essential training in an area that's in high demand

Learning in numbers

8-week course

3 hours in each session

8 units in total

8 people training together