

Emerald staff make a clean sweep

by Andrew Ashton

A 4.5-STAR hotel in Gisborne expects to improve the experience of its guests even further, after the hotel's housekeeping staff all passed a national qualification together.

A total of five Quality Hotel Emerald staff members yesterday received their Level 2 National Certificate in Cleaning and Caretaking from the Industry Training Organisation Career Force.

Career Force representative Fiona Wallace said qualifications were all Career Force qualifications and were all on the NZQA framework and involved three, three-hour workshops, combined with on-the-job assessment.

Miss Wallace said the idea came about when a Career Force representative approached the hotel.

"Sometimes this is the first formal qualification some of our trainees have received, so it's huge for them. There has been massive whanau support as well, throughout, so it's a big thing."

Some staff would now go on to take part in training for the



PASSING MUSTER: Career Force learning engagement advisor Fiona Wallace with Quality Hotel Emerald housekeeping supervisor Larissa Carleton and housekeepers Liana Chaffey, Toni Barry, Tracy Ingoe and Shirley Te Ua.
Picture by Liam Clayton

Level 3 qualification.

Hotel general manager Stuart Geddes said he was "chuffed" that the staff had attained a worthwhile achievement that

had already impacted upon guests' experience for the better.

"Overall, what it's doing is it's enhancing the employees' development through a

recognition system through which they receive certification, which gives them the opportunity to progress further.

"So we have joined with an

organisation that is fulfilling a need but it also gives the women the opportunity to prosper and grow from a development process."

Mr Geddes said the hotel had made a commitment to the staff to ensure the programme was completed and the staff would be recognised for their efforts.

"Our guest feedback has certainly gone up. What I think this will do, is make sure we have consistency of product. What it's doing is ensuring we consistently deliver a product through hygiene and cleanliness — and the room is where it's all at."

Quality Hotel Emerald housekeeping supervisor Larissa Carleton said the training had been a valuable experience for her and her fellow staff.

"I just think it was a really good thing for the girls to do. It taught us that cleaning isn't just cleaning, it's about having knowledge of extra things you need to think about.

"I will definitely want it to be a foundation that everyone who starts working here does the Level 2 and then Level 3 if they choose to."