

# Housekeeping and hospitality

## Get ready for your next job in 6 weeks

This course is for you if you are unemployed or looking for a job and have a non-Danish language background. This course will provide a fast and practical path to employment within housekeeping and hospitality – for example in hotels, offices and schools.

### Professional skills

You will learn modern professional cleaning, working methods and the correct use of machines, starting from the basics.

### Top-class guest service

We will prepare you for handling professional communication and provide you with and understanding of what good service means.

### Language and safety

You will learn the most important work-related terms, work environment rules and first aid, so you will feel safe and confident in your new job.



You will take part in an intensive 6-week program, where practical training and Danish language lessons are combined.



See more at [nyledige.dk/hkhs](https://nyledige.dk/hkhs)



Nyledige.dk • Gammel Gugvej 17A  
DK-9000 Aalborg • [info@nyledige.dk](mailto:info@nyledige.dk)  
Tel. +45 70 22 72 26

# Course plan

## Danish as a second language (10 days)

The Danish language training is adapted to your work and everyday life.

### Professional vocabulary

You will learn the most important words from the cleaning and service industry, so you can:

- understand a work plan
- follow instructions

- talk with colleagues and your manager

### Work culture in Denmark

We will talk about what it is like to work in Denmark, for example:

- cooperation with colleagues
- dialogue with your manager
- rights and duties at the workplace

### Guest contact

You will practise your Danish language skills in real situations:

- polite communication
- helping guests and users
- handling difficult situations

## Professional cleaning and housekeeping (20 days)

With special focus on bed making and preparing rooms.

### Practical cleaning

You will learn how to work professionally with cleaning and housekeeping (for example bed making) in:

- hotels
- offices
- schools
- institutions

### Hygiene

You will learn how to clean in a way that:

- prevents the spread of bacteria
- keeps the workplace healthy and safe

### Machines and equipment

You will learn how to use equipment correctly, for example:

- vacuum cleaners
- floor cleaning machines
- mops and cloths

### Ergonomics

#### – take care of your body

You will learn how to work correctly to avoid injuries:

- correct lifting techniques
- good working positions
- less strain on your back and shoulders

### Chemicals and environment

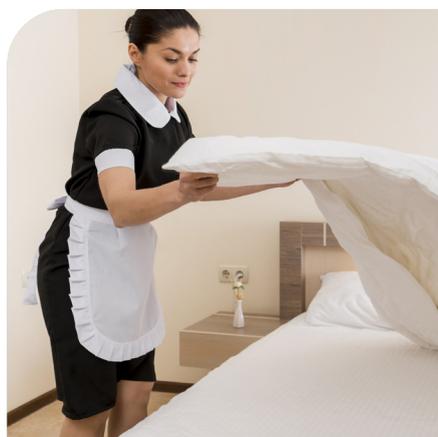
You will learn about:

- cleaning products
- correct dosage
- how to protect the environment

### Safety and first aid

You will learn:

- how to use gloves, goggles and other protective equipment
- how to understand warning labels on chemicals
- how to give life-saving first aid in case of an accident



  
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