



Atención al cliente en la limpieza de pisos en alojamientos. HOTA0108 (Spanish Edition)

Teresa Morales Morales

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Reconocer las técnicas básicas de comunicación y atención al cliente, aplicando las adecuadas a diferentes tipos de usuarios de servicios de alojamiento. Clasificar las ropas para su planchado. Describir y ejecutar las técnicas de planchado, doblado y presentación de ropa, aplicando el procedimiento adecuado y utilizando la maquinaria establecida. Describir y aplicar técnicas de cosido a mano y a máquina, empleando los medios y materiales adecuados. Aplicar las técnicas para el almacenaje, control y mantenimiento de los productos, utensilios y lencería propios del área de alojamiento. Reconocer y aplicar las normas y medidas internas de seguridad, higiene y salud en los procesos de planchado, arreglo y confección de ropa propios de establecimientos de alojamiento. Ebook ajustado al certificado de profesionalidad de operaciones básicas de pisos en alojamientos.

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