D180: DEMO OF ISO 22483:2020 TOURISOM AND HOTEL MANAGEMENT SYSTEM DOCUMENTATION AND AWARENESS TRAINING KIT **Price 799 USD**

Totally editable documentation and awareness training package to implement the hotel service requirements for quick process improvement and better hotel management

Completely editable documentation and training toolkit
(Manual, Procedures, policies, Plans, Exhibits, Blank Forms, Audit Checklists; Ppt Presentation and Student Manual, etc.)

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Chapter–1: Contents of ISO 22483:2020 documentation and awareness training kit for Tourism and hotel services (More than 100 files)

This editable documentation and awareness training kit has 2 main parts as below:

Sr. No.	Directory	Details of Documents
Part – 1: Documentation		
1.	**Hotel Manual**	**01 file in MS Word**
2.	**Procedures**	**12 procedures in MS Word**
3.	**Exhibits**	**04 exhibits in MS Word**
4.	**Blank Formats /Templates Name of departments**	**47 formats in MS Word / excel**
	Hotel management system (HMS)	14 formats in MS Word / excel
	HOP	18 formats in MS Word
	Purchase (PUR)	06 formats in MS Word
	Store (STR)	03 formats in MS Word
	Training (TRG)	06 formats in MS Word
5.	**Plan and Policies**	**04 file in MS Word**
6.	**Job description**	**01 file in MS Word for 06 JD**
7.	**ISO 22483:2020 Audit checklist**	**More than 400 questions**
8.	**ISO 22483:2020 document compliance matrix (Requirement wise reference documented information)**	**01 file in MS Excel**
Part – 2: Training: ISO 22483:2020 awareness training		
A.	**PPT Presentation**	**No. of Slides**
1.	**Overview of ISO 22483:2020**	**19 slides**
2.	**ISO 22483:2020 requirements**	**78 slides**
3.	ISO 22483:2020 Documentation	**23 slides**
4.	Step for ISO 22483:2020 Certification	**06 slides**
B.	**Literature**	
	A literature to understand ISO 22483:2020 subject well in 04 chapters, 02 workshops and 01 case study	**Approx. 57 pages in MS word**
C.	**Workshops and Case study**	**20 questions to solve and 1 Case study with 5 questions**
Total 100 files - Quick download in editable form by e delivery		

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Part-1: Documentation:

Our documentation kit contains sample documents required for ISO 22483:2020 certification as listed below. **All documents are in MS-Word/Excel files and you can edit them.** You can make changes as per your organization's need and **within few days your entire documents** with all necessary controls will be ready. In the ISO 22483:2020, documented information (procedures, etc.) are required a few places only. But for making the system better, we have provided many editable templates from which a user can select templates as per their own requirement and make some minor changes in them to make own system. Two types of documented information are provided in this kit, as listed below:

1. Maintain documented information (Manual, Procedures, etc.)

2. Retain documented information (Forms / Templates)

Under the main directories, further files are provided in MS Word document as per the details given below.

1. HSQ Manual:

It is a sample copy of hotel service quality manual having clause-wise details of how ISO 22483:2020 system is implemented. The HSQ Manual is tier-1 of ISO 22483:2020 documents and covers list of procedures as well as overview of organization. This manual has total 12 chapters covering hotel profile, amendment sheet, index, clause wise details as per ISO 22483:2020 for implementation, and organization chart and process flow etc.

ISO 22483:2020 Manual Index

Chapter No.	Subject	Page No.	ISO 22483 Clause Reference
	Section – 1		
1.	Company profile	1 – 3	-----
2.	Table of contents	1 – 3	------
3.	Control and distribution	1 – 3	------
	Section – 2		
4.	Staff requirements	1 – 4	4.0
5.	Service requirements	1 – 14	5.0
6.	Events organization requirements	1 – 2	6.0
7.	Entertainment activities	1 – 2	7.0
8.	Safety and security requirements	1 – 8	8.0
9.	Maintenance requirements	1 – 2	9.0
10.	Cleanliness requirements	1 – 5	10.0
11.	Supply management	1 – 1	11.0
12.	Guest satisfaction and feedback compilation	1 – 1	12.0

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Annexure			
ANX–I	List of Documented information	1 – 1	==============
ANX–II	Glossary of terms	1 – 1	==============
ANX–III	Organization structure chart	1 – 2	==============
ANX–IV	Company activity process flow	1 – 1	==============
ANX–V	Process Flow	1 – 1	==============

2. Procedures (18 Procedures):

Sample copies of mandatory procedures as per ISO 22483:2020 are provided, which cover all the details like purpose, scope, responsibility, details of activities to be carried out as well as the list of exhibits, reference documents and formats. The list of sample procedures provided in the kit is given below.

List of procedure

1. Procedure for Documented Information Control
2. Procedure for Corrective action
3. Procedure for Internal audit-FMS
4. Procedure for Management review
5. Procedure for Risk Management
6. Procedure for Training
7. Procedure for Control of Records
8. Procedure for Preventive action
9. Procedure for Guests' Feedback Collection and Analysis
10. Procedure for Complaints, Suggestions and Dispute Resolution
11. Procedure for Purchasing and Subcontracting
12. Procedure for Fire Protection and Management of Emergencies
13. Procedure for Risk Management
14. Procedure for Health, Safety and Security
15. Procedure for Cleaning
16. Procedure for Reservation Service
17. Procedure for Management and Reporting of Pool-Related Incidents
18. Procedure for Event Organization and Management

3. Exhibits (05 exhibits)

Exhibits cover Skill Requirements, Multi Skill Requirements, Interested Parties Needs & Expectations, Organizational Knowledge, Codification System etc. as per ISO 22483:2020 standard.

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List of exhibits

1. Exhibit for Skill Requirements
2. Exhibit for Multi Skill Requirements
3. Exhibit for Interested Parties Needs & Expectations
4. Exhibit for Organizational Knowledge
5. Exhibit for Codification System

4. Blank Formats (47 Formats):

This directory includes sample copy of blank forms that are required to maintain records as well as establish control and create system in the hotel. The samples are given for the users as a guide to follow. The hotels are free to change the same to suit their own requirements. The blank formats can be used as templates. A total of 47 blank formats are provided as per the list given below.

List of Formats

1.	Master List Cum Distribution List of Documents	25.	Hotel Service Management Plan
2.	Change Note	26.	Waste Water Treatment Plant (STP) - Log Sheet For Operation
3.	Preventive Action Report	27.	Building / Facility Maintenance Log Book
4.	Master List of Records	28.	Risk Monitoring Sheet
5.	HMS Objectives Monitoring sheet	29.	Pest Control Report
6.	HMS Audit Plan / Schedule	30.	Daily Sanitation Audit
7.	ISO 22483:2020 Clause wise Document wise Audit Review Report	31.	Guest Registration Card
8.	HMS Internal Audit Non–Conformity Report	32.	Accident/ Incident Report Form
9.	Continual Improvement Plan	33.	Material Issue / Consumption Slip
10.	Corrective Action Report	34.	Gate Pass
11.	List of Licenses / certificates	35.	Stock Register
12.	Communication Report	36.	Purchase Order
13.	Management Review Meeting	37.	Indent and Incoming Inspection Record
14.	Risk Analysis Sheet	38.	Approved external product & service provider list cum open purchase order
15.	Disposal of Non-conforming Services	39.	External Provider Registration Form
16.	Building Maintenance Card	40.	Open Purchase Order
17.	Equipment Maintenance Log Book	41.	External Provider Evaluation / Rating
18.	Housekeeping Checklist	42.	Training Calendar
19.	Visitor Log Book	43.	Training Need Cum Records Sheet
20.	Monthly Fire Extinguisher checklist	44.	Induction Training Report
21.	Guest's Feedback Form	45.	Job Description and Specification
22.	Guest's Complaint Form	46.	Multi Skill Analysis
23.	Garden Maintenance Schedule	47.	Training Attendance Cum Evaluation Sheet
24.	Pool Maintenance Schedule		

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5. **Plan and Policies**

   This covers Major emergency response plan, Pest control plan, Lost and found policy, No Smoking policy based on the ISO 22483:2020 Hotel management system requirements.

6. **ISO 22483:2020 HMS Audit Checklist (more than 400 questions)**

   This covers audit questions based on the ISO 22483:2020 Hotel management system requirements. It will be a very good tool for the auditors to make audit questionnaire for auditing. It will bring effectiveness in auditing. A total of more than 400 questions are prepared on the basis of ISO 22483:2020.

7. **Job description (6 job descriptions)**

   This file includes ready to use job descriptions with authority and responsibility defined for 06 key positions of a hotel.

8. **ISO 22483:2020 Compliance Matrix**

   This compliance matrix contains ISO 22483:2020 requirement wise list of documented information for easy reference of users and to understand how this system is made.

<mark>Part-2: Training: ISO 22483:2020 awareness training:</mark>

A. Presentation:-

Under this directory further files are made in power point presentation as per the chapter listed below.

• Topic wise power point presentation in 4 modules as listed below.

1. **Overview of ISO 22483:2020**

   It covers Overview of 22483:2020 standard, its benefits and summary of overall system and process for ISO 22483:2020.

2. **ISO 22483:2020 requirements for hotel services**

   It covers ISO 22483:2020 Requirements, to establish a hotel management system. It also gives explanation of many concepts in plain English.

3. **ISO 22483:2020 hotel management documentation**

   It covers hotel management system documented information details and list of areas where standard demands documents. A list of documented information with the corresponding requirements of 22483:2020 standard is given.

4. **Step for ISO 22483:2020 Certification**

   It covers implementation methodology, steps for ISO 22483:2020 implementation and certification, list of some common non-conformances, etc.

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B. The literature to understand ISO 22483:2020 subject well:-

This section covers write up for ready reference to the participant for understanding and reading the subject to get in depth knowledge on the subject.

It is given in MS Word. You may also use it for further reading and circulations within audience.

Chapter No.	Name of chapter
1.	Overview of 22483:2020 hotel management system
2.	ISO 22483:2020 requirements
3.	ISO 22483:2020 documentation
4.	Step for ISO 22483:2020 certification

C. Total 02 workshops and 01 case study to understand ISO 22483:2020 requirements:-

This topic covers 2 workshops and 1 case study questions with details to find out the ISO 22483:2020 applicable clause requirement in order to check effectiveness of the training gained by participants.

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Chapter-2.0 ABOUT COMPANY

Documentation Consultancy is a progressive company promoted by a group of qualified engineers and management graduates having rich experience of over 25 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certification and compliance to international standards and regulations. So far, we have **more than 2700 clients in more than 36 countries**. **Our readymade training kit and editable documentation kit help the clients in making their documents with ease and complying with the related ISO standard faster.**

1. Our promoters and engineers have rich experience of providing management training and ISO series consultancy for **more than 2700 companies** globally. We have clients **in more than 36 countries.**
2. We are a highly qualified team of 80 members (M.B.A., Degree Engineers). Our Director has rich professional experience in this field (since 1991).
3. We have 100% success rate in ISO series certification for our clients from reputed certifying bodies. We possess a branded image and are a leading name in the global market.
4. We suggest continual improvement and cost reduction measures as well as provide highly informative training presentations and other products that give you payback within 2 months against our cost.
5. So far, we have trained more than 50000 employees in ISO series certification.
6. We have spent more than 60000 man-days (170 man-years) in the preparation of ISO documents and training slides.

Documentation Consultancy is committed for:

1. Personal involvement and commitment from the day one
2. Optimum charges
3. Professional approach and globally helped many companies for this standard.
4. Hard work and updating the knowledge of team members
5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
6. Establishing strong internal control with the help of system and use of the latest management techniques.

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Chapter-3.0 USER FUNCTION

3.1 Hardware and Software Requirements

A. Hardware

- Our documentation kit can better perform with P4 and higher computers with a minimum of 10 GB hard disk space.

- For better visual impact, you may keep the setting at high color.

B. Software

- Documents are written in MS-Office 2007 and Windows XP programs. You are, therefore, required to have MS-Office 2007 or higher versions with Windows XP.

3.2 Features of training document kit

- The kit contains all necessary documents as listed, and complies with the requirements of system standards.

- The documents are written in easy to understand English language.

- This kit will save much time in typing and preparing your documents at your own.

- The kit is user-friendly to adopt and easy to learn.

- The contents of this kit are developed under the guidance of experienced experts.

- The kit provides a model of the management system that is simple and free from excessive paperwork.

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Chapter-4.0 BENEFITS OF USING OUR TRAINING DOCUMENT KIT

1. By using these documents, you can save a lot of your precious time while preparing the ISO documents and presentation.

2. The kit takes care of all the sections and sub-sections of ISO 22483:2020 standards and helps you to establish better system.

3. This training documentation kit enables you to change the contents and print as many copies as you need. The users can modify the documents and presentation as per their industry requirements and create their own ISO 22483:2020 documents for their organization.

4. It will save much cost in document and presentation preparation.

5. You will get a better control in your system due to our proven formats.

6. You will also get a better control in your system as our proven documents and templates are developed under the guidance of experts and globally proven consultants. The team has a rich experience of more than 25 years in the ISO consultancy.

7. Our products are highly sold across the globe and are used by many multinational companies. They have got total satisfaction as well as experienced value for money.

8. In the preparation of training documentation kit, our team has verified and evaluated the entire content at various levels. More than 1000 hours have been spent in the preparation of this training documentation kit.

9. The entire kit is prepared by a globally proven team of leading ISO consultants.

Chapter-5.0 METHOD OF ONLINE DELIVERY

On completion of the secured purchase, we provide a username and password to download the product from our FTP server. We provide instant online delivery of the kit to the users by sending an e-mail of username and password.

For purchase, Click Here ➡ `BUY`

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