**Acknowledgements**

My special thanks go to my advisor Dessalegn Negeri for his invaluable support and critical comments on my research work. His meticulous and scholastic feedback has a basic foundation for the realization of my theses.

I would also like to extend my heartfelt gratitude to my colleagues Mihretu Belayneh and Abubeker Teshale whose emotional and material support was indispensable. They were encouraging and supporting me by correcting and suggesting ideas throughout the whole process of the work of the theses. I would also like to thank Rahel Tadesse who supports me by writing the theses and supporting me psychologically.

Grateful thanks are also due to Intercontinental and Ghion hotels respondents’ and participants of this research work.

Last but not least, I would like to express my gratitude to my husband Dereje Merkebu for his support throughout my education.

***Abstract***

This study looked at the effectiveness of formally trained and untrained laundry and housekeeping personnel in the two renowned hotels i.e. Ghion and Intercontinental in Addis Ababa. The paper compared the technical vocational education training institute graduates and informally trained staffs effectiveness in rendering their share in housekeeping and laundry operation service standards. The emphasis more or less was on investigating the relative effectiveness of formally trained and informally trained housekeeping and laundry staffs, assessing whether both training equally follow the principle of their respective posts of duties, examining how hosting organizations train the employees to make them effective on their job, show the gap between formally trained and informally trained staffs in relation to the overall performances, examining the satisfaction level of employees in the training and incentives given by the host organization, show the importance of hiring professionals for hotel industry, show the importance of giving formal trainings for those employed without the relevant qualifications and related issues. Here the study employed a qualitative approach with descriptive method focusing on exploring in-depth information involving employees in the area their supervisors and human resource or hotel managers. There were two types of questionnaires with sections of open ended questions employed to the employees and their supervisors; interview guideline for managers and heads of human resource and the last tool used was the observation with readymade focus area points.

The results so include the importance of training in a formal way, as effectiveness of the personnel directly related to the qualification of the workers, formally trained staffs perform better than those who do not have any formal training, accept staff development as whole process by which employees learn, grow, and improve their abilities to perform variety of roles within and outside the organization. All it is advised to have a properly trained staffs or capacitate the existing informally trained ones through the formal training and certification.

**Acronyms and Abbreviations**

TVET - Technical and Vocational Education Training

ETV – Ethiopian Television

MOE – Ministry of Education

HKLOS – Housekeeping and Laundry Operation Service

HK - Housekeeping

CTTI - Catering and Tourism Training Institute

PA – Public Area

ICHA- Intercontinental Hotel Addis

PR – Public relation

HR- Human Resource

SPSS- Statistical Package for Social Science

**LIST OF FIGURES AND TABLES**

**LIST OF FIGURES**

|  |  |  |
| --- | --- | --- |
| Figure | Content | Page |
| 1 | Housekeeping organizational chart of large hotel | 15 |
| 2 | Laundry organizational chart | 16 |
| 3 | Job description of housekeeping personnel summary | 20-24 |
| 4 | Job description of laundry personnel | 25-30 |
| 5 | Pie – chart | 47 |

**LIST OF TABLES**

|  |  |  |
| --- | --- | --- |
| Table | CONTENT | Page |
|  | One-Sample Test | 37 |
| 4.1 | Gender of respondents | 38 |
| 4.2 | Current post of respondents | 38 |
| 4.3 | Current post of informant | 40 |
| 4.4 | Field of study | 41 |
| 4.5 | Work experience of informant | 42 |
| 4.6 | Availability of job for new graduates | 43 |
| 4.7 | Untrained personnel preferences by hotels | 44 |
| 4.8 | Type of training obtained | 45 |
| 4.9 | The needs of training for HKLOS staffs | 46 |
| 4.10 | Availability of job to change | 47 |