**A Comparative Study of TVET Graduated and Informally Trained Staffs’ effectiveness of House keeping and Laundry Service: the Case of Ghion and Intercontinental Hotels in Addis Ababa**

By

Amsale Endalamaw

Enrolment No 099110657

A thesis submitted for the partial fulfillment of Masters of Social Work at Indira Gandhi National Open University School of Social Work

**Advisor: Dessalegn Negeri**

**May, 2012**

**Addis Ababa, Ethiopia**

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**DECLARATION**

I hereby declare that the dissertation entitled A COMPARATIVE STUDY OF TVET GRADUATED AND INFORMALLY TRAINED STAFFSS’ EFFECTIVENESS OF HOUSEKEEPING AND LAUNDRY SERVICE: THE CASE OF GION AND INTERCONTINENTAL HOTELS IN ADDIS ABABA submitted by me for the partial fulfillment of the MSW to Indira Gandhi National Open University, (IGNOU) New Delhi is my own original work and has not been submitted earlier, either to IGNOU or to any other institution for the fulfillment of the requirement for any other program of study. I also declare that no chapter of this manuscript in whole or in part is lifted and incorporated in this report from any earlier work done by me or others.

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**CERTIFICATE**

This is to certify that Mrs. AMSALE ENDALAMAW student of MSW from Indira Gandhi National Open University, New Delhi was working under my supervision and guidance for his/her project work for the course MSWP-001. Her project work entitled

A COMPARATIE STUDY OF TVET GRADUATED AND INFORMALLY TRAINED STAFFSS’ EFFECTIVENESS OF HOUSEKEEPING AND LAUNDRY SERVICE: THE CASE OF GHION AND INTERCONTINENTAL HOTELS IN ADDIS ABABA

Which she is submitting, is her genuine and original work.

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Address of the supervisor

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