TRAINING FOR HOMESTAY OPERATION

Module 2: HYGIENE AND ENVIRONMENT CARE IN HOMESTAYS

Welcome to Hoi An Homestay

High Impact Tourism Training for the informal sector

International Labour Organization
Module introduction

**Topic 1**
Being clean, tidy and well organised
- Importance of having a clean and tidy homestay
- Maintain a clean and tidy homestay: inside and outside

**Topic 2**
Environment and waste management
- Importance of protecting environment
- Environment care
- Different types of waste and waste treatment

**Topic 3**
Saving water and electricity
- Importance of saving water and electricity
- Low cost energy saving techniques in homestays
Module introduction

Time: 15 mins

Hand-outs

Activities

• **Picture show**: show and discuss
• **Discuss** why it is important to learn this module
• **Reflection**: participants share their prior experiences of maintaining hygiene and environment issues in their own homes

**English**

• **Importance of having a clean and tidy homestay**: reasons to keep a clean and tidy homestay
• **Maintain a clean and tidy homestay - inside and outside**: what to do to maintain a clean and tidy homestay, both inside and outside
• **Importance of protecting environment**: concept of environment and why it is necessary to protect it
• **Environment care**: consequences when the environment is not cared properly in general and in the homestay context. In addition, what to do to protect environment is discussed
• **Different types of waste**: common types of waste that a homestay may generate, how they should be managed properly
• **Saving water and electricity**: the importance of saving water and electricity in a homestay operation and the possible low cost energy saving techniques in homestays
Personal hygiene

- Hair
- Good health
- Clothes
- Teeth
- Bath or wash every day
- Shoes
Personal hygiene: Guests will appreciate hosts that are clean and look neat and tidy.

- **Clothes**:  
  * In the traditional style  
  * Neat, clean and looked after

- **Personal hygiene**:  
  * Clean hands and feet, short clean finger nails  
  * Tidy hair – clean and brushed, in the traditional style  
  * Brush teeth every day  
  * Bathe every day or regularly to prevent unpleasant body odour

- **Hands**:  
  * Keep fingernails short and clean  
  * Wash hands often
Keeping your homestay clean and tidy
A clean and tidy homestay:
- Create a welcoming environment for guests - A good first impression - Guest’s satisfaction and return
- Reduce the risk of guests picking up infections / diseases and accidents
- Discourages pests from nesting or infesting
- Save time in finding items during guest service

How to keep your homestay clean and tidy?
- Put clothes away, and keep personal items neat
- Conduct regular maintenance on the homestay
- Clear away any clutter inside the house
- Make sure pets or animals are not in the way of guests or in living areas
- Practice good housekeeping

Hand-outs

Activities
- Brainstorming: Why is it necessary to keep a homestay clean and tidy?
- Picture show: show picture on flip file page to illustrate.
- Discussion on how to keep homestay clean and tidy
Keep your garden and grounds clean and tidy
Homestay operators must present a clean and inviting area to their guests.

- Clean paths and walkways and drainage system often
- Ensure no rubbish, human waste, standing water, mud, animal droppings on the paths and walkway or outside areas
- Gardens should be well kept and made more attractive with flowers etc.
- Regularly apply methods of mosquito and pest control.

Cleaning tools required:

- Broom
- Brush
- Dustpan
- Cloth
- Gloves
- Garbage bag
The environment and its importance

TIME: 5 MINS

What is environment?
• Everything that is around us
• Natural environment: land, air, water, sea, mountains, rivers, animals, plants
• Man-made or built environment: roads, houses, dams, fields
• The environment can be modified by people

Why is the environment important?
• For everybody:
  * Environment is essential for us to live
  * We depend on environment for food, water, air, energy, and many other resources.
• For tourists:
  * The natural environment is a key attraction for visitors to Vietnam
  * Increases tourists’ satisfaction and sustains the quality of attractions

Hand-outs

Activities
• Picture show and discussion on what the environment is and why it is important?
• Discussion: What is the current states of your villages?
• Group activity: What is your commitment?

English
Looking after our environment

No Litter

Signs at public areas

PROTECT OUR ENVIRONMENT

Little use of plastic. Dispose properly

Cleaning surrounding outdoor ground
What happens if we do not look after our environment?

- Damage and destruction
- Health problems
- Contamination of the food chain

Remember: A dirty environment = less tourism = less income.

How can we protect the environment?

- Do not litter ANYWHERE and pollute the water, the soil, and the air
- Do not use chemical fertilisers and harmful pesticides
- Create awareness among villagers and guests
- Use as little plastic as possible
- Use dustbins and handling waste properly (recycling and reusing)
- Clean up around homestays and in the village
- Plant trees (grow your own garden) and control deforestation.

Hand-outs

- Brainstorming: What happens if we do not look after our environment?
- Group exercise on environment protection and design an attractive sign encouraging guests to place rubbish in bins, not litter

Activities

- Rubbish
- Rubbish bin
- Litter

English
Types of waste

Waste from homestay

Biodegradable waste

Recyclable waste

Non-recyclable waste
**What is waste?**
- Waste is useless or unwanted substance that must be disposed of.
- Waste comes from: cooking trimmings or leftovers, packaging of many items (boxes, bottles, cans, etc) and broken items.
- Different types of waste should be sorted and disposed of separately.

**Organic waste** – this is anything that used to be alive – plant waste from fruit and vegetables, animal waste such as bones, meat trimmings, egg shells.
Handling Waste

- Most efficiency
- Cost savings
- Less ecological damage

Reduce

Reuse

Recycle

Dispose

Burn or bury

- Less efficiency
- High cost
- Most ecological damage
Why handle waste safely?

- Protect the environment
- Maintain hygiene in all areas of homestay to make it clean and tidy
- Prevent accidents
- Reduce the risk of fire
- Prevent risk of diseases, contamination and unpleasant smell from arising

Choices of handing waste in order of best practice:

1. **Reduce** waste - e.g. buy products with less packaging so there is less to throw away
2. **Reuse** waste - reuse things like containers so that they don't have to be thrown away
3. **Recycle** - compost the organic waste that it generated, and send all paper, cans, bottles and plastic to be recycled
4. **Dispose**: by municipal garbage removal if there is
5. **Burn or bury** what is left

Tips for better waste handling

- Involve all members of the community
- Store waste in properly designated areas. Garbage bins should have lids.
- Remove rubbish on a regular basis to prevent pest infestation
- Clean and wash bins and storage areas regularly and properly

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**Hand-outs**

- Flip file Learner page info

**Activities**

- **Discussion**: Why handle waste safely?
- **Discussion**: How to handle different types of waste properly
- **Flash card game**: matching different types of waste with suitable methods of treatment
- **Discussion**: Tips for better waste handling

**English**

- Mouse
- Rat
- Pest
Handling Plastic Waste
Impact of plastic on the environment
• Damage surrounding landscape
• Litters the landscape, pollutes beaches and oceans
• Blocks the drainage and sewerage pipes
• Kills animals
• Non-biodegradable: decomposition takes hundreds of years.

Types of plastic:
The most recyclable plastic is clear plastic bottles, e.g. water bottles, soda bottles etc.

Note on handling plastic waste
• Reuse if possible
• Some types of plastic we can put into recyclable
• Launch a movement of collecting plastic waste for recycling to industrial chemicals and fuels in professional factories
• Ideally, plastic should NOT be burnt, but collected, properly disposed of, and recycled. If burning plastic waste is the only solution, it should be done carefully.
Saving water

**Do**

**Don’t**
Why save water
- Water conservation can help meet future needs.
- Save your money
- Help preserve the environment

Simple and low cost ways to save water
- Give instruction and involve all guests and family member to save water
- Put reminder up for homestay guests
- Never leave taps running after use
- Fix water leaking problems as soon as possible
- Consider using low-flush toilets and composting toilets.
- Convert normal toilet to low flush.
- When buying new appliances choose new energy-saving ones like 2-water-level toilet.
- Collect rainwater for daily use, including for watering plants.

Hand-outs
Poster of saving water: why and how we should save water.

Activities
- Discussion on why saving water is necessary
- Experience sharing: Ask some learners to share current practices that they apply daily to save water consumption.
- Group work and competition: Make a list of simple and low cost ways to save water

English
- Water
- Save
Saving electricity

60W 12W

Power saving
Why save electricity

- Help preserve the environment
- Save your money

Simple and low cost ways to save electricity

- Switch off lights and machines when they’re not in use.
- Make use of daylight hours.
- Use energy-efficient light bulbs
- Use one large light bulb instead of a few small ones.
- Use light bulbs that are low in wattage where you don’t need bright light.
- Make light work for us: use lamp shade.
- Use solar (sun) energy or small scale hydro power technology if you can.

Hand-outs

Activities

- Discussion on why saving electricity is necessary
- Case study (group work): Check the homestay/training room to calculate how much energy all light bulbs may consume in 8 hours. Compare result if we use Compact fluorescent light bulbs instead
- Experience sharing: Simple and low cost ways to save electricity.

English

- Lights
- Switch
- Turn on/off
CONTRIBUTIONS

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