

# **Catearing and Torsium Training Institute**



## **Hotel Operation**

### **LEARNING GUIDE #1**

**UNIT OF COMPETENCY – Provide housekeeping service to guest**

**MODULE TITLE – Providing Housekeeping Service**

**LG Code: CST HOP M01 L01-09**

**TTLM Code: CST HOP TTLM 0918V1**

**L01: Handle housekeeping requests**

*August 2019 G.C.  
Addis Ababa*

## LEARNING MODULE

Introduction	Learning Guide 1
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Handle housekeeping requests
- Advise guests on room and housekeeping equipment
- Set up equipment and trolleys
- Access rooms for servicing
- Make up beds
- Clean and clear rooms
- Clean and store trolleys and equipment
- Reduce negative environmental impacts

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Handle housekeeping requests & Advise guests on room and housekeeping equipment according to the procedure & standards
- Make up beds, Clean and clear rooms & Set up equipment and trolleys in advance according to the standard.
- Reduce negative environmental impacts according to the function and service required

### Instruction

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet 1” in 4-17 pages.
3. Accomplish the “Self-check” in page 18.
4. Submit your accomplished Self-check. This will form part of your training portfolio.
5. Do the “LAP test” in page 19 (if you are ready) and show your output to your teacher. Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to next step.
6. If you earned a satisfactory evaluation proceed to “Operation Sheet 1” in page 20. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #2.
8. Read the information written in the “Information Sheets 2” in page 21-28.
9. Accomplish the “Self-check” in page 30
10. Submit your accomplished Self-check. This will form part of your training portfolio
11. If you earned a satisfactory evaluation proceed to “Information Sheet 3”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #2.
12. Read the information written in the “Information Sheets 3” in page 31-37.
13. Accomplish the “Self-check” in page 38.
14. Submit your accomplished Self-check. This will form part of your training portfolio

15. . Do the “LAP test” in page 39 (if you are ready) and show your output to your teacher. Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to next step.

<b>ANNEX: RESOURCE REQUIREMENTS</b>				
<b>(Module Code and Title)</b>				
<b>Item No.</b>	<b>Category/Item</b>	<b>Description/ Specifications</b>	<b>Quantity</b>	<b>Recommended Ratio (Item: Trainee)</b>
<b>A.</b>	<b>Learning Materials</b>	<b>Reference manual, hand out, books</b>	<b>1</b>	<b>1:1</b>
<b>1</b>	<b>TTLM</b>			<b>1:1</b>
<b>2</b>	<b>Text Books</b>	<b>The housekeeping &amp; laundry management books</b>		<b>1:10</b>
<b>3</b>	<b>Reference Books</b>	<b>An introduction to housekeeping &amp; laundry management studies</b>		<b>1:10</b>
<b>B.</b>	<b>Learning Facilities &amp; Infrastructure</b>	<b>Laboratory(shop),computer, DVD,OV/ CD,</b>		<b>1:25</b>
<b>1.</b>	<b>Class Rooms, Work Shops</b>		<b>1</b>	<b>1:25</b>
<b>C.</b>	<b>Consumable Materials</b>	<b>flip chart Chalk, soap, vim, cleanser,</b>		
<b>1.</b>	<b>Training supplies and Materials</b>	<b>trolley, Linen ,guest room amenities,</b>		
<b>D.</b>	<b>Tools and equipment’s</b>	<b>Vacuum cleaner, mop, caddy</b>		<b>1:25</b>

# 1 Housekeeping Services

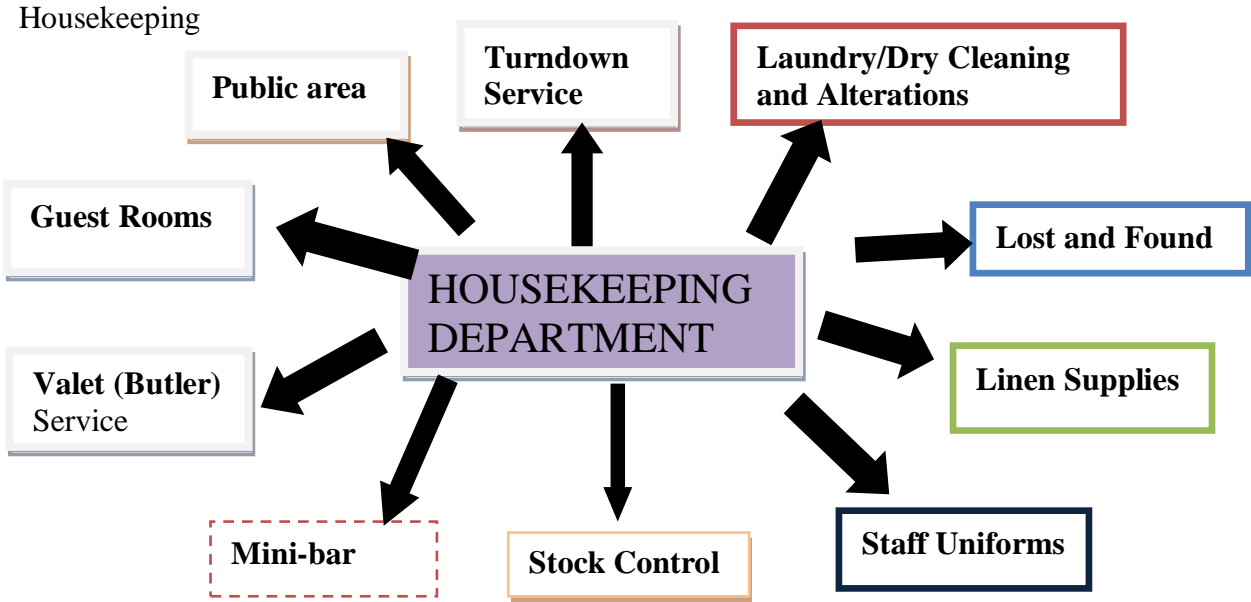
## Introduction to Housekeeping

The word “House-keeping” refers to the upkeep and maintenance of cleanliness and order in a house or a lodging establishment such as inn, hotel, apartment, condominium, resort, dormitory or a hospital. A housekeeper is one who everything is in order. She sees to it that all occupants are comfortable, safe, and protected from disease-causing bacteria.

In the hospitality industry, cleanliness is most often the primary indicator of how well your business is received by the customer. According to a recent survey, hotel cleanliness is the main feature that travellers look for when choosing where to stay, outranking not only price/value and location, but also room amenities.

Hotel cleaning services plays a vital role in today’s hospitality market in making sure that guests continue to return to the hotel. Housekeepers not only need to be trained on how to clean a guestroom correctly but how to provide personalized service such as greeting guests, setting guestroom thermostat, placement and how to be consistently detailed

The Housekeeping department is commonly the largest department in an accommodation property and in many venues it is staffed 24 hours per day. Their scope of responsibility reaches further than just cleaning guest rooms and attending to guest requests. Here is a brief overview of the responsibilities of to the Housekeeping department.



### Standards of Ideal Housekeeping

#### 1. Cleanliness

- a. All areas are immediately clean,
- b. Corner to corner, top to bottom, including surfaces,
- c. Closets, cabinets and storage areas are also kept clean,

- d. Furniture and fixtures are properly dusted; doorknobs and metal fixtures are polished with the right metal polishing chemicals.
  - e. Windows and glass panels are dusted and polished
  - f. Floors are vacuumed, polished or shampooed when necessary,
  - g. Grounds are free of liters and dirt.
- 2. Orderliness**
- a. Facilities and fixtures are properly arranged and installed in appropriate location.
  - b. Room's amenities are properly installed in appropriate location.
  - c. Linen is neatly folded
  - d. Beds are made up properly, linen are mitered and wrinkles free.
- 3. Sanitation**
- a. The whole area is free from all sources of bacterial contamination such as un-disposed garbage and leftover, stagnant water, etc.
  - b. Wet garbage is properly underlined with plastic, covered and disposed of regularly.
  - c. All items for personal use of guest and which come in contact with items body like linen, cutleries, glasses, etc. are sanitized with sanitizing detergents to protect guest from bacterial contamination
  - d. Glasses and water jug that are installed in guestrooms are covered
  - e. Area is protected from pest infection and regularly fumigated.
- 4. Guest Comfort**
- a. Rooms are properly ventilated and lighted
  - b. Guest are not disturbed by noise and other forms of distractions.
  - c. There are sufficient amenities for the comfort of guest like linen, toiletries, drinking glass, etc.
- 5. Eye Appeal**
- a. Ambiance is soothing to the eyes, not dim or dull
  - b. There is suitable interior design and proper blending of colors
  - c. No eyesore can be found in guest-contact areas.
  - d. Wall decors and TV sets are posted at eye level.
- 6. Safety**
- a. The rooms, function rooms and public areas are free from any safety hazards like open electrical outlet, dangling wires, damaged tiles, slippery floors, broken chairs, etc.
  - b. Building is provided with all required safety facilities like ventilated fire exists, emergency alarm, fire extinguishes/hoses, luminous safety signs, etc. safety standards prescribed for building maintenance by the government are strictly enforced;
  - c. Safety instructions during emergencies are available in all rooms
  - d. The hotels is prepared for any emergency, has a well organized safety or emergency procedures and emergency brigade.
  - e. All staff are trained on emergency procedures
  - f. Trained roving guards are available to check movements in guestrooms and to insure the protection of guests.
- 7. Materials Control and Preventive Maintenance**

- a. There is a designated budget for supplies and materials
- b. Consumption of supplies is always monitored. Excessive consumption is determined and reported.
- c. Par stock requirements are maintained; regular requisitions are made.
- d. All tools and equipment are stored safely in their appropriate storage
- e. Chemicals are diluted properly and used sparingly
- f. Supplies and materials are consumed within the limits of the budget
- g. All appliances and equipment are regularly checked for any damage and maintained in safe, working condition to avoid accidents.
- h. Losses, damages and equipment breakdown are properly reported, documented and accounted for, given appropriate action.
- i. There is regular inventory of supplies and materials.
- j. Effective control measures are designed and enforced to prevent losses and pilferages
- k. Regular cleaning and check up of equipment is undertaken
- l. Staff is trained on the proper use and maintenance of equipment

## **8. Guest Relations**

- a. Guest request and concerns are given prompt and proper attention
- b. Staff exhibit warm and pleasant disposition in dealing with guests
- c. Tact and courtesy is observed in dealing with customers complaints
- d. Customers feedback is solicited to determine guests satisfaction
- e. Customer feedback and concern are logged down and discussed for corrective action during meetings
- f. Staff expresses warm appreciation and gratitude for guest patronage
- g. Customer needs and concerns are promptly and properly attended.
- h. There is accurate and appropriate response to inquiries;
- i. Staff does out their way to render extra service to guest
- j. Guest with special problems like the sick, intoxicated ones, etc. are given the necessary assistance and support.

## **1.2Types of Guest Requests**

Housekeeping staff may be called upon to provide special amenities and stock guest loan items to meet requests. These items include everyday items that the guest may have forgotten to pack or items such as irons and ironing board (if they are not routinely provided in the guest room) and personal care items. Such items also vary from hotel to hotel, depending on the market segment the hotel attempts to reach and satisfy. Some examples of such items are:

Adapter	Fan
Additional furniture, e.g. table, chair	Heater
Air-purifier	Humidifier
Bed board	Iron and ironing board
Crib/Baby cot	Morning set (tooth brush & paste...)
Dehumidifier	Rollaway bed*
Extension cord	Transformer

Extra bedding supplies, e.g. pillow, blanket

Vase

Tapes

Most items mentioned above are free of charge upon request. However, some hotels may charge the guest if they request to add a rollaway bed in the guestroom. Apart from these items, guests may also request other services from the housekeeping department. If you were a hotel guest, what other services you would require or expect the hotel to provide to you?

#### **Guests with special needs**

- Wheelchair
- Facilities for the disabled

#### **Business travellers**

- Broadband Internet service
- International direct dialling (IDD) service
- Local & international newspapers
- Laundry/valet service
- Shoes polishing service
- Other business facilities, e.g. business centre, executive floor, fax machine, laptop computer, conference and meeting facilities

#### **Leisure travellers and holiday makers**

- Rollaway bed/ baby cot
- Connecting rooms
- In-room movies
- Sports facilities, e.g. gymnasium, swimming pool
- Spa facilities for beauty and health treatments, e.g. massage, hydrotherapy, facials and intensive foot and hand therapies
- Baby sitting service

#### **Other requests**

- In-room dining (Room service)
- Doctor service
- Smoke-free guestroom
- Room make-up service
- Alteration & mending service
- Repair and maintenance service
- Food & beverage enquiries, e.g. hours and location of meals

## **Guest requesting Information**

### ***What time is check-in at the Hotel?***

Our guaranteed check-in time is 4pm. If you would like to request an earlier check-in, please let us know in advance so we may inform housekeeping on the morning of your arrival. While it is not guaranteed, we always do our best to make sure any guests who request early check-ins are accommodated as quickly as possible.

### ***What time is check-out?***

Check-out time is 11am. Please let the front desk know if you would like to request a late check-out. We do our best to accommodate these requests on a case-by-case basis and subject to availability. If you need to extend check-out time significantly, we do offer half-day rates depending on availability. It is highly likely that if you need to leave your car in our parking lot later than the check-out time we will easily be able to accommodate that until at least 4 pm. Please just check with the front desk.

### ***Is there Internet access, what kind, and what is the charge?***

We provide complimentary Internet access via Wi-Fi for all hotel guests. It is password protected, so you will need to obtain the password when you check-in to the hotel. It is very robust service, having been completely upgraded late in 2012 with increased bandwidth as well. It is important to know that it is “area” specific, so if you log-in in your guest room, and want to use it in the lobby instead, you will need to re-log-in to the “Lobby” room, or the name of the room where you are using it, for the best possible experience.

### ***Is there parking for guests at the Hotel?***

There is a complimentary parking lot located directly behind the Hotel building, as well as a satellite lot just across the street. We provide parking passes for overnight guests upon check-in. People attending events at the Hotel or dining at one of our onsite restaurants may park in the lots as well, although parking is only guaranteed for our overnight guests.

### ***Do you offer valet parking?***

Occasionally we will have a special event take place here that wants to have valet parking made available to their guests. That would be the only time valet parking would occur. Generally it is not available.

### ***Do you need reservations to dine in your onsite restaurants?***

If you are interested in dining, our fine dining restaurant, reservations are not always needed, but are much appreciated and highly recommended. You can make reservations through the Hotel’s front desk.

### ***Is there a pool at the Hotel?***

We do not have a pool located in the Hotel; has swimming pools and a very large fitness center with indoor walking track, men’s and women’s steam and sauna rooms, and indoor basketball courts as well.

### ***Is there a fitness center at the Hotel?***

There is modest fitness centre on the second floor of the Hotel. It is a small facility that has a very nice, large treadmill and exercise bicycle, and some free weights, as well as a television, and which can be accessed by your guest room key.

### ***Are your rooms pet-friendly?***

Some of our rooms are set aside for our guests travelling with pets. We offer a doggie room service menu, and our canine friends receive a complimentary welcome gift from



the Hawthorne Hotel when they check in. There is a daily fee per pet of \$15, and pet-owners must register all pets and sign a pet-policy form on arrival.

***If I know what specific room I want can I request that room?***

We can take requests for specific room numbers; however we cannot guarantee that a certain room will be available for certain dates. We will also do our best to find a room most similar to the one you have requested if for some reason your first choice is not available

***Do you have “smoking” rooms?***

Yes, we have five such rooms, all located on the second floor. Smoking is not allowed anywhere else in the hotel, by Salem ordinance. Smoking in a non-smoking room carries a hefty fee, so we respectfully require adherence to our non-smoking policy in our non-smoking rooms.

***Is there an elevator in the hotel?***

Yes, there are two. While they are quaint in appearance, all of the operating equipment for them is the latest-available technology.

***Are there microwaves and refrigerators in the rooms?***

No, there are not. However, you can rent a mini-fridge from us for a small fee. Simply reserve the refrigerator when you reserve your room. While we do not have microwaves available, we are happy to do something like warm a baby’s bottle for you at either restaurant.

***Are there hair-dryers and related kinds of devices in the guest rooms?***

Yes, there are hair-dryers, magnifying makeup mirrors, irons and ironing boards, clock radios with iPhone/iPod docking stations and connections for other devices through an MP3-connector. Many of the table lamps have additional electrical receptacles built-in to the base, so it makes connecting your personal devices such as computers and cell/camera chargers very easy.

***Are there coffee makers in the rooms?***

No, there are not. However, we do have complimentary coffee and tea service available in the lobby every morning from 5am to 11am, and all of our overnight guests may receive complimentary coffee/tea “to-go” from our Tavern Restaurant from 11am to Midnight. If you want this service during the overnight hours, the front desk staff can assist you in obtaining coffee or tea with our compliments during this time.

***Do you have a laundry facility?***

Within the building there is not a self-service laundry facility. There is a self-service laundry located about three blocks from the Hotel. We do offer same-day wash-and-fold service to our overnight guests, as well as same-day dry cleaning service, Monday through Friday. Items must be turned in to the front desk by 8am to be handled the same day. Please note that service is not available on weekends and holidays.

***Do you have adjoining rooms?***

There is a common misperception regarding the term “adjoining rooms” regarding hotel rooms. The term adjoining simply means the rooms are right next door to one another. Often times people use that term when they mean “connecting rooms” whereby there is a door between the rooms for passage between the rooms without going out into the hallway. Obviously we have a number of adjoining rooms, but we do not have any connecting rooms, save those rooms which are sold as “one” rooms, such as our suites,

and room 325 which consists of two bedrooms connecting through the shared bathroom. If you describe to us what you are trying to accomplish, we can make recommendations about the best way to provide for your needs.

***Do you have a gift shop in the Hotel?***

We offer some items of a “gift shop” nature in the hotel, although there is not an actual shop here. You can see some of the items in the curio cabinet next to the entrance to the Tavern on the Green. There are postcards, cards and books available to browse through at the Front Desk, and you can purchase the items you see in the curio cabinet there, as well as some popular sundries such as OTC pain killers, contact lens solution, playing cards, breath mints and similar items.

issuing & collecting process

## **1.3 Access rooms for servicing**

### **1.3.1 Types of room**

1. **Single room** – is a room with a single bed, good for one person
2. **Deluxe Room** This room is well furnished, carpeted and more suitable for single persons and small families. Deluxe Rooms are available with Single and Double beds
3. **Twin Room** A room with two single beds meant for two people having only one bedside table between the two beds.
4. **Hollywood Twin** It is a room with two single beds and one single headboard meant for two people. When need arises, the two beds can be bridged together to make it appear as a double room.
5. **Studio** The studio room is the room for the guest with option of self catering. It has a queen size bed, air conditioning, fan and screens. There is also a dining area and a seating area.
6. **Suite** A suite in a hotel mostly denotes a class of luxury rooms. Suites offer more space and furniture than a basic hotel room. In addition to the standard bed and bedroom fixtures, a suite will typically add a living room, usually with a couch that folds into a bed. Dining, office and kitchen facilities are also added in some suites. Many large hotels have one or more "honeymoon suites", and sometimes the best room is called the "presidential suite". Some hotels now offer only regular suites. Regular suites are particularly aimed at business travelers who would both appreciate additional space and may use it to host small meetings or entertain guests.
7. **Penthouse Suite** A penthouse suite is mostly on the highest floors of hotel building. Penthouses are typically differentiated from other rooms by luxury features. A penthouse suite may also provide occupants with private access to the roof space above the suit, instead of or in addition to terrace space created by an adjacent sit back.
8. **Parlour** is a room equipped and furnished for a special function or business. It is generally a lavishly decorated room with more facilities like bar, pantry, massage. Usually the room is sold on hourly basis.
9. **Executive Room** It is larger bedroom with a sitting area provided with chairs and usually sofa. There is a dressing table as well as a writing table.
10. **Duplex Room** A set of rooms not on the same level but it is connected by an internal staircase. Generally, the parlour is at the lower level and the bedrooms are at the upper level.

11. **Interconnected Rooms** Two rooms adjacent to each other having an interconnecting door allowing entry from one room to another, without having to go through the corridor. The interconnecting doors can be opened or locked as per the guest's choice.
12. **Efficiency Room** It is a room with some kitchen facilities found in motels and residential hotels.
13. **Cabana** is generally a shelter on a beach or at a swimming pool used as a bathhouse. But now some hotels provide cabana with contemporary beauty, comfort, protection and privacy with all basic facilities alongside the swimming pool, on the beach, in the garden and in any lounging area to individual guests for occupation. The rent for cabana is usually less as they would not have luxurious décor.
14. **Sico** room is a smart solution to space efficiency. Sico rooms usually have special beds which can be folded according to the guest's need. Guests get a meeting room by day and a sleeping room by night, with the comfort of a real mattress. With most meetings today consisting of ten people or less, Sico rooms offer the flexibility to accommodate small meetings without tying up large meeting rooms.
15. **Twin room** – is room with two twin or two single beds, good for 2 persons
16. **Double room-** is occupied by two persons with 1 double bed
17. **Double-double room-** has two double or 2 queen beds, occupied by two or more persons. It is sometimes called Twin Double.
18. **Triple room-** is occupied by three people, may have 1 double bed and a roll away bed or 2 single beds plus a roll away bed.
19. **Quadruple room-** is occupied by four people; may have two beds or more.
20. **Family room-** has at least 1 double bed, 1 or more single beds, designed to accommodate one small family.
21. **King room** – has a king-size bed, may be occupied by one or two people or one family.

#### **According to price, layout and facilities**

1. **Economy room-** is designed for an economical rate, usually short of standard facilities like air con, television and other amenities.
2. **Standard room-** is sold at moderate rate, equipped with standard facilities and amenities like air con, toiletries, television, bed, nite table, etc.
3. **De Luxe room-** is more luxurious and spacious, with amenities of superior bed. It may also be called an executive room.
4. **Connecting rooms-** consist of two or more rooms with entrance doors from the outside door between them through which guests can get through each bedroom without going out of their rooms.
5. **Suite rooms-** has a parlor or living room connected to one or more full size bedroom, equipped with luxury amenities and sold at higher price than standard rooms.

#### **Types of Suites**

1. **Junior Suite-** is room with a bed and sitting area (usually a small lounge), there may be a small, separate bed, connected to the living room or parlor. It is also called a mini suite.
2. **Penthouse Suite-** is usually located on the top floor of the property.
3. **Executive Suite-** is designed for a top executive, with facilities and amenities of superior quality.
4. **Hospitality Suite-** is used for entertaining visitors; servicing as function room or parlor.

## Types of Beds

1. **Single bed**- a bed approximately 36 inches by 75 inches
2. **Double bed**- bed that can accommodate a couple or two individuals. It is approximately 54 inches by 75 inches in size.
3. **Queen bed** – is an extra long, extra wide bed, about 60 by 80 inches in size.
4. **King bed**- an extra long, extra wide bed, about 78 inches by 80 inches.
5. **Roll away bed**- a portable bed.

### 3.1 type of room & room status

<u>Type</u>	<u>Standard (inch)</u>	<u>No of people per bed</u>
❖ Single	38x74	one
❖ Twin	42x76	one
❖ Double	54x76	Two
❖ Queen	60x80	Two
❖ King	76x84	Two

PART I choose the best answer from the given alternative (2pts)

\_\_\_\_\_1. One of the following is true about housekeeping.

- A. To the upkeep and maintenance of cleanliness
- B. To see all occupants are comfortable, safe, and protected from disease-causing bacteria
- C. To provide warm welcoming
- D. A&B

\_\_\_\_2. One of the following training is very important for housekeepers

- A. How to clean a guestroom correctly
- B. provide personalized service
- C. How to use trolley
- D. All

\_\_\_\_3. Which one of the following is true in handling of guest request

- A. Acknowledge guests by use of name wherever possible
- B. Confirm and note details of requests made
- C. Handle guest requests in a polite and friendly manner
- D. All E.A&C

\_\_\_\_4. Ranges of items and services that include in guest request are expected

- A. Beds
- B. additional pillows and blankets
- C. irons & hair dryers
- D. additional room supplies E. Room services menu and telephone numbers

\_\_\_\_5. Which one of the following are included in details of guest request

- A. Additional equipment in their room
- B. Valet or laundry service
- C. Extra crockery or cutlery
- D. Replacement items such as hair dryers D. All

\_\_\_\_6. Guest comfort means

- A. Rooms are properly ventilated and lighted
- B. Guest are not disturbed by noise and other forms of distractions
- C. sufficient amenities are offered for the comfort of guest
- D. None of the above

**Part I: Match column “A” with the appropriate answer under column “B”**

<b>A</b>		<b>B</b>	
<b>1</b>	The room for the guest with option of self catering	<b>A</b>	<b>Roll away bed</b>
<b>2</b>	larger bedroom with a sitting area provided with chairs and usually sofa	<b>B</b>	<b>Triple room</b>
<b>3</b>	is sold at moderate rate, equipped with standard facilities and amenities like air con	<b>C</b>	<b>Double room</b>
<b>4</b>	occupied by three people	<b>D</b>	<b>Interconnected Room</b>
<b>5</b>	room with two twin or two single beds, good for 2 persons	<b>E</b>	<b>Twin room</b>
<b>6</b>	Two rooms adjacent to each other having an interconnecting door	<b>F</b>	<b>Studio</b>
<b>7</b>	shelter on a beach or at a swimming pool used as a bathhouse	<b>G</b>	<b>Executive Room</b>
<b>8</b>	occupied by two persons with 1 double bed	<b>H</b>	<b>Deluxe Room</b>
<b>9</b>	a portable bed	<b>I</b>	<b>Standard room</b>
<b>10</b>	an extra long, extra wide bed, about 78 inches by 80 inches	<b>J</b>	<b>Cabana</b>
		<b>K</b>	<b>Parlour</b>
		<b>L</b>	<b>King bed</b>

**Part II. Give short answer for the following question(3pts each)**

1. Discuss the Standards of Housekeeping.
2. List the procedures to provide advice guest on item usage.
3. List the types of information requested by guest.
4. List the key to provide guest advice

**Note: Satisfactory rating -18 points Unsatisfactory – below 18 points**

You can ask you teacher for the copy of the correct answers.

## 2. Set up equipment and trolleys

### 2.1 Housekeeping room assignment or Rooms Status Information

Much of the daily communication between the housekeeping department and the front office is about the status of rooms in the hotel. Throughout each day, housekeeping must communicate to the front desk when rooms are clean, inspected, and ready for sale. Poor communication between housekeeping and the front desk can cause lengthy, unnecessary delays in assigning rooms to arriving guests. At the beginning of each day, the front desk must tell housekeeping which rooms were occupied on the previous night. Housekeeping uses this information to schedule rooms for cleaning. Poor communication between the front desk and housekeeping can lead to embarrassing and costly problems for the hotel.

Two important tools for coordinating the status of rooms in a hotel are the occupancy report and the housekeeping status report. This report lists all rooms occupied that night and indicates those guests expected to check out the following day. The next morning, the executive housekeeper picks up the occupancy report and schedules the occupied rooms for cleaning. As guests check out of the hotel, the front desk notifies housekeeping. Housekeeping attends to these rooms as soon as possible so that clean rooms are available for arriving guests.

At the end of the shift, housekeeping staff members *physically check each room* in the property and prepare a housekeeping status report. This report indicates the current housekeeping status of each room. It is compared to the previous night's occupancy report, and any problems are brought to the attention of the front office manager.

**A room status discrepancy** is a situation in which housekeeping's description of a room's status differs from the room status information used at the front desk to assign guestrooms. For example, a room status discrepancy exists if the front desk records indicate that a room is occupied but housekeeping reports that the room is unoccupied, clean and ready for sale.

### Tracking Room Status

Keeping room status information up-to-date requires close coordination and cooperation between the front office and the housekeeping department. Throughout each day, housekeeping and the front office must inform each other of changes in a room's status. The two most common systems for tracking room status are manual *room rack systems* and *computerized status systems*.

### Room Rack Tracking System

The front desk may use a room rack to track the current housekeeping status of all rooms. A rack slip listing the guest's name and other information is usually completed during the registration process. The slip is placed in the slot on the room rack corresponding to the guest's assigned room number. A rack slip in a room number's slot indicates that the room is occupied. When the guest checks out, the rack slip is removed. This indicates that the room needs housekeeping services before it can be sold to arriving guest. As rooms are cleaned and inspected, the housekeeping department notifies the front desk, which updates the status of rooms to vacant and ready for sale.

Problems can arise with the use of a room rack system. For example, when rack slip is mistakenly left in the room rack after a guest has checked out, front desk agents will assume that the vacant room is occupied. This room will not be sold to an arriving guest. The unsold room is called sleeper: the rack slip “sleeps” in the rack, and potential revenue from the sale of the room is lost.

### **Computerized Tracking System**

When a guest check-out a front desk agent enters the departure at a computer terminal. Housekeeping is then alerted through a terminal in the housekeeping department that the room needs cleaning. Next, a room attendant cleans the room and notifies the housekeeping department when it is ready for inspection. After inspection, housekeeping enters information into its terminal informing the front desk terminal that the room is available for sale.

Teamwork between housekeeping and front office is essential to daily hotel operations. The more familiar housekeeping and front office personnel are with each other’s procedures, the smoother the relationship between the two departments is likely to be.

### **2.2 Load trolleys with adequate supplies & Room key**

No other feature or service provided by a property will impress the guest more than a spotlessly clean and comfortable guestroom. The condition of the guestroom gives the guest a special message. It shows the care that the property puts into creating a clean, safe, and pleasant environment for its guests. This places a big responsibility on the housekeeping department. After all, the guestroom is the main product that a property sells. Housekeeping plays greater role than any other department in ensuring that the guestroom meets the conditions that guests need and expect.

To maintain the standards that keep guests coming back, room attendants must follow a series of detailed procedures for guestroom cleaning. This saves time and energy and reduces stress. Also, proper room cleaning procedures ensure quality for the guest, and efficiency and satisfaction from the room attendant.

#### **Preparing to Clean**

In most properties, the room attendant’s workday begins in the linen room. The linen room is often considered the headquarters of the housekeeping department because this is where room attendants report to work; receive room assignment sheets, room status report and keys; and check out at the end of their shifts. This is also where the room attendant prepares for the shift by assembling and organizing the supplies needed for cleaning.

#### **Assembling Supplies**

Like most skilled workers, room attendants require a special set of tools to do their job. For the professional room attendant, these tools come in the form of the various cleaning supplies and equipment, linens, amenities, and other items that are necessary for preparing a guest room.

Think of the room attendant’s cart as a giant tool box stocked with everything necessary to do an effective job. Just as a carpenter would not go to work without an adequate supply of wood and nails, so a room attendant wouldn’t go to assigned room without the right supply of cleaning assignments.

#### **Stocking the Cart**

Carts are usually stored in the linen room with the housekeeping supplies. In large properties, supplies are often stored in a central area and issued to room attendants each morning. Most carts have three





shelves: the lower two shelves for linen and top shelf for supplies. It is just as important not to overstock a cart as it not to under stock it. Overstocking increases the risk that some items will be damaged, soiled, or stolen in the course of cleaning. Items typically found on a room attendant's cart include:

- Clean sheets, pillowcases, and mattress pad
- Clean towels and washcloths
- Clean bath mats
- Toilet and facial tissues
- Fresh drinking glass
- Soap bars
- Clean ashtrays and matches
- Advertising materials about the property

In most cases, all the cleaning supplies for the guest room and bathroom are put in a hand caddy on top of the cart. This way, the room attendant does not have to bring the entire cart into the room to have access to supplies. Items stocked in the caddy may include:

- All-purpose cleaner
- Spray window and glass cleaner
- Toilet bowl brush
- Dusting solution
- Cloths and sponges
- Rubber gloves

A laundry bag for dirty linen is usually found at one end of the cart and trash bag at the other. A broom and vacuum are also placed on either end of the cart for easy access. For safety and security reasons, room key should always be kept in a locked box.

One efficient stocking arrangement for a room attendant's cart in all cases, carts should be stocked according to property's requirements. Room attendants must also be sure to stock the proper eye, hand and face protection. Each property should inform room attendants of the policies regarding the use of such protective gear and the handling of cleaning chemicals.

### **Alternative Carts**

Some hotels use a special type of transporting and sorting system as an alternative to the traditional room attendant cart. The equipment consists of various containers, caddies and shelves that can be easily removed and arranged within a larger service cart. These components are loaded to convenient levels to allow for the efficient movement of linens and supplies when servicing guestrooms. Like a train's boxcars, separate, detachable components accompany the main unit and used to store trash and soiled linen.

These carts look like furniture and can be secured with a locking door. Some properties pre-load these carts and deliver them directly to guestroom floors for pickup by the room attendants. Among other advantages, these carts are lightweight and easy to clean.

**PART I** choose the best answer from the given alternative (2pts)

\_\_\_\_\_ 1. Room attendant's cart include

- A. Clean sheets, pillowcases, and mattress pad
- B. Clean towels and washcloths
- C. Clean bath mats
- D. Toilet and facial tissues
- E. All

\_\_\_\_\_ 2. Items stocked in the caddy may include

- A. All-purpose cleaner
- B. Spray window and glass cleaner
- C. Toilet bowl brush
- D. Dusting solution
- E. Cloths and sponges
- F. All

\_\_\_\_\_ 3. Which one of the following is importance consideration in loading chambermaid's trolley

- A. Loading the trolley with adequate supplies depending upon the number and types of the rooms
- B. Avoiding overloading the trolley that may lead to any accidents
- C. Avoiding to under loading the trolley that may lead to make unnecessary trips to supplies store
- D. All

**Part II. Give short answer for the following question.(3pts each)**

1. Discuss the types of cleaning equipment.
2. Discuss the importance of housekeeping trolley.
3. Define room status discrepancy?

**Note: Satisfactory rating -8points Unsatisfactory – below 8 points**

### 3. Make up beds

#### 3.1 Room status

- ❖ **Occupied (OCC):-** A guest is currently registered to the room.
- ❖ **Complimentary (COM:-)** the room is occupied, but the guest is assessed no charge for its use.
- ❖ **Stay over (SO):** the guest is not checking out today & will remain at least one more night.
- ❖ **On-change (OC):-** the guest has departed, but the room has not yet been cleaned & readied for resale.
- ❖ **Do not disturb (DND):-** the guest has requested not to be disturbed.
- ❖ **Sleep out:-** A guest is registered to the room, but the bed has not been used.
- ❖ **Skipper:-** the guest has left the hotel without making arrangements to settle his/her account.
- ❖ **Sleeper:-** the guest has settled his/her account & left the hotel, but the f/o staff has failed to properly update the room's status.
- ❖ **Vacant & ready:-** the room has been cleaned & inspected & is ready for an arriving guest.
- ❖ **Out-of-order (OOO):-** The room cannot be assigned to a guest for a variety of reasons, including need for maintenance.
- ❖ **DNCO (did not checkout):-** the guest made arrangements to settle his/her account (and thus is not a skipper) but has left without informing the F/O.
- ❖ **Due out:** the rooms expected to become vacant after the following day's check out time. **Or** the guest has not checked out, but still plans to check out that day.
- ❖ **Check out (CO):-** the guest has settled his/her account, returned the room keys, & left the hotel.
- ❖ **Late check-out:** the guest has requested & is being allowed to check out later than the hotel's standard check-out-time.
- ❖ **VD- Vacant Dirty-** vacated but not ready for occupancy; since it is still dirty or still being made up. It is also termed as On-Charge
- ❖ **BLO- Blocked-** reserved for a guest who is expected to arrive within the day
- ❖ **NS – No show –** room is reserved but not used or the reservation has been canceled
- ❖ **Early Make-up -** room status term indicating that guest had reserved or had requested that their room be cleaned as soon as possible.
- ❖ **Joiner-** is person joining another guest in the same room.
- ❖ **VCI-** Vacant Clean Inspected
- ❖ **NCI-** Newly Checked-In
- ❖ **OD-** Occupied Dirty
- ❖ **OC-** Occupied Clean
- ❖ **OCI-** Occupied Clean Inspected
- ❖ **LPU-** Laundry Pick-up
- ❖ **VIP-** Very Important Person

## **Bed making procedures**

### **➤ Daily Cleaning of Occupied Rooms**

Care has to be taken while cleaning an occupied room. Because all guests are not the same. Most of the guest would expect certain discipline from the housekeeping staffs. And, therefore, the housekeeping staffs are trained to handle the guests as well the guest rooms properly.

### **Procedure for Entering a Guest Room**

- 1) Before starting the cleaning, the room attendant should see the status of all the rooms from the lot of rooms allocated to him.
- 2) The room attendant can prioritize rooms to be attended to first on the basis of immediate needs; 'clean my rooms', and finally other occupied rooms.
- 3) For occupied rooms, look whether the room has a 'do not disturb' card on the door knob. If it does, then go to the room which does not.
- 4) Knock at the door firmly with the index finger knuckle announcing clearly 'housekeeping'. When there is no answer, repeat the knock after 10 seconds announcing you as before.
- 5) If there is, still no answer; open the door with the floor master key. Push the door again; knock announcing inside the room 'housekeeping'.
- 6) When there is no reply and one is relatively sure that there is no one in, open the door wide and keep it that way till the entire cleaning cycle in the room is completed.

### **➤ Procedure for Cleaning a Guest Room**

- 1) Switch off the room air-conditioner or heating. Draw all curtains and open the windows for airing the room.
- 2) Remove soiled linen from beds and bath. Shake out the linen to ensure that no guest articles are lost in the folds of the linen. Put the soiled linen in the linen hamper/ laundry bag provided on the chamber maid's trolley.
- 3) Check for maintenance requirements and report the same to the control desk and enter in the room check list.
- 4) Contact room service to remove used "trays and glasses".
- 5) Turn the mattress side-to-side on succeeding days followed by end-to-end turning. Smooth out the mattress and air it.
- 6) If vacuum cleaning is not available, brush the carpet first to enable the dust to settle while doing the next task.
- 7) Empty all ashtrays and waste paper baskets.
- 8) Pick up guest clothes and hang in the closet or place in the wardrobe.
- 9) Clean the bathroom and replenish all the required supplies.
- 10) Collect all loose articles and magazines and other guest papers and stack them neatly on the writing table.
- 11) Clean all surfaces in single circular motions with a dry cloth. Use a hand dust pan to collect any unwanted matter on the surfaces without lifting dust in the air. Ensure that all surfaces are spotlessly clean. Pay special attention to nooks and corners especially those points that may not obviously be visible to the guest eye.
- 12) Use a stiff upholstery brush or vacuum cleaner on upholstered furniture arms, back and seats.
- 13) Replace, if necessary, stationery as prescribed by the management. The number of items must exactly be as per standard.
- 14) Dust and replace each item on the dresser, bureaux and desks. Special attention must be given to the display of publicity material as prescribed by the management.
- 15) Clean lamp shades with a clean dry duster. Lift lamps and clean under the base. Replace lamp if damaged and adjust the shade.

- 16) Disinfect the telephone in the room and the bathroom with Dettol. Wipe balance of the telephone with a damp cloth. Then check phone for the dial tone.
- 17) Clean mirrors with a dry cloth first and then with a damp newspaper to make it sparkling. M
- 18) Dust closet, shelves, hangers and rods. Brush the closet floor. Supply new laundry bags and replace the missing hangers. Replace drawers / shelves with paper liners, if required.
- 19) Dust both the sides of the room doors, head board, window sills, inside and outside of the window rails, top of the radiators and air-conditioning units.
- 20) Close the windows.
- 21) If vacuum cleaner is available then vacuuming of carpet should be done at this stage, instead of brushing the carpet as mentioned earlier.
- 22) Arrange furniture properly, if necessary.
- 23) Switch on the air-conditioning or heating on the minimum temperature for a departure room or at the same temperature the guest has left for an occupied room.
- 24) Have a last look at the room referring to the check list for completion of work and exit the room closing the door behind.

### **3.2.3 Procedure for Cleaning Bathroom**

- 1) Cleaning activity starts from the ceiling downwards to the floor. Floors are cleaned from the wall farthest to the door to the exit.
- 2) Open all windows and exhaust vents.
- 3) Shake out all soiled bathroom linen, e.g. towels, bathmat, etc and deposit in the linen hamper / laundry bag provided on the chamber maid's trolley.
- 4) Collect the trash from all the ashtrays, sanitary bins, and waste paper basket and deposit it into the garbage bag provided on the chamber maid's trolley.
- 5) Clean the ceiling and air-conditioning vents for cobwebs
- 6) Wipe off light bulbs and shades with a dry cloth.
- 7) Wash the bathtub and surrounding tiles and wipe dry. Wipe the shower curtain from both sides with a wet sponge and ensure that all are free from any water marks.
- 8) Clean the mirror, (with a dry cloth then wipe using a wet folded newspaper and then again with a dry cloth).
- 9) Scrub dry the areas surrounding the wash basin and the counter.
- 10) Scrub the toilet bowl and bidet using the special brush / Johnny mop. Ensure that it is dry and spotless inside. Clean the seat, lid and the outside of the toilet bowl and put a disinfectant solution inside.

### **Points to be Considered While Cleaning**

- 1) The room attendant must follow the method of work that will cause least disturbance to the guest occupying that room.
- 2) Must plan his work so that systematic method is followed.
- 3) Should work at a good speed.
- 4) Should work efficiently and clean more areas at a time.

### **SECOND SERVICE**

Second service is normally carried out in an occupied room at any time in a day if the guest requests to clean the room again. Only light cleaning is done in such cases. Sometimes, guest has a meeting or a get together functions etc. in the room and he wants his room to be cleaned after the so-called function is over. The second service method is as follows:

- 1) Remove empty bottles and other room service equipment from the room.
- 2) Pick rubbish from the floor.
- 3) Arrange the furniture as required.
- 4) Dust the room where ever necessary.

- 5) Check the bathroom floor, make it dry, if needed. Flush the toilet bowl and dry the area around the sink.
- 6) Use air freshener, if required.
- 7) Replace toilet soap, paper & linen, if necessary.
- 8) Replenish room stationary, if necessary.
- 9) Replace water tumblers and refill the water flask with fresh water, if necessary.

### **3.4 EVENING / TURN DOWN SERVICE**

In hotels, normally the bulk of room cleaning should have been done in the morning shift. The exception would be rooms 'with the 'do not disturb' sign. Some rooms are occupied by late night / early morning arrivals by international flights. All rooms therefore require an evening service which mostly, involves preparing the room for the guest to sleep comfortable for the night and it should be done prior to the guest retiring for the night. In this service, the bed is made for night, the room is cleared and soiled bath linen is replaced.

Night service is carried out in the following way:

- 1) Knock at the door and enter the room as per the procedure mentioned earlier.
- 2) Switch on the lights and ensure that all the light fixtures are working.
- 3) Draw the heavy curtains.
- 4) Hang guest clothes if lying around.
- 5) Take off the bedcover, fold neatly and store in the wardrobe, either in the topmost shelf for in the lowermost shelf
- 6) Fold one corner of the blanket to enable the guest to slide in to the bed.
- 7) Place the breakfast knob order card along with a chocolate / cookies / sweet as prescribed by the management on the pillow.
- 8) Remove soiled glasses and bottles if any. Replenish fresh glasses and fill in the water flask with drinking water.
- 9) Empty and clean ashtrays and waste paper baskets.
- 10) Replace soiled linen - bed and bath if required.
- 11) Replenish missing toiletries and other supplies.
- 12) Set climate control as directed.
- 13) Turn out all the lights except the night lamp/ passage light as prescribed by the management.
- 14) Before leaving the room, give a final glance then lock the door properly, and proceed to the next room.

#### **➤ DAILY CLEANING A VACANT ROOM**

Rooms must be cleaned each and every day even if it is vacant. Day to day care encourage high standard of work. It allows the time allocated for special cleaning to be spent out to full advantage.

- 1) Leave the front door open; make work sign "no" on the door.
- 2) Place the trolley standing in corridor outside the room to be serviced.
- 3) Ventilate the room. Open all the doors and windows.
- 4) Switch off the air conditioner or heating system
- 5) Remove soiled linen, used crockery and any other rubbish.
- 6) Airing of bed and making it.
- 7) Dusting the furniture.
- 8) Disinfect the telephone mouthpiece, check for dial tone.
- 9) Clean the carpets and dusts on the surroundings.
- 10) Cleaning of furnishing arrangements and appearance of the room.
- 11) Switch on the bathroom light, dry the floor if wet, wipe down the walls, windows with dry dusters, occasionally damp duster is also used.
- 12) Use detergent for cleaning wash basin and dirty surfaces.
- 13) Check for plumbing faults like leakage, faulty flushes, and electrical faults and exposed wires.

- 14) Replace bath linen and also complimentary items namely toilet soap, shampoo.
- 15) While working around the room checks for damages to the furniture's, walls, windows and other fittings.
- 16) Replace the complimentary items like match boxes, stationers, etc.
- 17) After final check up draw the curtains place the DND card on the outside knob of the door
- 18) Vacuum the floor finish at the door.
- 19) Give a final check and remove the sign "no".

#### ➤ **DIRTY DOZEN**

There are certain areas in the room or bathroom which may be forgotten or invisible to the room attendant and tend to accumulate dust. Such areas are normally hidden from a guest's eye. However, its cleanliness reflects the standard of cleaning of the hotel. Experience shows that the following areas are overlooked and appropriately called the 'dirty dozen'.

- 1) Air-conditioning ducts and diffuser grills.
- 2) Top of the door edges and ceiling.
- 3) Top of picture frames.
- 4) Area above pillow racks.
- 5) Rear surface of doors.
- 6) Interior surfaces of drawers
- 7) Beneath the grab-bar and dresser table.
- 8) Behind the WC bowl- the S-trap.
- 9) Faucet nozzle filter.
- 10) In the toilet roll niche.
- 11) Under bathroom counters
- 12) Toilet vents.

#### ➤ **SPRING CLEANING**

Spring cleaning removes the dust and dirt that accumulates from every day wear and tear and attends to cleaning needs identified during a guestroom inspection. It includes activities such as turning mattresses, wiping down walls and baseboards and washing windows and casements. The dirty-dozen can also be perfectly cleaned. Routine cleaning can maintain a guestroom's fresh and spotless appearance for a period of time. But after a while, a room will need deep cleaning. In some properties, deep cleaning is done by room attendants on special project basis; others use teams in which each employee does a particular deep cleaning task.

The following are the spring cleaning tasks that help the property shine are:

- 1) Flipping and rotating mattresses.
- 2) Shampooing carpets.
- 3) Removing soil and stains from wall coverings and baseboards.
- 4) Washing windows, casements, and shades.
- 5) Dusting high and hard to reach areas.
- 6) Cleaning vents and fans.
- 7) Vacuuming under furniture that requires heavy moving.
- 8) Cleaning and vacuuming drapes. Cleaning carpet edges.
- 9) Washing sheer curtains.
- 10) Washing lampshades

#### **General sequence:-**

Step:- 1 Enter the guest room

- » 2. Begin cleaning, Tidy & air out the room

- » 3. Strip bed
- » 4. Make the bed
- » 5. Dust the guest room
- » 6. Clean the bath room
- » 7. Vacuum
- » 8. Make the final check
- » 9 Close the door & make sure it is locked
- » 10 Note room status on assignment sheet & proceed to next room.

### **3.2 Bed & cots making procedures**

#### **Blankets and sheets:**

- Baby sleeping bags are a great way to sleep your baby safely, as they will prevent him slipping under the covers. Sleeping bags shouldn't have a hood but should have neck and arm holes that are fitted.
- If you use a sleeping bag, ensure that your baby has enough clothes on inside the bag to avoid the need to add extra coverings over the bag.
- If you choose to use sheets and blankets, make sure that they are lightweight and can be firmly tucked in.
- Make up the cot so that the bedding is in the lower part of the cot. You should sleep your baby so that his feet almost touch the bottom of the cot so he can't wriggle down and under the covers..
- Most young children will manage to get out from under bedding, so make sure that you dress him appropriately before bed so that he'll stay warm while he sleeps even without the covers over him.
- To avoid possible strangulation, ensure that your baby's clothing has no ribbons or cords. If you attach a dummy to his nightclothes, the cord should be no longer than 10cm.
- If you wrap your baby for sleep, dress him lightly and then use a sheet to tuck him into bed.
- Don't use any heavy bedding - quilts, or thick blankets - as these can cause your baby to overheat quickly.
- Don't use pillows, cot bumpers, quilts or sheepskins as these can pose a threat of suffocation.
- Don't use any extra heating device - hot water bottles, electric blankets - as these are not safe for young children.



A hotel bed should be made in about three minutes.



Hotel housekeepers make dozens of beds daily. They are required to complete this part of the job quickly and efficiently. Most housekeepers are expected to be able to make a bed in less than a minute, and change the sheets in two to three minutes. Good hotel bed-making procedures will result in a crisp, clean and well-made bed.

- Bottom sheet
  - Top sheet
  - Blanket
  - Comforter
  - Pillows
1. Determine if the bed needs to be made. In very rare situations, the guest will have already straightened the sheets and folded the comforter at the bottom of the bed. In this case, the pillows may be fluffed and the sheets smoothed out, but the blankets are otherwise left as the guest arranged them. If the sheets are dirty, they will need to be changed completely before the bed is made. Remove dirty sheets if necessary.
  2. Toss the bottom sheet over the bed, if you are changing the sheets. This can be done by standing at the foot of the bed and holding on to the bottom edge of the sheet while throwing the rest of the sheet into the air above the bed. With practice, the sheet will fall smoothly onto the bed.
  3. Smooth the bottom sheet and tuck under any loose corners. In hotel beds, the bottom sheet is not fitted like the sheets sold for home use. The bottom sheet is flat, the same as the top sheet. This makes it easier to work with and, especially, to launder and fold. Tuck in the edges and corners of the bottom sheet. This is usually done with square corners. The sides are tucked under first. Then, the triangular corner of the sheet is pulled outward and tucked neatly along the edge of the mattress.
  4. Spread the top sheet over the bottom one. Pull the top sheet up to the top of the mattress and smooth it out. Pull the blanket up as well, leaving it about two inches below the top of the sheet. Fold the top edge of the sheet over the blanket.
  5. Fold the edges and corners of the top sheet and blanket under the mattress in the same way the bottom sheet was folded under.
  6. Cover the bed with the comforter. Place the pillows beneath the top of the comforter, and smooth the comforter over top of them. Still working on top of the comforter, slide your hand beneath the pillows so that there is a crease in the comforter where the pillows are. In some hotels, the comforter may alternately be folded at the foot of the bed rather than pulled over the entire mattress.

### 3.2 Room supplies

Guest supplies include all items that are conducive to the guest's material comfort and convenience. These may be grouped

- A. **Guest amenities**:- these refer to all the luxury items that a hotel provides to its guest at no extra cost E.g. coffee maker- quality
- B. **Guest Expendables** :- these guest supplies that are expected to be used up or taken away by the guest on leaving the property

C. **Guest essentials**:- items that are essential to the guest room but are not used up or expected to be taken away by the guest

D. **Guest loan items**:- supplies that are not normally found in the guest room, but are available to the guest on request

A.

- Biscuit platters
- Flowers
- Body lotion

B.

- laundry bags
- stationary
- magazine

C.

- cloth hangers
- ice buckles
- DND cards

D.

- ironing board
- irons
- hair draying

PART I choose the best answer from the given alternative (2pts each)

\_\_\_\_\_1. One of the following is correct about sequence of room cleaning

- A. Preparatory steps ➡ Final check ➡ Actual cleaning tasks ➡ Room inspection  
 ➡ Providing special services and amenities  
 B. Preparatory steps ➡ Actual cleaning tasks ➡ Final check ➡ Room inspection ➡  
 Providing special services and amenities  
 C. Preparatory steps ➡ Actual cleaning tasks ➡ Room inspection ➡ Final check ➡  
 Providing special services and amenities D.B&C

\_\_\_\_\_2. Points to be Considered While Cleaning of guest room

- A. Should work at a good speed.  
 B. Must plan his work so that systematic method is followed  
 C. Should work efficiently and clean more areas at a time  
 D. All

\_\_\_\_\_3. Which one of the following is true about Second Service?

- A. carried out in an occupied room at any time in a day if the guest requests to clean the room again  
 B. Remove empty bottles and other room service equipment from the room.  
 C. Pick rubbish from the floor.  
 D. Arrange the furniture as required E. All of the above

\_\_\_\_\_4.\_\_\_\_\_ is preparing the room for the guest to sleep comfortable for the night and it should be done prior to the guest retiring for the night.

- A. Evening services B. Turn down service C. Second Service D.A &C E.A&B

\_\_\_\_\_5.\_\_\_\_\_ certain area in the room or bathroom which may be forgotten or invisible to the room attendant and tend to accumulate dust is called\_\_\_\_\_

- A. Dirty dozen B. Spring cleaning

\_\_\_\_\_6. Which one of following are true about spring cleaning.

- A. Flipping and rotating mattresses.  
 B. Shampooing carpets.  
 C. Removing soil and stains from wall coverings and baseboards.  
 D. Washing windows, casements, and shades  
 E. All of the above

\_\_\_\_\_7. Room is occupied, but the guest is assessed no charge for its use.

- A. Occupied B. Complimentary C. Sleep out D. Vacant & ready

\_\_\_\_\_8.000 represent\_\_\_\_\_

A. Check out B. Vacant & ready C. Out-of-order D. Check out

**Part II Give short answer for the following question(3pts)**

1. What are the Procedure for Entering a Guest Room
2. List the Procedure for Cleaning a Guest Room
3. What are the basic steps of General sequence in guest room cleaning?
4. Discuss the types of Guest supplies
5. What does mean due out room

**Note: Satisfactory rating - 20points**

**Unsatisfactory - below 20 points**

LAP Test	Practical Demonstration
----------	-------------------------

Name : \_\_\_\_\_ Date : \_\_\_\_\_

Time started : \_\_\_\_\_ Time finished : \_\_\_\_\_

*Instructions:*

1. You are required to perform any of the following:  
Request your teacher to arrange for you all necessary tools, materials and equipment. Submit your outputs to your teacher for evaluation.

Request a set of tools, materials, equipment for the tasks then perform the following tasks in front of your teacher:

- a. Load trolleys with adequate supplies & Room key
- b. Make a bed
- c. Prepare Bed & cots
- d. Request your teacher for evaluation and feedback

### 4.1 Cleaning Methods & procedures

The following steps are to be performed daily in the care and cleaning of housekeeping equipment.

#### **Cleaning carts**

Remove all supplies and place in housekeeping closets.

Wash down cart using a cloth dampened with disinfectant solution.

Take a dry cloth and wipe cart until dry. This process will prevent rusting.

#### **Hand buckets and mop buckets**

Using a cloth dampened with a disinfectant solution wipe the inside and outside.

Dry each, using a dry cloth and return to the cart.

#### **Mop wringers**

Wash thoroughly using a cloth dampened with disinfectant solution.

Remove all foreign material including loose mop strings.

Dry wringer using a dry cloth, to prevent rusting.

Return to mop buckets.

#### **Mop heads**

Return all mop heads to the Housekeeping Department at the end of each shift.

Dirty mop head will be cleaned at the end of the day.

Clean mop heads will be issued daily to employees.

#### **Mop handles**

Wipe the mop handle with a cloth dampened with disinfectant solution.

Dry handles.

#### **Spray bottles**

Wipe the bottles with disinfectant solution.

Dry bottle and place on the cart.

#### **Toilet bowl mop and caddy**

Wash mop and caddy with disinfectant solution.

Wipe the caddy dry and place in the cart.

Squeeze as much water as possible out of the mop and place in plastic bag to be removed for cleaning.

#### **Buffing machine**

The buffer should be thoroughly cleaned and polished and the end of each day. The electric cord is washed and dried with a dry cloth. Wheels are also cleaned and oiled and then stored in the housekeeping storeroom for the next day.

The buffing machine is checked for defects such as loose bolts, broken parts, breaks in cord, etc. by the on-duty housekeeping supervisor as stated in Quality Control program. If during an inspection a need is found for repairs, the machine is then sent out for repair.

#### **Buffing pads**

Buffing pads will be discarded after use.

#### **Wet-dry vacuum/carpet soil extractor**

Dump all the collections in the housekeeping closet sink.

Wash tank with the disinfectant solution thoroughly and wipe dry with dry cloth.

Take the equipment to the housekeeping storeroom at the end of the shift

***Five methods recognized which are:***

1. Steam Cleaning or Hot Water Extraction (HWE)
2. Rotary Shampoo
3. Dry Foam Shampoo
4. Dry Powder Absorption
5. Dry Pad Absorption

Removing stains, soils, and bacteria is an important factor of maintaining a healthy and safe home. Cleaning, although rarely an enjoyable task, is an essential part of this process. Different appliances, stains and materials usually require specific types of cleaning products to get the best possible order or cleanliness. Understanding the differences and uses of these products lends a helping hand to the sometimes intense process of cleaning the house.

Most of the problems that occur from cleaning are due to mistakes made by the technician and/or his failure to comply with the cleaning standards. Problems with defective carpet, faulty equipment, and defective chemicals happen less often.

***Five basic steps should take place with all methods of cleaning.*** These are:

1. **Pre-vacuuming**. -- 74 to 79 percent of the soil in carpet can be removed by vacuuming. Not vacuuming before cleaning can lead to excessive usage of the cleaning method which can lead to other problems depending upon the method. The most common problem it leads to is over wetting and browning. If you have a all synthetic carpet with no cellulose materials, then this brown discoloring situation can be easily overcome with re leaning.
2. **Preconditioning** -- The strongest detergent in a cleaning method should be applied several minutes before the cleaning method is employed. The release of oily soil should take place in this step of cleaning.
3. **Agitation** -- Once the preconditioned is on the carpet, it should be agitated with a brush or grooming rake. This use of an electric brush or even a rotary shampooer is alright too. The Shampoo and Dry Foam methods may skip this part because agitation is inherent in the method itself.
4. **Soil Removal** -- In the cases of Steam Cleaning and Dry Absorption Pad Cleaning, the method itself is what removes the soil. With Dry Absorption Power, Shampoo, and Dry Foam cleaning, the chemicals that capture the soil have to be removed by vacuuming afterwards. There are variations on Shampoo and Dry Foam methods where a wet vacuum is built into the system.
5. **Grooming** -- This is achieved with brush or tool that looks like a rake and the idea is to stand the pile of the carpet up and align all of the pile in the same direction. This helps the carpet to dry and wear better in the future.
6. **Drying** -- It is highly recommended that drying take place in six to eight hours, but never more than 24 hours. Given modern advancement in equipment, drying can take place in less than 15 minutes with all methods.

## 4.1 cleaning chemicals & equipment

### 4.1.1 cleaning chemical

**Detergent** – e.g. washing up liquid. This is used with hot water to remove grease and dirt from equipment or surfaces.

**Disinfectant** – this is a chemical which reduces bacteria to a safe level. It is important to check that there is no grease or dirt present before using a disinfectant.

**Anti bacterial products** – these are often a combination of cleaner and disinfectant, but check on the instructions usage advice.

### Cleaning Agents

Cleaning house means cleaning surfaces like floors, walls, windows, rugs and appliances. Except for rugs and upholstery, most household surfaces are "hard." Technically, household cleaning is "hard surface cleaning." No single product can provide optimum performance on all surfaces and all soils. Some are designed for more general use, such as all-purpose cleaners, while others are designed to work best on specific surfaces and/or soils.

### ALL-PURPOSE CLEANERS

#### ABRASIVE CLEANERS

Abrasive cleaners are designed to remove relatively heavy amounts of soil often found in small areas. They come in powder and liquid form and contain a kind of built-in elbow grease, which helps cut down on the hard rubbing required to remove soil. Scouring pads are also included in this category. The abrasive action is provided by a variety of ingredients: small particles of minerals or a network of fine steel wool, copper, nylon or metal particles imbedded in a matrix of solid plastic.

The degree of abrasiveness of products varies. Over an extended period of time, the overuse of some abrasive cleaners can remove the glaze or coating from some surfaces. Always read and follow the surface manufacturer's instructions before using a product.

Some cleaners disinfect surfaces. They include an antimicrobial agent to reduce the bacterial population that lives on soiled surfaces. Such agents can include pine oil, quaternary ammonium compounds or sodium hypochlorite. Such products will be labeled "disinfectant" or "kills germs." In order to use this labelling, these products are regulated and approved by Health Canada.

Liquid cleaners are a suspension of solid abrasive particles in a thickened liquid matrix. They contain more surfactant and softer abrasives than are found in some powdered cleaners. As a result, their abrasive action is usually gentler than powders. Particularly on metal surfaces, the soap and metal pad can provide effective cleaning and a pleasing shine. On continued use, the cleaning mixture is used up and the pad begins to corrode.

#### NON-ABRASIVE CLEANERS

*Non-abrasive*, all-purpose cleaners are marketed in different forms. They are offered as powders that can be dissolved to the proper strength and as liquids that can be diluted or used full strength. The newest powders and liquids are concentrated products. Liquids are also available as trigger sprays, in aerosol cans or in pump-actuated bottles.

Non-abrasive cleaners can also contain antimicrobial agents to disinfect. Such products will specify on the label that they "kill germs" or "disinfect"

Powdered or liquid cleaners mixed with water are most often used on fairly large washable surfaces like floors, painted walls, countertops and woodwork, where accumulations of soil are relatively uniform. For heavy soiling, more concentrated solutions can be prepared. Liquids may also be used full strength.

The major ingredients in non-abrasive cleaners are surfactants and builders. A surfactant's presence is noticeable by the appearance of foam, particularly in diluted water solutions. All-purpose cleaners are generally formulated to produce only a moderate amount of foam, which makes rinsing easier.

Spray cleaners are designed for use on smaller washable areas. Soiled walls around switch plates, chrome fixtures, appliances and cook tops are examples. The combination of surfactant and solvent makes such products particularly effective on greasy soils.

### **SPECIALTY CLEANERS**

Specialty cleaning products have a narrower spectrum of uses than all-purpose products. They are designed for specific surfaces, such as glass, bathroom surfaces, ovens, drains, metal, floors, carpets, furniture and upholstery, and the soils that usually collect on these surfaces. By concentrating on specific conditions, specialty products can deliver optimum performance and convenience.

### **KITCHEN, BATHROOM, GLASS AND METAL CLEANERS**

<b>Bleaches</b>	Use of liquid household bleach (sodium hypochlorite) for removing stains on fabrics is well known. Sodium hypochlorite is similarly effective on stains found on hard surfaces. In addition, it can be used as a disinfectant to kill bacteria, viruses and fungi, including moulds and mildew.
<b>Disinfectants and Disinfectant Cleaners</b>	Disinfectants contain antimicrobial agents, such as pine oil, sodium hypochlorite, quaternary ammonium compounds or phenols, which kill bacteria and viruses on surfaces. A surface should be free of heavy soil for effective disinfection. Disinfectant cleaners contain surfactants and builders to remove soil in addition to antimicrobial agents to kill germs. Therefore, they are effective at cleaning surfaces as well as killing germs.
<b>Drain Openers</b>	Drain opening products fall into two categories. maintenance products or "build-up removers"; and traditional drain openers. <b>Build-up removers</b> are liquids formulated to prevent the grease and soap scum build-up which causes clogged drains. Build-up removers can be used on an ongoing basis to keep drains free flowing. <b>Drain openers</b> are chemically strong liquid or crystal products. Clogged kitchen drains are often caused by plugs of solid grease which may have all types of materials imbedded in them, obstructing the free flow of water. Sodium hydroxide is often used to generate heat to melt fat and break it



	<p>down to simpler substances that can be rinsed away. Some products also contain agents to produce gas which provides agitation in the drain, a further help in opening drains.</p> <p>Clogged bathroom drains are often caused by hair, soap particles, toothpaste or combinations of these materials. On these problems, liquid drain openers containing sodium hypochlorite and sodium hydroxide can work well.</p>
<b>Glass Cleaners</b>	<p>Glass cleaners are designed to clean glass surfaces without streaking or leaving any residual soil or product. Liquid glass cleaners are available in bottles with trigger sprays or in aerosol containers.</p> <p>The products contain surfactants to loosen soil, solvents to dissolve oily soils, and water as the medium to carry surfactants and solvents. Builders are included to remove heavier soils, especially oily soils. The spraying arrangement, a pump or a pressurized aerosol container, helps in applying the product across the surface to be cleaned, assures uniform distribution and minimizes product waste.</p>
<b>Glass and Multi-surface Cleaners</b>	<p>These function as effective cleaners on a variety of kitchen surfaces and have the additional feature of being non-streaking on glass. The unique combination of surfactants, solvents, mild alkalis and builders provides the non-streaking characteristic.</p>
<b>Hard Water Mineral Removers</b>	<p>Water hardness is caused by the presence of dissolved mineral salts. When hard water evaporates, a mineral deposit is left behind which can build up over time. Hard water mineral removers are formulated to remove such deposits. These products come as powders or as liquids with push-pull tops or trigger sprays.</p> <p>Mineral removers are effective where mineral deposits are visible around faucets, shower doors, and in tea kettles, humidifiers and toilet bowls. Their regular use helps prevent mineral deposit build-up.</p>
<b>Metal Cleaners and Polishes</b>	<p>Metal presents a special cleaning problem, tarnish (the oxidation of metal), which is the principal soil to be removed. Metal cleaning products are sold as pastes, thick opaque liquids or clear liquids which may hold a fine abrasive in suspension.</p> <p>Surface impurities on most metals are removed more easily in an acidic medium. Metal cleaning products, therefore, usually contain organic acids, such as oxalic, sulphuric or citric. To aid in mechanical removal of tarnish and soil and contribute to metallic luster, a very mild abrasive is present as a polishing/buffering agent. Metal cleaning formulations may also contain surfactants for ease of spreading the product as well as an aid in soil removal. Some products also contain an antioxidant, which protects the clean metal against rapid re-tarnishing.</p>
<b>Oven Cleaners</b>	<p>These generally are liquids that are packaged in aerosol containers. Charred</p>

	<p>grease and other food components make up the soils deposited on oven walls. For most oven cleaners designed to work in a cold oven, strong ingredients are necessary to remove burned-on soils. During use, the alkali converts the grease to soap,</p> <p>Oven cleaners are formulated to be as thick as possible to allow the product to cling to the soiled, greasy, vertical oven surfaces.</p>
<b>Shower Cleaners</b>	<p>Daily shower cleaners are formulated to prevent build up of soap scum, mildew stains and hard water deposits without rinsing, wiping or scrubbing, and without leaving a dull residue or streaks.</p> <p>Some products contain builders and alcohol or solvents to assist in the continual cleaning process. Some also contain antimicrobial agents to kill germs, including mould and mildew. All the daily shower cleaners contain fragrance.</p> <p>Daily shower cleaners are safe to use on many shower and tub surfaces. However, some products may not be suitable for marble, some plastics or other surfaces; read the product label for specific information. Mist shower surfaces right after showering while the walls are wet and warm. No further scrubbing, wiping or rinsing is required, so simply spray and walk away. For best results, start with a clean shower. If the shower is soiled, it will take two to four weeks to remove pre-existing shower deposits.</p>
<b>Toilet Bowl Cleaners</b>	<p>This category comprises many product forms. Whatever the form, the products are designed to maintain a clean and pleasant smelling toilet bowl. Some products also disinfect. Included in this category are thickened liquids that cling to the sides of the toilet bowl, fresheners that keep the bowl smelling fresh, and various forms of in-tank cleaners that release active ingredients into the bowl with each flush of the toilet.</p> <p>To dissolve stubborn rust and hard water stains, some products may contain strong acids, such as hydrochloric acid. Most toilet bowl cleaners contain a pleasing fragrance.</p> <p>Because of the incompatible nature of these products, manufacturers often warn the consumer not to mix them with other cleaning products.</p>
<b>Tub, Tile and Sink Cleaners</b>	<p>These specialty products are formulated to remove not only the normal soils found on bathroom and kitchen surfaces, but also hard water deposits, soap scum, rust stains and discolouration's due to mould growth, which are common to these areas.</p> <p>Tub, tile and sink cleaners are usually liquids. Some sprays are dispensed as foams to prevent excessively fast run-off of the cleaning product.</p>

## INGREDIENTS IN HOUSEHOLD CLEANERS

In room cleaning formulations, the surfactant (surface active agent) is often the most important single component. One or more surfactants are present in most all-purpose and

specialty products. Other ingredients soften water, provide alkalinity, bleach, destroy microorganisms, and provide a wide variety of specific cleaning and aesthetic functions.

Anionic surfactants are effective in removing particulate (dirt, dust, etc.) and oily soils. Soap is the original anionic surfactant. The major surfactants in cleaning products are biodegradable. This means that in sewage treatment facilities they are broken down by bacteria, first to smaller molecules and ultimately to carbon dioxide, water and minerals.

The most basic function of builders is to soften water by tying up the hardness minerals in water so they do not interfere with the cleaning action of the surfactants. Some builders also aid in keeping soil particles in suspension, thus assuring that cleaned surfaces remain clean.

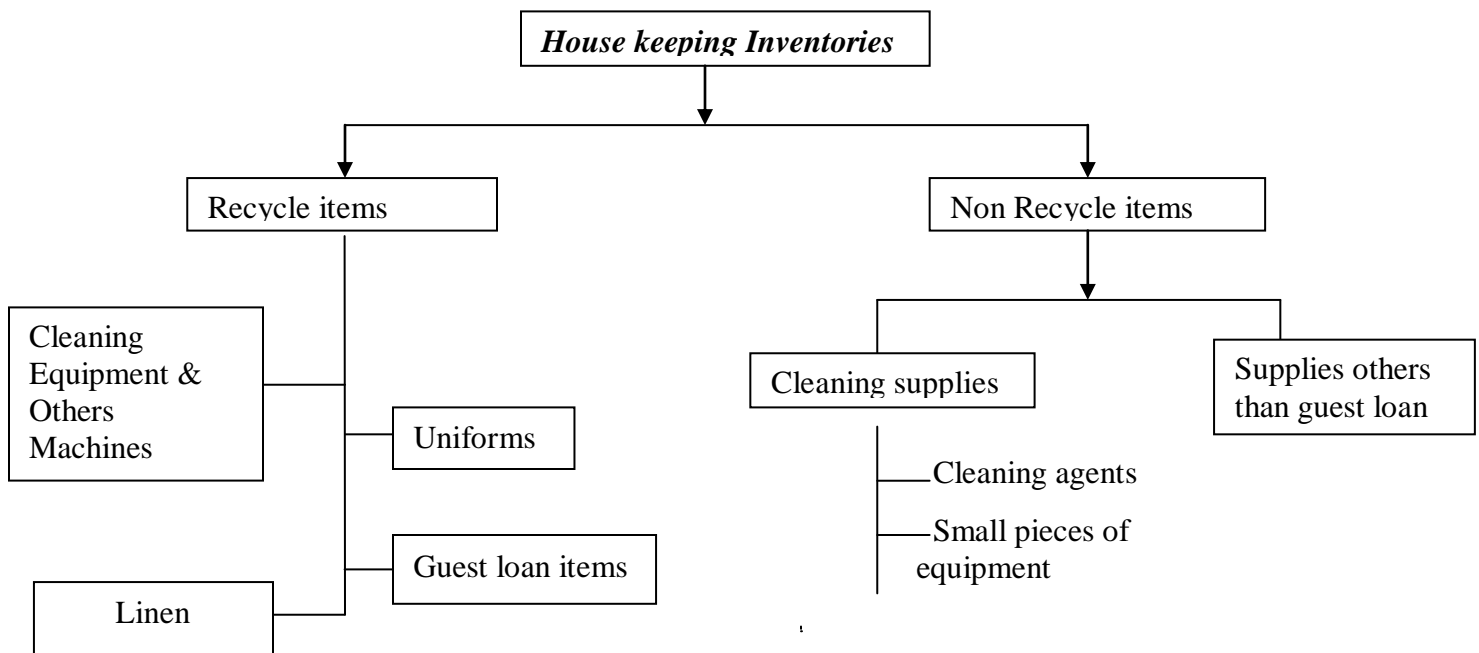
There are three types of builders.

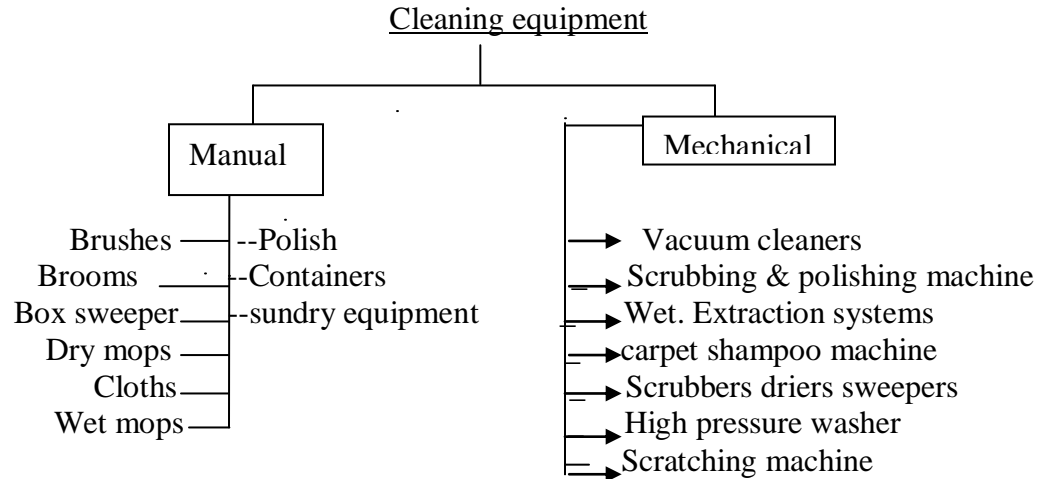
1. **A sequestering builder** is, in many ways, the most effective type. this type of builder forms a tightly bound, water-soluble complex with calcium or magnesium ions. These water hardness ions are then removed in the rinsing operation.
2. **Precipitating builders** also remove hardness ions. They do so by forming insoluble calcium compounds. In the cleaning process, this precipitate needs to be removed along with the other soils on the surfaces being cleaned. Sodium carbonate and sodium silicate are examples of precipitating builders.
3. **Ion exchange builders** function by trading electrically charged particles. Sodium aluminosilicate is an ion exchange builder.

### 4.1.2 Cleaning equipment

There are a wide range of housekeeping cleaning equipments and trolleys. .Complete house for Wringer trolleys and all janitor supplies used one roof.

**Housekeeping Inventories**:- refer to the stocks of purchased operating supplies, equipment & others items held for future use in Housekeeping operations





**Equipment & supply inventory levels**

After planning what must be done & how the tasks are to be performed, the executive house keeper must ensure that employees have the necessary equipment & supplies to get their jobs done, by knowing what amounts of equipment & supplies will be needed for the house keeping staff to meet the performance & productivity standard of the dep't. Essentially the head house keeper is responsible for two types of inventories.

1- **Recycled inventories:-** items which are recycled during the course of hotel operations. E.g. Linen, room attendant cart, vacuum cleaners.

2- **Non-recycled inventories:-** items which are consumed or used up during routine activities of the house keeping dep't.

E.g.- bath soap, Guest amenities (tooth brushes)



Hotel Trolley



**THE DIRT BUSTER**



**SHAGGY SWIVEL FLOOR SWEEPER**



**WALLY WORK STATION**



**FAN MOP HANDLES**



**RAINBOW FAN MOP HEADS**



**ROAD RUNNER**



**WINDOW SQUEEGES**

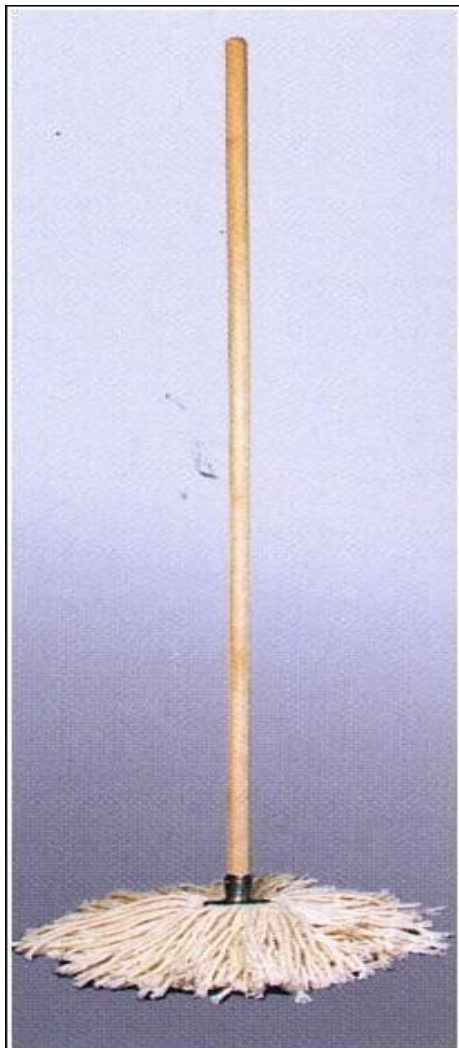


**BUNDLE BUDDI**





**JANITORIAL TROLLEY**



**HI BAK BUCKET AND WRINGER**



**ROUND MOP**



**FEATHER DUSTER**

**HOUSEHOLD BRUSHWARE**



**DUSTPAN SETS AND TOILET BRUSHWARE**



**ROTARY POLISHER / SCRUBBER**



Dry Vacuum Cleaners (Back Pack)



Wet & Dry Vacuum Cleaner



## 4.2 Cleaning furnishing & fixtures

### Light Fixtures

Dirty light fixtures reduce essential light levels. Clean light fixtures can improve lighting efficiency significantly.

### Aisles and Stairways

Walkway should be wide enough to accommodate people and vehicles comfortably and safely. Aisle space allows for the movement of people, products and materials. Warning signs and mirrors can improve sight-lines in blind corners. Arranging aisles properly encourages people to use them so that they do not take shortcuts through hazardous areas.

Keeping aisles and stairways clear is important. They should not be used for temporary "overflow" or "bottleneck" storage. Stairways and aisles also require adequate lighting.

### Spill Control

The best way to control spills is to stop them before they happen. Regularly cleaning and maintaining machines and equipment is one way. Another is to use drip pans and guards where possible spills might occur. When spills do occur, it is important to clean them up immediately. Absorbent materials are useful for wiping up greasy, oily or other liquid spills. Used absorbents must be disposed of properly and safely.

### Tools and Equipment

Tool housekeeping is very important, whether in the tool room, on the rack, in the yard, or on the bench. Tools require suitable fixtures with marked locations to provide orderly arrangement, both in the tool room and near the work bench; returning them promptly after use reduces the chance of being misplaced or lost. Workers should regularly inspect, clean and repair all tools and take any damaged or worn tools out of service.

## 4.2.1 type of furnishing & fixture

### Soft furnishings

Soft furnishings include curtains, loose covers, cushions, bedspreads and quilts (but not carpets), and they contribute greatly to the appearance of the room by bringing to it color, pattern and texture. Some articles give protection and some, in addition, give warmth and comfort. As each is subjected to different types and amounts of wear and tear, it follows that the fabric from which it is made should be suitable for the purpose.

Furniture and fixtures include everything from wastebaskets to bedside lamps to poolside chairs to telephones in the lobby. The number of furnishings in the hotel & the materials from which they are made depend on the size & service level of the hotel.

In general, different types of furniture's and fixtures are found in the three main area of a hotel.

1. **Public area furnishings** consist of simple lighting, seating, chandeliers, fountains, and scripture or other artwork. Public restrooms contain basic furnishing such as toilet, sinks, towel dispensers, and hand dryers. Restrooms may also contain changing tables for infants, powder rooms with special makeup lights, or smoking lounges furnishings with seating, tables and cigarette burns.
2. **Guest room area essential finishing's** in sleeping areas of guest rooms include beds, bureaus, night stands, and some sort of lighting - typically overhead & bedside.

Bathroom areas may be as basic as a sink, toilet, towel rack, mirror, lighting wastebasket, and shower stall, through most properties offer combination tubs and showers.

3. **Staff area** consists of office space, lounges, and work area. In many cases, the staffs who work in various areas are responsible for cleaning their work stations and keeping them neat. Office staffs are usually responsible for keeping their own desks neat and clean. Housekeeping staffs are only responsible for vacuuming, cleaning walls and ceilings and emptying wastebaskets in these areas.

#### **4.2.2 procedure in cleaning & maintaining furnishing & fixture**

##### **Furniture polishes**

Furniture polishes are protective finishers which provide the surface of the furniture or floor with a thin layer of wax or resin; this layer gives protection against abrasion, absorption of spillages etc, and a smooth surface from which light may be reflected to give a shine. Furniture polishes containing a special blend of waxes, which make the wax easier to spread, give a harder and more lasting finish; improve resistance to heat, moisture and sunlight.

The polish may be paste, cream or liquid, depending on the wax content and some may be spray-on. It is important that the right polish is used for the surface to be treated and great deal of modern furniture has a synthetic resin finish which does not require polishing.

##### **4.2.3 furniture arrangement**



Furnishings establish the room's purpose and should be arranged in an attractive and convenient manner. Where the furniture is upholstered or loose cover is used, the same care should be taken as for curtains when choosing the color, pattern and texture of the fabric. A scheme for any room may be softened or accents of color can be introduced by the use of pictures, cushions, lampshades, flowers and other accessories. Even such items as waste paper baskets and ashtrays should be considered with the scheme as a whole.

##### **General rules when using the trolley.**

- a. Cleaning detergents and guest amenities must be stored away from all food items.

- b. All linen must be checked for quality before stacked on the trolley.
- c. Heavy trolleys can leave a warped effect on the carpet - so therefore should be moved as little as possible.
- d. When moving the trolley, move it along the centre of the corridor so it does not damage the wall paper, wood work and paint work.
- e. The trolley must be of adequate load for easy movement reducing the risk of back strain.
- f. Never leave your chemical caddy on the trolley in the corridor as this creates a risk for young children.
- g. Always ensure you can see the path in front of you when moving your trolley so you do not bump into guests or colleagues.

Ensure your cleaning caddy is both clean and stocked with your cleaning materials:

Caddy

1 x Sponge

1 x Toilet brush

3 x Colour coded clothes

Glass cleaner, Toilet cleaner, multipurpose cleaner, Air freshener

Lime cleaning soap

**Pink** - Toilet

**Yellow** - All purpose cleaning in bedroom

**Blue** - For chrome and glass

**Green** - for all other bathroom cleaning

All cloths are stored in the linen room and are only given out 'clean for dirty' and like for like. All Cloths should be changed after cleaning 6 rooms, or immediately when becoming soiled.

- ✓ Empty the rubbish bag and replace with a clean one.
- ✓ Ensure you take your rubbish bag and place in the hotel compactor / disposal unit.
- ✓ Check vacuum for:
  - ❖ Cord
  - ❖ Plug
  - ❖ Bag
  - ❖ Tangles
- ❖ broken parts



#### 4.2.4 LOST AND FOUND

All items left in meeting rooms, public space or in guestrooms are taken directly to Security. The items are tagged, placed in a clear plastic bag and logged in the "Lost and Found Book". Then the items are locked in the lost and found safe in security.

All items are kept for a minimum of 30 days, maximum of 90 days. This is due to space availability. Cash, credit cards and jewellery are kept in a separate lost and found safe in the Security office. The hotel does not pay to ship lost and found items. Found articles will be shipped to guests C.O.D. or shipping may be charged to a credit card. Security also has a lost and found inquiry log. This is for guests who have lost something that has not been logged into lost and found. If the item is turned in later the guest will be contacted

## **SCOPE:**

To establish procedures for the turning in, documenting and returning of guests lost and found articles. By doing so will foster positive guest relations and demonstrate good will on behalf of the hotel.

## **PROCEDURE:**

1. The hours of operation will be 7:00 A.M.-5:00 P.M. daily. All calls regarding lost and found will be referred to the Housekeeping Department.
2. The main linen room attendant is responsible for the administration of the lost and found department.
3. All lost and found items will be entered in the lost and found ledger (see below) with the following information:
  - Date found
  - Room number/location found
  - Description of the item
  - Address of claimant (if mailed)
  - Signature of claimant (if claimed in person)
  - Log number
  - Name of the finder
  - Disposition
4. An inquiry log will also be maintained to record guest inquiries concerning lost articles. All such inquiries must be answered by letter if the article is not located (see below).
5. Articles found will be kept in a locked and secured area divided into sections by month, located in an area. Items designated as valuable, i.e., watches, rings, money, etc., will be stored separately. These articles will be kept locked up in a safe, either in security, the General Cashier or the Executive Housekeeper who will be assigned a safe deposit box at the front desk.
6. During evening and midnight hours of operation all lost and found items will be forwarded to the front desk. Front desk will ensure that these items are properly identified and tagged. An area will be designated for temporary storage of lost and found items by the Front Office Manager. Each morning a representative of the Housekeeping Department will pick up any lost items held by the Front Desk.
7. Reclaim of article by guest may be made in one of the following two ways (methods):
  - **Guest Inquiry by telephone**

During normal hours of operation of lost and found, guest call should be transferred to Housekeeping. Guest should give full description of item as well as room number and/or area presumed lost along with dates). If item is located, Housekeeping should determine from the guest if it is to be picked up or mailed. If item is not located then the inquiry is to be documented in the inquiry log for follow up.

- **Guest inquiry in person.**

Housekeeping will bring the article up to the lobby. The guest will sign for their article in the spot designated for the lost and found ledger.

8. Mail Procedures. Linen room attendant will wrap, address and pay packages for mailing and make arrangements to mail. The local property will determine how the package will be sent, i.e., UPS, overnight mail, etc., at the hotel's expense
9. It should be stressed that at no time do we tell a guest that we have their missing article. Housekeeping must verify the item in the log book and physically have the article. Housekeeping should never make the initial contact with a previous guest regarding an article that has been found.
10. Credit cards found in the guestrooms or in public areas of the hotel must be turned into the General Cashier's office in the Accounting Department by way of the drop safe. All inquiries for credit cards must be referred to the general cashier.
11. Accounting, upon receipt of found credit cards, will notify housekeeping as to the type of card, card holder's name, and credit card number. Upon receiving a call, guest has to identify by type, name and number. At no time will the Room attendant offer any information about found credit cards.
12. Articles unclaimed after 90 days may be given to the finder; valuable items will be held for six months. If the finder no longer works for the hotel, the Executive Housekeeper at their discretion will dispose of the unclaimed items.

#### **LOST AND FOUND LEDGER**

- Date the article was found and logged in the book.
- The log number.
- The description of the item found.
- The location.
- Who found the item?
- Name of person who logged the item.
- Signature of claimant and date item was mailed

#### **INQUIRY BOOK**

- Name of person who called
- Address
- Phone number
- Item lost
- Where it was lost
- When it was lost

- Name of person taking call
- A letter should be sent to each caller making an inquiry for a lost and found item (see below).

**LOST & FOUND LETTER**

Dear \_\_\_\_\_

Regretfully the \_\_\_\_\_ your correspondence mentioned as being lost has not been turned into our Lost and Found Department. I have personally checked the Lost and Found log and our Security "cage."

(Request for additional information if applicable)

I have enclosed a request for additional information form and a stamped envelope. The information you have given me will be kept on permanent file. If your \_\_\_\_\_ should be turned in, I will mail it/them to you at the following address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Regretfully,

\_\_\_\_\_  
 Trust Hotels  
 Name of Manager  
 Title of Manager

**LOST ITEMS INQUIRY**

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE # \_\_\_\_\_

DATE OF CHECK-OUT: \_\_\_\_\_

ROOM or VILLA #: \_\_\_\_\_

DESCRIPTION OF LOST ITEM OR ITEMS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Self-Check-4	Written test
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**Part I** Choose the best answer from the given alternative. (2pts)

\_\_\_ 1. Designed to remove relatively heavy amounts of soil often found in small areas.

A. Liquid cleaners B. Abrasive cleaners C. Spray cleaners D. All

\_\_\_ 2. \_\_\_\_\_ Contain surfactants and builders to remove soil in addition to antimicrobial agents to kill germs

A. Bleaches B. Disinfectant cleaners C. Drain openers D. None

**Part I: Match column “A” with the appropriate answer under column “B”**

1	Bleaches	A	Linen, room attendant cart, vacuum cleaners
2	Drain Openers	B	presence of dissolved mineral salts
3	Spray cleaners	C	for use on smaller washable areas
4	Water hardness	D	chemically strong liquid or crystal products
5	Recycled inventory	E	sodium hypochlorite
6	Non-recycled inventories	F	bath soap, Guest amenities
7	Detergent	G	used with hot water to remove grease and dirt

Give Short Answer answer for the following question(3pts each)

1. How to Control Spill.
2. Discuss the differences between manual and mechanical cleaning equipment .
3. List types of cleaning chemical.
4. What are the 5 method of cleaning?
5. Write all Types of Cleaning Agents
6. List out all procedures of lost and found handling?
7. Write General rules when using the trolley.

**Note: Satisfactory rating - 20points**

**Unsatisfactory - below 20 points**

## 5. Reduce negative environmental impacts

### 5.1 Waste Reduction

A typical occupied guest room generates between one to two pounds of waste on a non-checkout day; that amount doubles on checkout days. One study found waste levels for one room to be over 28 pounds per day, depending on the property type and the number of guests staying in the room. Regardless of exact figures, an estimated 80 percent of these wastes are recyclable. Measurable savings in waste disposal and energy and water use are available if guest rooms are targeted for waste reduction and other environmental activities.

This fact sheet explains successful environmental efforts in guest rooms and outlines ways to reduce and recycle waste and conserve energy and water. It also suggests effective ways to communicate these efforts to guests and highlights the success of one property in implementing a sheet and towel reuse program.

#### **GREENING GUEST ROOMS**

Depending on the property type and customer base, some of these opportunities for cost-effective environmental initiatives in guest rooms will be more suitable than others. Try as many as you can.

#### ***REDUCING WASTE***

Question the presentation and packaging of each amenity offered. Eliminating a product entirely or some packaging usually saves money because you do not have to pay for it up-front or again at disposal. Several examples of ways to reduce waste in guest rooms follow.

- ❖ ***Reduce the volume of discarded newsprint*** generated by giving out newspapers in a central location such as the lobby or restaurant rather than distributing them to each guest room. At check-in, ask guests whether they would like a newspaper, or provide a door hanger for those who want in-room delivery.
- ❖ ***Wait to replace tissues in bathrooms until dispensers are almost empty.*** Leave new rolls or boxes for the guests to replace. And if company policy is to replace half rolls, save them for use in employee restrooms or as donations to shelters. Also consider using double rolls, which provide twice as much paper per roll.
- ❖ ***Eliminate unwanted or under-used amenities*** such as shower caps and shoe shine cloths — or offer them by request only. Eliminate plastic liners in ice buckets.
- ❖ Donate to local charities products such as linens and furniture that still have useful life.
- ❖ ***Try reusing materials.*** Re-cut linens that are damaged and make them into other necessary items such as chef scarves or aprons. Consider reusing stained bath towels as cleaning cloths.
- ❖ ***Choose reusable or durable goods over disposables whenever possible.*** For example, provide reusable drinking glasses and coffee cups in guest rooms, and purchase sheets with high thread count for longer wear. Choose reusable baskets or plastic containers for guest laundry over disposable paper or plastic wrap.
- ❖ ***Try refillable dispensers for shampoo, soap, lotion and conditioner.*** By choosing 24-ounce pump dispensers, the Boston Park Plaza eliminated over two million plastic bottles from its waste stream each year. The property used the money saved to buy higher quality



products for the dispensers. Many properties also reduce waste by not replacing bars of soap for stay over guests.

### **RECYCLING WASTE**

Common recyclables from guest rooms include aluminium cans, glass and plastic bottles, and newspapers. Business travellers may also generate significant amounts of white office paper. A convenient way to collect recyclables from rooms is to use bags on the side of housekeeping carts; however, some carts are too full for any add-ons. In that case, consider placing bins in common areas such as near vending machines or elevators, but make sure to also place trashcans near any recycling bins in public areas to cut down on contamination. The best option may be to place bins under desks or in closets in individual rooms. Another option is to request that guests leave recyclables on bathroom counters, dressers or tables so that the housekeeping staff does not need to dig through the trash

### **CONSERVING ENERGY AND WATER**

Water-efficient fixtures can save 25 to 30 percent on water and sewer bills with no loss of comfort to guests. These fixtures are an easy way to reduce water consumption with a short payback period.

- ✓ By mixing air into the water flow, water-efficient showerheads and aerators reduce the actual amount of water leaving the faucet while maintaining good water pressure.
- ✓ Low-flow toilets are also designed to perform with less water without sacrificing performance. A good alternative for older, water-wasting toilets is toilet dams or flappers. By limiting the amount of water flushed from the bowl, these water conservation devices reduce water use and costs.

Another water and energy saving approach is to offer guests the option to keep the same sheets and towels for stays of more than one night. Properties all across the country, from resort properties to Holiday Inns, place sheet and towel placards in rooms explaining to guests the environmental impacts of changing sheets and towels daily. Such reuse of linens not only saves thousands of gallons of water, it keeps another batch of detergent from being dumped into waterways. Additionally, facilities can save 50 cents per day per occupied room on laundry and towelling costs by reusing linens.

Consider using more efficient lighting in guest rooms. Depending on the choice of lamps, an energy savings of 50 percent or more is possible when rooms are occupied. The following options are available:

- ✓ Compact fluorescent lamps (CFLs). These lamps produce more diffuse light than incandescent, so an appropriate wattage is important. Consider CFLs in the 22- to 38-watt range to keep rooms bright and ensure guest comfort. Bathrooms may be a good place to start with CFLs as research shows that bathroom lights have the longest burning hours (possibly because they are often used as night lights).

**Caution:** A concern with screw-in CFLs in desk lamps is that they can be easily stolen. To circumvent this risk, lamps are being hard-wired to new, specifically designed fixtures from which they cannot be unscrewed. These fixtures are somewhat more expensive, but they prevent theft and save money over time.

- ✓ Another option is to use long-life or lower wattage lamps in guest rooms.

Occupancy sensors are energy-saving devices that can trigger lighting and heating/air conditioning units when guests enter the room and/or lighting in closets. Some properties have key-activated systems that automatically turn off when people exit the room and are reactivated

upon re-entry. If sensors are not an option, have housekeepers turn off lights and turn HVAC units back to specified temperatures when rooms are unoccupied

### **INFORMING YOUR GUESTS**

Many ways exist to inform guests of the property's environmental initiatives. Send the messages clearly and often to avoid any confusion or misunderstanding. Use as many of the following techniques as possible to educate guests.

- ❖ Send an environmental message with reservation confirmations. For example, announce that guests can recycle papers and beverage containers throughout the hotel, and give a number that they can call for more information.
- ❖ Require staff to inform guests and check-in of environmental efforts such as the option to reuse sheets and towels.
- ❖ Use placards in rooms to inform guests of environmental efforts; for example, signs in bathrooms can tell how much waste the refillable dispensers for soap and shampoo have eliminated.
- ❖ Place signs near recycling bins in public areas or guest rooms that clearly show acceptable recyclable materials and that explain the positive environmental impact of recycling.
- ❖ Make sure employees, especially front desk and room service staff, can accurately and clearly respond to guest questions about the waste reduction options in effect.
- ❖ Whenever possible, convey your message in easy-to-understand terms with visual descriptions; for example, instead of telling guests that the property has recycled 100 tons, tell them how many trees or how much energy was saved

<b>Self-Check-5</b>	<b>Written Test</b>
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**Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Give Short answer for the following question(5pts each)**

1. How to reduced water wastage in guest room?
2. What does mean waste recycle?