

**CATERING AND TOURISM TRAINING INSTITUTE**



**FOR HOTEL OPERATION LEVEL I**

**UNIT OF COMPETENCY: Clean Premises and Equipment**

**MODULE TITLE: : Cleaning Premises and Equipment**

**MODULE CODE CST HOP1 M02 0912**

**TTLM CODE : CST MO 12 0918**

LEARNING GUIDE: CST HOP1 LG1 0918	TVET program Hotel Operation level I
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<b>LEARNING MODULE</b>	Logo of TVET Provider
<b>TVET-PROGRAMME TITLE: . HOTEL OPERATION Level I</b>	
<b>MODULE TITLE: Cleaning Premises and Equipment</b>	
<b>MODULE CODE: CST HOP1 12 0912</b>	
<b>NOMINAL DURATION:16Hour</b>	
<p><b>MODULE DESCRIPTION</b></p> <p>This module describes the performance outcomes, skills and knowledge required to carry out general cleaning duties as part of a job role in tourism or hospitality enterprise or any other service industry context. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources efficiently to reduce negative environmental impacts. It does not include contract cleaning which is covered by the Asset Maintenance Training Package</p>	
<p><b>LEARNING OUTCOMES</b></p> <p>At the end of the module the learner will be able to:</p> <ul style="list-style-type: none"> <li>➤ Select and set up equipment and materials</li> <li>➤ Clean wet and dry areas and associated equipment</li> <li>➤ Maintain and store cleaning equipment and chemicals</li> </ul> <p>Reduce negative environmental impacts</p>	
<p><b>MODULE CONTENTS</b></p> <ol style="list-style-type: none"> <li>1. Cleaning equipment and materials       <ol style="list-style-type: none"> <li>1.1 Introduction to cleaning</li> <li>1.2 Cleaning methods</li> <li>1.3 Cleaning procedures           <ol style="list-style-type: none"> <li>1.3.1 types of cleaning</li> <li>1.3.2 cleaning chemicals &amp; equipment</li> </ol> </li> </ol> </li> <li>2. wet and dry areas cleaning       <ol style="list-style-type: none"> <li>2.1 bathrooms&amp; bedrooms</li> <li>2.2 kitchens</li> <li>2.3 internal and external public areas</li> <li>2.4 storage areas</li> <li>2.5 applications of cleaning products</li> <li>2.6 hazards Identification &amp; protection</li> <li>2.7 safety signs</li> </ol> </li> <li>3. Maintain and store cleaning equipment and chemicals       <ol style="list-style-type: none"> <li>3.1 Clean equipment after use</li> <li>3.2 Store equipment &amp; chemicals</li> <li>3.3 Identify equipment faults and report</li> </ol> </li> <li>4. Reduce negative environmental impacts       <ol style="list-style-type: none"> <li>4.1 Efficiently cleaning premises</li> </ol> </li> </ol> <p>waste disposal</p>	

## LEARNING METHODS

- Explanation
- Lecturing
- Discussion
- Demonstrate

## MODULE ASSESSMENT

### Assessment Methods

- Continuous assessment
- Quiz
- Project work

### Assessment Criteria

- **LO1 Select and set up equipment and materials**
  - 1.1 Select equipment according to type of cleaning to be undertaken.
  - 1.2 Check that all equipment is clean and in safe working condition prior to use.
  - 1.3 Select and prepare suitable wet and dry cleaning agents and chemicals according to relevant manufacturer and OHS and environmental requirements.
  - 1.4 Select and use protective clothing where necessary
- **LO2 Clean wet and dry areas and associated equipment**
  - 2.1 Take account of potential customer inconvenience in scheduling and performing cleaning tasks.
  - 2.2 Prepare *wet and dry areas* to be cleaned and identify any *hazards*.
  - 2.3 Barricade the work area, or place warning signs as appropriate to reduce risk to colleagues and customers.
  - 2.4 Select and apply correct cleaning agents or chemicals for specific areas, according to *manufacturer recommendations*, safety procedures and enterprise policies and procedures.
  - 2.5 Select and apply correct agents and chemicals for particular equipment or surfaces.
  - 2.6 Use equipment correctly and safely
- **LO3 Maintain and store cleaning equipment and chemicals**
  - 3.1 Clean equipment after use according to enterprise requirements and manufacturer instructions.
  - 3.2 Carry out or arrange *routine maintenance* according to enterprise procedures.
  - 3.3 Identify *equipment faults* and report them according to enterprise procedures.
  - 3.4 Store equipment in the designated area and in a condition ready for re-use.
  - 3.5 Store chemicals according to health and safety requirements
- **LO4 Reduce negative environmental impacts**
  - 4.2 Use energy, water and other resources efficiently when cleaning premises to reduce negative environmental impacts.
  - 4.3 Safely dispose of all waste, especially hazardous substances, to minimize negative environmental impacts

## ANNEX: RESOURCE REQUIREMENTS

(Module Code and Title)				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials	Reference manual, hand out, book		
1.	TTLM		3	1:10
2.	Text Book	Text book of Hotel Housekeeping Management & operations SUDHIR ANDREWS	5	1:6
3.	Reference	Hotel Hostel and Hospital Housekeeping, 5 <sup>th</sup> edition, Joan C Branson & Margaret Lennox, 1998	5	1:6
B.	Learning Facilities & Infrastructure	Laboratory(shop),computer , DVD,OV/ CD, budget		
1.	Class Rooms			1:30
2.	Work Shop			1:30
C.	Consumable Materials	Record books ,pain and pencils,		
1.	Raw Materials			
D.	Tools and Equipment's	scrubbers, polishers and vacuum cleaners brushes and brooms mops and buckets Dusters and pans E.T.C...		
1.	Detergents	Different types of Soap, vim, censer. disinfectants Pesticides, deodorisers		1:30
2.	Trolley	Housekeeping trolley		1:30

SESSION PLAN			
Unit of Competency:		<ul style="list-style-type: none"> <li>Cleaning Premises and Equipment</li> </ul>	
Module Title:		<u>CST HOP1 M12 1012</u>	
LO_1:		<ul style="list-style-type: none"> <li>: Select and set up equipment and materials</li> </ul>	
Session Objectives:		At the end of each session the trainees would be able to:-	
		<ul style="list-style-type: none"> <li>➤ Select and Check <i>equipment</i></li> <li>➤ Select and prepare <i>cleaning agents</i></li> </ul>	
Activities	Nominal Duration	Contents	Learning methods
Introduction	30 min	➤ Introduction Select and set up equipment and materials	Lecturing
	1 hr	➤ Selecting and Checking <i>equipment s</i>	Demonstration
	1 hr	➤ Selecting and preparing <i>cleaning agents</i>	Demonstration
Evaluation	70 min	Accomplishment of written test	Individual learning
Summary	20 min	Wrap-up and feedback	Mentoring
Resources	<ul style="list-style-type: none"> <li>Learning guide</li> <li>disinfectants</li> <li>Pesticides, deodorisers</li> <li>polishers</li> </ul>		

Unit of Competency:		<ul style="list-style-type: none"> <li>: Cleaning Premises and Equipment</li> </ul>	
Module Title:		<u><a href="#">CST HOP1 M12 1012</a></u>	
LO_2:		<ul style="list-style-type: none"> <li>Clean wet and dry areas and associated equipment</li> </ul>	
Session Objectives:		At the end of each session the trainees would be able to:-	
		<ul style="list-style-type: none"> <li>➤ Barricade the work area and place warning signs</li> <li>➤ Use equipment correctly and safely</li> </ul>	
Activities	Nominal Duration	Contents	Learning methods
Introduction	30 min	➤ Introduction Clean wet and dry areas and associated equipment	Lecturing
	1 hr	<ul style="list-style-type: none"> <li>➤ Barricading the work area and placing warning signs</li> </ul>	Discussion
	1 hr	<ul style="list-style-type: none"> <li>➤ Using equipment correctly and safely</li> </ul>	Demonstration
Evaluation	70 min	Accomplishment o written test	Individual learning
Summary	20min	Wrap-up and feedback	Mentoring
Resources	<ul style="list-style-type: none"> <li>• Learning guide</li> <li>• Polishers</li> <li>• vacuum cleaners</li> <li>• Detergents</li> <li>• Work Shop</li> </ul>		

Unit of Competency:		<ul style="list-style-type: none"> <li>: Cleaning Premises and Equipment</li> </ul>	
Module Title:		<b><u>CST HOP1 M12 1012</u></b>	
LO_3:		➤ Maintain and store cleaning equipment and chemicals	
Session Objectives:		At the end of each session the trainees would be able to:-	
		<ul style="list-style-type: none"> <li>➤ Arranging <i>routine maintenance</i></li> <li>➤ Identifying and reporting equipment faults.</li> <li>➤ Storing equipment's and chemicals</li> </ul>	
Activities	Nominal Duration	Contents	Learning methods
Introduction	30 min	➤ Introduction Maintain and store cleaning equipment and chemicals	Lecturing
	50 min	➤ Arranging <i>routine maintenance</i>	Demonstration
	50 min	➤ Identifying and reporting equipment faults	Demonstration
	50 min	➤ Storing equipment's and chemicals	Demonstration
Evaluation	40 min	Accomplishment o written test	Individual learning
Summary	20 min	Wrap-up and feedback	Mentoring
Resources	<ul style="list-style-type: none"> <li>• Learning guide</li> <li>• Work Shop</li> <li>• Class Rooms</li> </ul>		

Unit of Competency:		<ul style="list-style-type: none"> <li>: Cleaning Premises and Equipment</li> </ul>	
Module Title:		<a href="#">CST HOP1 M12 1012</a>	
LO_4:		➤ Reduce negative environmental impacts	
Session Objectives:		At the end of each session the trainees would be able to:-	
		<ul style="list-style-type: none"> <li>➤ Using energy, water and other resources efficiently</li> <li>➤ Safely disposing of all waste</li> </ul>	
Activities	Nominal Duration	Contents	Learning methods
Introduction	30 min	➤ Introduction to Reduce negative environmental impacts	Lecturing
	1 hr	<ul style="list-style-type: none"> <li>➤ Using energy, water and other resources efficiently</li> </ul>	Demonstration
	1 hr	<ul style="list-style-type: none"> <li>➤ Safely disposing of all waste</li> </ul>	Discussion
Evaluation	70 min	Accomplishment o written test	Individual learning
Summary	20min	Wrap-up and feedback	Mentoring
Resources	<ul style="list-style-type: none"> <li>• Learning guide</li> <li>• Class Rooms</li> <li>• Text book of Hotel Housekeeping Management &amp; operations</li> </ul>		

**1.1 Introduction to cleaning** First impressions are very important in the hospitality industry. If the public areas of a business are clean, visitors will be able to relax and enjoy themselves. They will want to return or recommend the venue to others. If any areas are not clean, guests will see this straight away and not want to stay or recommend the hotel to other people. Public areas are every area that is not a guest room or the kitchen and where a visitor or guest can go. Public areas include:

- ✓ restaurants and bars
- ✓ function rooms
- ✓ storage areas
- ✓ lifts and automatic doors
- ✓ lounges and lobbies
- ✓ swimming pool area
- ✓ Public and staff toilets.

## 1.2 Cleaning Methods

There are several different types of cleaning methods available to consumers. They are: shampooing, dry foam, bonnet (dry cleaning), dry powder and hot water extraction. Below are explanations of all the different types so that you can make an informed decisions for what is best for you and your valuable investments (carpeting, upholstery, etc.). Catamount Carpet Cleaning uses a truck mounted steam cleaning system for most of our clients.

Types of Hot Water Extraction Machines

### Types of Cleaning Methods

There are three types of hot water extraction: Residential portables, professional portables and truck mounted units.

- ✓ **Shampooing:** Shampooing is the use of a motorized circular brush in which foaming cleaning products are introduced to the surface of the carpet and are then scrubbed into the carpet. This method has very good agitation and is best suited for low pile commercial carpet or low cut pile carpet that is highly soiled. This method, unless it is used with some other type of carpet cleaning, has no extraction in the cleaning process but rather relies on vacuuming after the shampoo dries. Because of it's high aggressiveness, and the large amounts of cleaning product residue it leaves, this method is not recommended for most cut pile residential carpet. It also can have long drying times associated with it.
- ✓ **Dry Foam:** This method is very similar to shampooing in that it relies on the aggressiveness of the brushing action, which is usually counter rotating cylindrical brushes. The difference is that the solution is whipped into a foam and applied right before the brushes instead of a liquid as in shampooing. This does allow for faster drying times. Although some DRY FOAM machines have a built in vacuum they still rely on the cleaning product drying to a flaky residue that the dirt adheres to and being sucked

away by a vacuum cleaner. This method has the same weaknesses as Shampooing with the additional one of not being able to deep clean.

- ✓ **Bonnet (Dry Cleaning):** In this type of cleaning sometimes referred to as 'Dry Cleaning', the cleaning product (sometimes mixed with carbonated water) is misted onto the carpet in the form of a spray. Next, a circular rotating buffer with an absorbent pad attached is run over the carpet. The soil attaches itself to the pad and the pad is changed with a clean one after becoming dirty. This method has the advantage of drying very quickly because of the small amount of moisture used. It generally does a good job of cleaning the top 1/3 of the carpet pile that is visible to the eye. But does little to remove the heavier grit and sand that damages carpet over time. Because there is no flushing action or extraction, there is very little deep cleaning. This method may be considered as an interim cleaning between more effective deep cleanings.
- ✓ **Dry Powder:** With this method, a dry product (powder or ground corn cobs that have been soaked with a solvent chemical) is broadcast over the area to be cleaned. Then either a circular brush or cylindrical rotating brush is used to force the dry cleaning product in contact with the soil. After the carpet dries, which is surprising fast, a thorough vacuuming is required to remove the product and loosened soil. This method has the fastest drying times of all carpet cleaning methods and has the advantage of being able to be walked on almost immediately after cleaning. Similar to the Bonnet method, dry powder cleaning does a fairly good job of cleaning the top 1/3 of the fiber that is visible if it is not heavily soiled. Again, it does very little to remove the heavier soils in the base of the fibers. It's weakness is the extraction cycle. If not vacuumed with a powerful commercial vacuum, large amounts of the cleaning product can remain, and over a period of time build up and cause considerable problems later on.
- ✓ **Hot Water Extraction:**

Manufacturer. Hot water extraction is sometimes referred to as 'Steam Cleaning'. Actually this is a misapplied term, for real steam is too dry and hot to clean carpet properly. In this method, hot cleaning solution is sprayed under pressure onto the carpet and is immediately extracted with a vacuum source. The dirty solution is collected in a recovery tank and is usually poured into the sanitary waste system.  
not all hot water extraction machines are equal!

**There are three basic types of extraction machines.** They are known as:-

- ✓ **Residential/Rental:** These machines are fine for spills and maintenance of lightly soiled traffic areas. But they lack the power needed to do the deep cleaning required to get out the grit that lies deep in your carpet pile and to maintain carpet manufacturer warranties.
- ✓ **Professional portables:** These machines are many times more powerful than residential units. The number and size of vacuum motors and pumps plus heat exchangers differentiates one from another in terms of performance. The most powerful machines may have two power cords to enable household circuits to cope. A really good job can be done with these units. if the operator has excellent training and takes his or her time. Sometimes portables are the only way the carpets in some locations can be cleaned.
- ✓ **Truck mounted units:** These machines have large independent engines or run off the motor of the cleaning van. They can develop up to 1000 pounds of pressure

(though normally carpet is cleaned at only 500 lbs. of pressure). They also heat the water to 180 or more degrees and have very powerful vacuums. These machines are expensive but they can leave the carpets drier in many cases when used properly. Typically, this type of hot water extraction machine should give improved results as well as decrease time on the job.

### **1.3.1 TYPES OF CLEANING AGENTS (chemicals)**

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. Typical cleaning agents include aqueous and semi-aqueous cleaning agents, solvents, acids, alkalis and abrasives. The different types of cleaning agents used are discussed below:

#### **❖ Solvents**

A solvent is a liquid that dissolves a solid or liquid solute, resulting in a solution. The most common solvent used in everyday life is water. It is the simplest cleaning agent and some forms of dirt will be dissolved by it, but normally unless it is used in conjunction with some other agent like detergent, water is not an effective cleaning agent.

#### **❖ Detergents & Soaps**

Detergent is a compound, or a mixture of compounds, intended to assist cleaning. The term is sometimes used to differentiate between soap and other chemical surfactants used for cleaning purposes.

Detergents and soaps are used for cleaning because pure water can't remove oily, organic soiling. Soap cleans by acting as an emulsifier. Basically, soap allows oil and water to mix so that oily grime can be removed during rinsing. Detergents are primarily surfactants (Example Tween 20), which are produced from petrochemicals. Surfactants lower the surface tension of water, essentially making it 'wetter' so that it is less likely to stick to itself and more likely to interact with oil and grease. Detergents are similar to soap, but they are less likely to form films (soap scum) and are not as affected by the presence of minerals in water (hard water).

#### **❖ Abrasives**

Abrasive cleaners generally use some kind of grit to boost their cleaning ability, along with detergents, acids, alkalis and other compounds. Some are in powder form while others are suspensions of abrasive in liquid. The quartz or silica that constitutes the grit will easily scratch and / or damage softer surfaces such as laminate, fiberglass, stainless steel, etc. Even on very hard surfaces such as porcelain, use caution. Over time, abrasives will dull and scratch the surface. Abrasives can be classified as:

- Fine abrasive: includes whiting (filtered chalk), jewels rouge (a pink oxide of iron).
- Medium abrasive: includes scouring powders and paste. Scouring powders are made up of fine minerals generally lime stone or calcite mixed with soap or detergent and alkali to remove grease and little bleach.
- Hard abrasive: includes sand paper, steel wool etc. Other examples are glass, sand and emery papers, steel wool, nylon web, powdered pumice and fine ash. These are used as finely ground powder, example are scouring powders like Vim or liquid or cream form.

### ➤ **Liquid Cleaning Agents**

Liquid cleaning agents can be either diluted in a little water or used directly with a dry cloth.

- ❖ Ammonia is alkali which softens water and emulsifies grease.
- ❖ Methylated sprits are effective against grease stains.
- ❖ Paraffin is also grease solvent.
- ❖ Turpentine is a grease and paint solvent.
- ❖ Vinegar is a mild acid (acetic acid) unaffected by hard water and useful in removing light stains in baths.
- ❖ Hydrochloric acid is useful in removing stubborn stains in bathrooms but care must be taken in its use as it is damaging to the skin and destroys fabrics and light bathroom fittings.
- ❖ Carbon tetrachloride is also excellent grease solvent. Care must be exercised there, too, as the fumes are corrosive and harmful.

### ➤ **Washing Soda**

This agent is quite outdated due to the advent of domestic detergents like vim, etc. However, it is particularly useful for emulsifying grease on drain pipes, gutters or stone surfaces. In strong concentration, it could be an irritant and injurious to skin, fabrics brushes, wood and paint. Washing soda is useful as a water softener and it is a chlorinated compound.

### ➤ **Soda-bars, Powders and Flakes**

Nowadays soaps have been replaced by excellent synthetic soap less detergents which are unaffected by hard water. In this case rinsing is not important as these products suspend dirt and grit most effectively without leaving a smear. However, some housekeepers may not have access to these detergents and may have to rely on soaps.

Powders and flakes are useful in getting instant lather but are expensive. When used, care should be taken that they are thoroughly dissolved. Being expensive, one should know exactly how much powder or flake is dissolved to get an optimum concentration for best results and also how long the resultant solution is effective. Good bar soaps are still most economical but much more strenuous to use than modern methods. They should be stored on open shelves in a dry store.

### ➤ Window Cleaners

Window cleansers consist of water miscible solvent to which a small quantity of surfactant and possibly an alkali are added-to improve the polish effect of the cleanser. Some also contain fine abrasive. The cleanser is applied with a cleaning rag and rubbed off with a clean soft cloth. Cleansers can also be applied by spraying and the surface wiped clean.

### ➤ Paraffin Oil

Paraffin is wax like or liquid hydrocarbon mixture used as solvent. It is also efficient for the cleaning of baths but owing to its smell it is seldom used. Organic solvents such as methylated spirit, white spirit (turpentine substitute) and carbon tetrachloride are grease solvents and are used for the removal of grease and wax from different surfaces. Aerosol dry cleansers are suitable for use on wallpapers.

### ➤ Polishes

They do not necessarily clean but produce a shine by providing a smooth surface from which light is reflected evenly. They do this by smoothing out any unevenness on the surface of the articles. Polishes fall into three broad categories - spirit based, oil based and water based. Spirit based is used primarily for mirrors, window panes, etc. Oil based is used on wood, linoleum and synthetic floorings, leather, tiles, etc. Water based is used on sealed floors, rubber and thermoplastic floors.

## 1.3 cleaning Procedure

- 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.

**Types of Cleaning equipment and procedures.** There are many different types of cleaning equipment and each piece has a special purpose. The cleaning equipment used depends on what areas a business has and what they are made of. Smaller businesses may only have domestic cleaning equipment (what you use at home) kept in a cupboard. Bigger establishments have commercial or industrial equipment because it is more powerful and is built for constant use. They may also have a purpose-built cleaning storeroom where equipment, cleaning chemicals and protective clothing is kept. The cleaner's trolley has to hold all the equipment and cleaning products that are needed for cleaning tasks so they can easily be moved around. Here are some things to be careful about when you are using the trolley.

### When you are loading the trolley Make sure you...

- check the equipment, cleaning products and other supplies you need for cleaning are on the trolley before you start
- load everything safely and make sure nothing will fall off
- have nothing sticking out over the trolley edges
- **Put things in the right place on the trolley.**

### Moving the trolley

- check the trolley is working properly report any problems
- Push the trolley – do NOT pull it!
- Keep the trolley near the wall so it is not in the way of guests.

### Finishing up

- replenish cleaning products and other supplies
- Clean the trolley and put it away.

### 1.3.1 Types of cleaning products

Here are the main types of cleaning products you will find in a hospitality business. They may be called by different brand names.

Type of cleaner	Use
Abrasive cleaners	Used for scouring and cleaning ceramic or enamel surfaces e.g. the cleaner's sink. Don't use on surfaces that scratch easily.  They can be hard to rinse away, so wipe and rinse as soon as possible after you use them.
Detergents	Come in different strengths, so always follow dilution instructions on the label.  Some detergents are for heavy-duty cleaning e.g. fat, grease and oil on steel, most plastics, glass, ceramics and concrete. They are often used in dish and glass washing machines.
Chlorine or bleach	Used to disinfect, bleach and deodorize.  They can attack rubber, plastic and aluminum.  They should never be mixed with other cleaning products as they may give off toxic fumes.

Sanitisers	Used to reduce germs on a surface. Use them on food preparation surfaces.
Disinfectants	Used to kill germs. They should be used in rubbish bins and other non-food preparation areas.  Because they sometimes have a strong scent, they are not suitable for use in a kitchen or food area.
Specialist cleaning agents	Used for a specific cleaning task e.g. to remove difficult stains from small areas, clean windows and glass, clean stainless steel or clean rubbish bins.
Polishes	Used to protect surfaces from spills. Floors can be slippery after they have been polished.

### 1.3.2 Cleaning chemicals and equipment's

- ❑ Cleaning agents are used to eliminate or minimize the potential for bacterial growth.
- ❑ Walls – Neutral or all-purpose detergent
- ❑ Floors – Neutral or all-purpose detergent
- ❑ Benches – Sanitizer
- ❑ Dry Stores – Sanitizer
- ❑ Ovens – Degreaser
- ❑ Grill Plates – Degreaser
- ❑ Dishwasher – Alkaline detergent followed by rinse aid

#### ➤ cleaning equipment

- ❖ **Brooms:-** For sweeping dirt and other rubbish off floors and other surfaces, both inside and outside.
- ❖ **Buckets:-** Hold water and cleaning products when mopping or other cleaning. Mop buckets have rollers to squeeze water from the mop head.
- ❖ **Dusters:-** For cleaning surfaces where there is dust, light dirt or cobwebs. Extender handles let you dust up high.
- ❖ **Dustpan and brush:-** For sweeping up small spills and collecting dust and dirt swept into a pile.
- ❖ **Mops:-** For washing smooth floors such as tiles or vinyl with water after sweeping or vacuuming.
- ❖ **Toilet brush:-** Used ONLY to clean toilets. Must NOT be used for anything else.
- ❖ **To clean windows:-** Disposable gloves Wear when cleaning and handling chemicals to protect your hands.
- ❖ **Rubbish bin and heavy-duty bags:-** For putting food and other waste in before it is collected.

- ❖ **Cleaner's sink:-** A sink where you can fill and empty buckets and wash mops. It usually has a grate over the top to rest the buckets while they are being filled, and a chemical trap.
- ❖ **Polishing machines:-** Used on hard floor surfaces after cleaning to add shine and help protect surface.
- ❖ **Vacuum cleaners:-** Wet and dry types. Backpack, cylinder and upright. Used to remove dust and dirt from carpets and other large floor surfaces. They can also be used on furniture and curtains. Wet vacuum cleaners can suck up liquid spills and are also used for wet cleaning of carpets.
- ❖ **Automatic floor scrubbers:-** Used to wash large areas of hard floors, using revolving brushes, water and detergent. The dirty cleaning solution is sucked up under the machine. The floor is left clean and almost dry.
- ❖ **Carpet cleaning machines:-** Hot water extraction machines (steam cleaning machines) suck up most of the dirty water from the carpet. There is also a dry foam machine. You spray on the foam, let it dry, and then vacuum to pick up the dry chemical.

➤ **Use cleaning equipment safely**

If you are not sure how to use a piece of equipment, ask a workmate or your supervisor before you begin the task. If you forget, ask again.

If you don't know how to use equipment properly, you might:

- ✚ injure yourself
- ✚ injure other people
- ✚ Damage the equipment and whatever you are cleaning.

**Part I. Choose the correct answer from the given alternatives**

1. Of the following one is not a public area?
  - A. Restaurant and bar
  - B. Swimming pool
  - C. Public and staff toilet
  - D. All
2. One of the following is not a cleaning agent?
  - A. Detergent and soaps
  - B. Washing soda
  - C. Window
  - D. Water
3. Except one all are the cleaning procedure?
  - A. Room attendant should see the status of all room
  - B. Knock the door
  - C. Ignore the room whatever its occupied or not
  - D. Clean the room
4. When we are loading the trolley we have to make sure that
  - A. Check the equipment
  - B. Load everything safely
  - C. put things in the right place
  - D. All
5. One is not the cleaning equipment
  - A. Brooms
  - B. Buckets
  - C. DND card
  - D. Mops

**Part II Give short answer for the following question.**

1. Mention the types of Cleaning Methods!
2. Identify the Public areas and elaborate each of it!
3. There are three basic types of extraction machines what are they?
4. **What are the Liquid Cleaning Agents .**

**Wet and dry areas cleaning****Wet and dry areas cleaning Includes:-**

- Take account of potential customer inconvenience in scheduling and performing cleaning tasks.
- Prepare *wet and dry areas to be cleaned and identify hazards*.
- Barricade work areas or place warning signs as required reducing risks to others.
- Select and apply correct cleaning agents or chemicals for specific areas, surfaces and equipment, according to manufacturer recommendations, safety and organizational procedures.
- Avoid *unhygienic personal contact with food or food contact surfaces*.
- Avoid *unhygienic cleaning practices that may cause food-borne illnesses*.
- Use equipment correctly and safely.
- Reduce negative environmental impacts through efficient use of energy, water and other resources.
- Safely dispose of all waste and hazardous substances

**2.1 Guest room and bath room cleaning procedure****• 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, bureaus 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.
- 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.

- 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.

## **2.2 Kitchen Cleaning Procedures and Schedules**

As a food manufacturer it's important you maintain a suitable level of cleanliness throughout your site. The easiest way to achieve this is with a detailed cleaning schedule alongside procedures that establish how the cleaning will be carried out. While documentation systems on their own do not give a clean production facility, documented cleaning procedures which are efficiently implemented will ensure the cleaning is completed in a consistent and effective manner, and this is a key tool to maintain product integrity and in the production of safe products.

### **➤ Requirements of Standard for Food Safety**

Documented cleaning procedures shall be in place and maintained for the building, plant and all equipment.

Cleaning procedures shall as a minimum include the:

- responsibility for cleaning
- item/area to be cleaned
- frequency of cleaning
- method of cleaning, including dismantling equipment for cleaning purposes where required
- cleaning chemicals and concentrations
- cleaning materials to be used
- cleaning records and responsibility for verification

The frequency and methods of cleaning shall be based on risk.

The procedures shall be implemented to ensure appropriate standards of cleaning are achieved.

### **How this short guide can help**

This short guide will help you put procedures in place to ensure your cleaning activities are carried out consistently and thoroughly. This will prevent potential risks including microbiological, allergen or chemical contamination, which you may otherwise get from dirty equipment or an unclean manufacturing environment. You'll need to document all the cleaning carried out, as this will help you to:

- ensure all relevant areas and equipment are included within the schedule

- make sure the required standard of cleaning is clearly defined so you have consistent completion of cleaning activities
- ensure there is continuous compliance with relevant hygiene legislation
- train staff effectively

### **2.3 Internal and external public cleaning**

In the case of cleaning, we abide by a simple principle: every managed building must be tidy. At any time, and under any conditions. For this, we use the most modern technology and procedures, and we regularly invest in the purchase of modern cleaning devices. We perceive clients' specific requirements; we distinguish among manufacturing compounds, food warehouses, pharmaceutical operations, medical facilities, hotels and shopping centers. In spite of this, it is the evident cleanliness and comfort of all visitors or workers which connects all the properties. Our cleaning service focuses on both the interiors and surroundings of buildings. Inside the buildings, in particular, we apply a multi-phase inspection of the cleanliness of bathrooms, and we supply hygienic materials.

The overall picture depends on the smallest detail, such as for example full soap holders, sufficient paper towels or regularly emptied waste baskets. We pay attention not only to the hygienic and mechanical cleanliness of surfaces, but also to the preservation of the safe movement of persons. In the event of rain or melting snow, we remove excess water from garages and road surfaces.

#### **We'll provide you with:**

- Internal and external cleaning of buildings
- General cleaning of buildings
- Washing of façades, shop windows, windows and glass roofs
- Work with high-rise technology
- Mechanical cleaning of commercial areas, passages, garages and car parks
- Winter maintenance of outdoor areas, including the cleaning and disposal of snow and provision of grit
- Cleaning of carpets, Venetian blinds and upholstery
- Complete pre-inspection and general cleaning of buildings
- Cleaning of ceilings and soffits, clearing out of offices, warehouses and cellars including the supply of a container, and waste disposal in accordance with valid legislation
  - **Supply of hygienic material**
- Distribution of basic hygienic paraphernalia
- Supply and assembly of containers according to the client's needs
- Servicing of ladies' toilets

➤ **Waste management**

- Transport and disposal of both mixed and sorted waste
- Transport, cleaning and disposal of substances caught in oil and grease traps
- Maintenance and inspection of the sewerage system

## 2.4 storage areas cleaning

➤ **Fridge**

Empty the shelves and wipe them down daily, using a food-grade cleaning product. Sanitise with a food-grade sanitiser.

Limit the time that any food spends out of refrigeration to no more than 30 minutes.

Let your supervisor know if you see any food that is out of date or stale.

**1. Pre-clean** Move food from the cool room to other refrigeration if possible

Remove any food matter or debris on the floor, walls or shelving

**2. Wash** Wash the interior (including shelving and seals) and exterior walls with a food-grade detergent and hot water

**3. Sanitise** Rinse and sanitise with a food-grade sanitiser

**4. Dry** Rinse and allow to air dry.

**Clean up** Replace food if you have moved it

➤ **Freezer**

Empty the freezer, then defrost, clean and sanitise with a food-grade sanitiser.

**Defrost the fridge and freezer** -If fridges and freezers are defrosted regularly they will work better and use less electricity.

➤ **Dry storerooms and cupboards**

Storerooms and cupboards need to be cleaned regularly. Sweep and wash the floor at least weekly. Dust, clean and sanitise the shelves regularly, and clean any spills when they happen.

While you are cleaning, check for these things:

- anything that is out of date or is in the wrong place
- anything that has spilled or broken, or come out of its packet
- signs of pests such as mice, rats, cockroaches or other insects:
  - mouse droppings

- chew marks on containers
- moths flying around
- grubs or moths in containers
- spots on walls and surfaces
- eggs and cocoons
- spider webs.

Pests can spread diseases. If you see any of signs of pests, tell your supervisor immediately.

## 2.5 Application of cleaning products

It is crucial to select the correct cleaning chemical to produce a hygienically clean establishment. Prior to using the chemical, check whether it can be harmful to the user and or environment. This information may be obtained from the manufacturers' instructions.

Cleaning products typically used in hospitality establishments include:

- **spot cleaning agents** – used to clean small areas
- **disinfectants and sanitizers** – reduce harmful micro-organisms
- **pesticides** – remove or kill pests, e.g. rats, mice and cockroaches
- **deodorizers** – create a pleasant smell in the air by being sprayed or absorbed
- **furniture and floor polish** - protect and finish furniture and floors
- **general cleaning agents** - including detergents, abrasive cleaners and solvent cleaners
- **Cleaning agents for specialized surfaces**, e.g. fabric, vinyl, leather, carpets, metal, timber, glass. Many of the chemicals listed above are available in either wet or dry forms.

## 2.6 Hazards identification and protection

When using and storing cleaning chemicals the Occupational Health and Safety Act and Environmental requirements must be followed precisely as these chemicals are potentially harmful to humans.

*Hazards may include:*

- breakages
- heated utensils and surfaces
- human material or waste
- sharp items:
  - knives
  - needles and syringes
  - surgical dressings
- Wet or slippery surfaces.

The following steps are a basic outline of how to handle chemicals:

- Carefully follow manufacturer's instructions, recommendations and guidelines.
- Store chemicals in a locked cupboard in original packaging.
- Follow dilution instructions recommended on packaging.
- When necessary wear protective clothing and wipe up spills and drips straight away.
- If injury or illness occurs, follow first aid procedures quickly and efficiently.
- Unless manufacturers' instructions state otherwise, dispose of chemicals in clean sealed containers into a garbage receptacle. Chemicals should never be poured down the sink.

### ➤ **Protective clothing**

When using potentially harmful cleaning chemicals it is essential that appropriate protective clothing is worn.

Items that could be worn as protective clothing include:

- goggles or glasses
- aprons
- overalls
- breathing apparatus or masks
- non slip waterproof and leather shoes
- Gloves

## **2.7 safety signs**

The most important part of working safely is knowing what to do.

- How do you know what equipment and chemicals to use for each cleaning task?
- How do you find out what to do?
- How do you know what to do if there is a problem?

### **WATCH AND LISTEN**

You should be shown how to do your cleaning tasks in your induction training or on the job.

### **ASK**

If you are still not sure, ask someone, even if you have been told before. There are a lot of things to remember when you start work in a new workplace!

If someone is explaining to you and you don't understand them, ask them to explain again or show you. Sometimes people forget that you are new to the work and they go too fast.

If you have a problem on the job, ask for advice or help.

### **READ**

- Instructions on equipment or products.
- Notices on the wall.

- Workplace procedures.
- Labels on chemical containers.
- Safety signs.

### **MAKE NOTES**

Write down things that are hard to remember in a small notebook or draw pictures to help you remember next time.



Part I. Choose the correct answer from the given alternatives

1. All are the cleaning procedure except one?
  - A. Switch of the room air conditioner
  - B. Remove the soiled linens
  - C. Fill all ashtrays
  - D. Contact room service to remove trolleys
  
2. Except one all are the cleaning procedure of a bath room
  - A. cleaning activity starts from the ceiling to down wards
  - B. open all windows
  - C. wash the bath tub
  - D. collect the trash
  - E. none
  
3. What are the requirements for standard for food safety?
  - A. responsibility for cleaning
  - B. items or areas to cleaned
  - C. frequency of cleaning
  - D. all
  
4. Among the following one is not the hazards?
  - A. breakages
  - B. safety
  - C. wet or slippery
  - D. none
  
5. When using potential harmful cleaning chemicals it is essential that appropriate protective clothing?
  - A. goggles
  - B. aprons
  - C. Gloves

D. all

**Part II Write True if the statement is correct and False if it is incorrect**

6. Carefully follow manufactures instruction is the basic outline to handle chemicals.
7. If injury occurs is not necessary to follow first aid procedure
8. Goggle is one of the protective equipment to protect ourselves from any problem
9. The most important part of working safely is knowing what to do.
10. If we have a problem on the job no need of asking advice or help.

**Part III : Give short answer for the following question**

1. Write the procedure of cleaning the guest room!
2. What are the procedure of cleaning the bath room?
3. What are the ways of cleaning the storage areas?
4. Write the kitchen cleaning procedure!
5. How can we identify hazards and and what are the ways of protecting ourselves from any hazard?

## Maintain and store cleaning equipment and chemicals

### 3.1 Care of cleaning equipment after use

- Take care of cleaning equipment and keep it clean, so the equipment stays in good working order.
- Equipment should be cleaned after every use so that dirt from a previous task is not *transferred* (moved) on to another surface.

#### 3.1.1 Check equipment before you start work

- ☐ Before you start work, check the equipment and other items.
- ☐ Make sure that: there are no jagged parts or sharp edges the equipment looks clean and presentable.
- ☐ Buckets do not leak, are not smelly and have secure handles.
- ☐ you have enough cleaning cloths, disposable gloves and other supplies so you don't run out before your shift ends
- ☐ you have the right tools and attachments for your tasks – you will waste time and effort if you have to go back to the storeroom
- ☐ the electrical equipment does not have frayed cords or exposed wires
- ☐ Any battery-operated equipment is fully charged.
- ☐ 3.1 Clean equipment after use according to organizational requirements and manufacturer instructions.
- ☐ 3.2 Carry out or arrange ***routine maintenance***.
- ☐ 3.3 Identify and report equipment faults.
- ☐ 3.4 Store equipment in designated area in a condition ready for re use.
  - 3.6 Store chemicals according to health and safety requirements

### 3.2 storage equipment and cleaning chemicals

To maintain cleaning equipment and keep it in a good working condition, it must be thoroughly cleaned and stored correctly every time it is used. If regular maintenance does not occur, the equipment may, over time, become dangerous to individuals, e.g. electrical accidents through poor connections or frayed cords on a vacuum cleaner. Poorly maintained equipment may also cause damage to the area being cleaned, e.g. a mop which was used to clean glass particles may scratch a wooden floor if it is not properly cleaned before being used again.

When using and storing cleaning chemicals the Occupational Health and Safety Act and Environmental requirements must be followed precisely as these chemicals are potentially harmful to humans.

The following steps are a basic outline of how to handle chemicals:

Carefully follow manufacturer's instructions, recommendations and guidelines.

1. Store chemicals in a locked cupboard in original packaging.
2. Follow dilution instructions recommended on packaging.
3. When necessary wear protective clothing and wipe up spills and drips straight away.
4. If injury or illness occurs, follow first aid procedures quickly and efficiently.
5. Unless manufacturers' instructions state otherwise, dispose of chemicals in clean sealed containers into a garbage receptacle. Chemicals should never be poured down the sink

### **3.3 Identify equipment faults and report**

If you notice something wrong, don't use the equipment. Report it to your supervisor immediately.

Some examples of things you might notice are:

- ✓ frayed electrical cord
- ✓ broken switch
- ✓ cracked hose on the vacuum cleaner
- ✓ screws coming loose or missing
- ✓ rattles or strange noises in the equipment
- ✓ smells, smoke or sparks coming from the equipment
- ✓ warning light or temperature gauge not working
- ✓ broken accessories
- ✓ broken handles

**Part I .Write true if the statement is correct and false if it is incorrect**

1. Take care of cleaning equipment and keep it clean so the equipment stay in a good working order
2. Equipment should be cleaned after every use so the dirt from a previous tasks is not transferred.
3. Before start the work is not important to check the equipment.
4. If we notice something wrong, should use the equipment.

**Part II Give short answer for the following question.**

1. How can we care cleaning equipment before and after work?
2. What are the steps of handling chemicals?
3. How can we identify equipment faults?

**Reduce negative environmental impacts.**

**Bar environment include** the lighting, music, temperature, furniture's & fixtures. The beverage service staff must always prepare and adjust the Bar environment to ensure comfort and ambience to customer. Therefore the best and standard bar must be complete the following

**Using recyclable products:-** Depending upon your business, eliminating takeout containers might not be an option. If this is the case, try using to-go cups that contain recyclable material. They are lower in cost and people recognize the effort of businesses that support environmentally conscious practices. Particularly in a bar & restaurant service tools must clean and quality to serve food& beverage safely.

**Use efficient lighting:** -Light in bar is very important and it used as décor for the surrounding at all. The lamp shade must be cleaned every day and should be attractive.

Using an energy efficient light bulb, is another way to make an environmental decision for your business. For the most part, making the switch is as easy as unscrewing your current light bulb and replacing it with a new efficient one. Although the initial cost of the new bulb is a bit more expensive than the standard one, it will save significantly on energy costs and the total cost of the new bulb will be less expensive in the long run. Lighting is very important to make the beverage serving environment more attractive and save to serve colored drinks as required for example during serving cocktails and wines.

The access of efficient facility of energy and water also play a great role in attracting customer therefore the basic points to be followed are :-

Always Use energy, water and other resources efficiently when cleaning the tables and public areas, bar and equipment to reduce negative environmental impacts.

You have to recycle any glass and plastic bottles and containers.

After cleaning or clearing any item safely dispose of all waste, especially hazardous substances, to minimize negative environmental impacts.

You have to serve your customer based on KIZEN meaning

- Apply the work simplification method
- Apply Safety and Security (OHS) at the workplace and Application of Personal Hygiene
- Serve Alcoholic Beverages in Sanitary Manner and with Quality
- Waste Reduction by applying the beverage cost control
- Increase productivity with quality but minimizing the cost
- Organizational Structure

## 4.1 Efficiently cleaning premises

How well both the premises and equipment are cleaned and maintained depends on the following factors:

- Effectively use the resources
- Use the time properly
- the frequency of cleaning
- how thoroughly areas and equipment are cleaned
- the type of areas and equipment
- The location of area.

## 4.2 Waste disposal

### Cleaning Guide after use of washing machine

1. Maintenance of external surfaces
  - a. Use soft, dry cloth
  - b. For a soft dirty surfaces, use a soft cloth dipped in a mild soap and water solution
2. Maintenance of internal surfaces
  - a. Splash water on wash and spin tubs, especially after spin drying starched clothes
  - b. Do not use brush or polishing powders. Never use alcohol or paint thinner

#### ➤ To clean the drain filter

1. Remove the drain filter with a screw driver
2. Splash water to remove dirt and lint
3. Place back the drain filter
  - a. Failure to place back drain filter can cause clogging of hose

#### ➤ To clean the overflow filter

1. Pull the lint filter upward
2. Turn the lint filter inside out and wash it through the faucet
3. Return the lint filter to its former position

## Answer key

### Lo1 Self-check question Answer for choice

1. D
2. C
3. C
4. D
5. C

### Lo1 Self-check question Answer short answer

**QUESTION 1 CLEANING METHODS. 1. Shampooing:** Shampooing is the use of a motorized circular brush in which foaming cleaning products are introduced to the surface of the carpet and are then scrubbed into the carpet.

**2. Dry Foam:** This method is very similar to shampooing in that it relies on the aggressiveness of the brushing action, which is usually counter rotating cylindrical brushes. The difference is that the solution is whipped into a foam and applied right before the brushes instead of a liquid as in shampooing.

**3. Bonnet (Dry Cleaning):** In this type of cleaning sometimes referred to as ‘Dry Cleaning’, the cleaning product (sometimes mixed with carbonated water) is misted onto the carpet in the form of a spray. Next, a circular rotating buffer with an absorbent pad attached is run over the carpet.

**4. Powder:** With this method, a dry product (powder or ground corn cobs that have been soaked with a solvent chemical) is broadcast over the area to be cleaned. Then either a circular brush or cylindrical rotating brush is used to force the dry cleaning product in contact with the soil.

**5. Hot Water Extraction:** Hot water extraction is sometimes referred to as ‘Steam Cleaning’. Actually this is a misapplied term, for real steam is too dry and hot to clean carpet properly. In this method, hot cleaning solution is sprayed under pressure onto the carpet and is immediately extracted with a vacuum source.

### **QUESTION 2 PUBLIC AREAS**

1. Restaurants and bars
- 2, function rooms
3. Storage areas
4. Lifts and automatic doors
5. Lounges and lobbies
6. Swimming pool area and Public and staff toilets.

### QUESTION3.EXTRACTION MACHINE

- ✓ **Residential/Rental:** These machines are fine for spills and maintenance of lightly soiled traffic areas. But they lack the power needed to do the deep cleaning required to get out the grit that lies deep in your carpet pile and to maintain carpet manufacturer warranties.
- ✓ **Professional portables:** These machines are many times more powerful than residential units. The number and size of vacuum motors and pumps plus heat exchangers differentiates one from another in terms of performance. The most powerful machines may have two power cords to enable household circuits to cope. A really good job can be done with these units, if the operator has excellent training and takes his or her time. Sometimes portables are the only way the carpets in some locations can be cleaned.
- ✓ **Truck mounted units:** These machines have large independent engines or run off the motor of the cleaning van. They can develop up to 1000 pounds of pressure (though normally carpet is cleaned at only 500 lbs. of pressure). They also heat the water to 180 or more degrees and have very powerful vacuums. These machines are expensive but they can leave the carpets drier in many cases when used properly. Typically, this type of hot water extraction machine should give improved results as well as decrease time on the job.

### QUESTION4

#### Liquid Cleaning Agents

Liquid cleaning agents can be either diluted in a little water or used directly with a dry cloth.

- ❖ Ammonia is alkali which softens water and emulsifies grease.
- ❖ Methylated spirits are effective against grease stains.
- ❖ Paraffin is also grease solvent.
- ❖ Turpentine is a grease and paint solvent.
- ❖ Vinegar is a mild acid (acetic acid) unaffected by hard water and useful in removing light stains in baths.
- ❖ Hydrochloric acid is useful in removing stubborn stains in bathrooms but care must be taken in its use as it is damaging to the skin and destroys fabrics and light bathroom fittings.
- ❖ Carbon tetrachloride is also excellent grease solvent. Care must be exercised there, too, as the fumes are corrosive and harmful.

### **Lo2 Self-check question Answer for choice**

1. C
2. E
3. D
4. B
5. D

### **Lo2 Self-check question Answer for True False**

1. True
2. False
3. True
4. True
5. False

### **Lo2 Self-check question Answer for short Answer**

#### **Q1. Procedure for Cleaning a Guest Room**

- 25) Switch off the room air-conditioner or heating. Draw all curtains and open the windows for airing the room.
- 26) 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.
- 27) Check for maintenance requirements and report the same to the control desk and enter in the room check list.
- 28) Contact room service to remove used "trays and glasses".
- 29) Turn the mattress side-to-side on succeeding days followed by end-to-end turning. Smooth out the mattress and air it.
- 30) If vacuum cleaning is not available, brush the carpet first to enable the dust to settle while doing the next task.
- 31) Empty all ashtrays and waste paper baskets.
- 32) Pick up guest clothes and hang in the closet or place in the wardrobe.
- 33) Clean the bathroom and replenish all the required supplies.
- 34) Collect all loose articles and magazines and other guest papers and stack them neatly on the writing table.

- 35) 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.
- 36) Use a stiff upholstery brush or vacuum cleaner on upholstered furniture arms, back and seats.
- 37) Replace, if necessary, stationery as prescribed by the management. The number of items must exactly be as per standard.
- 38) 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.
- 39) Clean lamp shades with a clean dry duster. Lift lamps and clean under the base. Replace lamp if damaged and adjust the shade.
- 40) 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.
- 41) Clean mirrors with a dry cloth first and then with a damp newspaper to make it sparkling.
- 42) 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.
- 43) 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.
- 44) Close the windows.
- 45) If vacuum cleaner is available then vacuuming of carpet should be done at this stage, instead of brushing the carpet as mentioned earlier.
- 46) Arrange furniture properly, if necessary.
- 47) 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.
- 48) Have a last look at the room referring to the check list for completion of work and exit the room closing the door behind.

## **Q2. Procedure for Cleaning Bathroom**

- 6) Cleaning activity starts from the ceiling downwards to the floor. Floors are cleaned from the wall farthest to the door to the exit.
- 7) Open all windows and exhaust vents.
- 8) 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.
- 9) 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.
- 10) Clean the ceiling and air-conditioning vents for cobwebs 6) wipe off light bulbs and shades with a dry cloth.

- 11) 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.
- 12) Clean the mirror, (with a dry cloth then wipe using a wet folded newspaper and then again with a dry cloth).
- 13) Scrub dry the areas surrounding the wash basin and the counter.
- 14) 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.

### **Q3. CLEANING STORAGE AREA**

#### ***Fridge***

Empty the shelves and wipe them down daily, using a food-grade cleaning product. Sanitise with a food-grade sanitiser.

Limit the time that any food spends out of refrigeration to no more than 30 minutes.

Let your supervisor know if you see any food that is out of date or stale.

**1. Pre-clean** Move food from the cool room to other refrigeration if possible

Remove any food matter or debris on the floor, walls or shelving

**2. Wash** Wash the interior (including shelving and seals) and exterior walls with a food-grade detergent and hot water

**3. Sanitise** Rinse and sanitise with a food-grade sanitiser

**4. Dry** Rinse and allow to air dry.

**Clean up** Replace food if you have moved it

#### ➤ **Freezer**

Empty the freezer, then defrost, clean and sanitise with a food-grade sanitiser.

**Defrost the fridge and freezer** -If fridges and freezers are defrosted regularly they will work better and use less electricity.

#### ➤ ***Dry storerooms and cupboards***

Storerooms and cupboards need to be cleaned regularly. Sweep and wash the floor at least weekly. Dust, clean and sanitise the shelves regularly, and clean any spills when they happen.

### **Q4.KITCHEN CLEANING PROCEDURE**

- responsibility for cleaning
- item/area to be cleaned

- frequency of cleaning
- method of cleaning, including dismantling equipment for cleaning purposes where required
- cleaning chemicals and concentrations
- cleaning materials to be used
- cleaning records and responsibility for verification

The frequency and methods of cleaning shall be based on risk.

The procedures shall be implemented to ensure appropriate standards of cleaning are achieved.

### **Q5.COUSES OF HAZARDS**

1. Breakages 2.heated utensils and surfaces
3. Human material or waste 4.sharp items
5. Knives 6.needles and syringes
7. Surgical dressings 8.Wet or slippery surfaces.

### **Lo3 Self-check question Answer for True False**

1. True
2. True
3. False
4. False

### **Lo3 Self-check question Answer for short Answer**

#### **QUESTION 1**

#### **BEFORE USE**

- 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.

### **AFTER USE**

#### **Care of cleaning equipment after use**

- Take care of cleaning equipment and keep it clean, so the equipment stays in good working order.
- Equipment
- We should be cleaned after every use so that dirt from a previous task is not *transferred* (moved) on to another surface.

### **QUESTION 2**

#### **HANDLING CHEMICAS**

1. Store chemicals in a locked cupboard in original packaging.
2. Follow dilution instructions recommended on packaging.
3. When necessary wear protective clothing and wipe up spills and drips straight away.
4. If injury or illness occurs, follow first aid procedures quickly and efficiently.
5. Unless manufacturers' instructions state otherwise, dispose of chemicals in clean sealed containers into a garbage receptacle. Chemicals should never be poured down the sink

### **QUESTION 3**

#### **IDENTIFY EQUIPMENT FAULTS AND REPORT**

If you notice something wrong, don't use the equipment. Report it to your supervisor immediately.

Some examples of things you might notice are:

- ✓ frayed electrical cord
- ✓ broken switch
- ✓ cracked hose on the vacuum cleaner
- ✓ screws coming loose or missing
- ✓ rattles or strange noises in the equipment
- ✓ smells, smoke or sparks coming from the equipment
- ✓ warning light or temperature gauge not working
- ✓ broken accessories
- ✓ broken handles

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