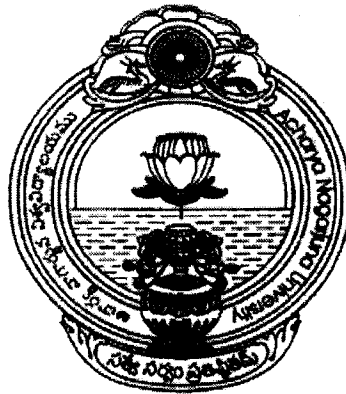


# HOUSEKEEPING MANAGEMENT

PGDHM



Director

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## FOREWORD

Acharya Nagarjuna University, since its establishment in 1976, has been moving ahead in the path of academic excellence, offering a variety of courses and research contributions. The University achieved recognition as one of the eminent universities in the country by gaining A grade from the NAAC 2016. At present Acharya Nagarjuna University is offering educational opportunities at the UG, PG levels to students of 447 affiliated colleges spread over the two districts of Guntur and Prakasam.

The University had started the Centre for Distance Education in 2003-04 with the aim to bring Higher education within the reach of all. The Centre has been extending services to those who cannot join in colleges, cannot afford the exorbitant fees as regular students, and to housewives desirous of pursuing higher studies to study B.A., B.Com, and B.Sc., Courses at the Degree level and M.A., M.Com., M.Sc, M.B.A. and LL.M. courses at the PG level.

For better understanding by students, self-instruction materials have been prepared by eminent and experienced teachers. The lessons have been prepared with care and expertise. However constructive ideas and scholarly suggestions are welcome from students and teachers. Such ideas will be incorporated for the greater efficacy of the distance mode of education. For clarification of doubts and feedback, Weekly classes and contact classes are arranged at UG and PG levels respectively.

I wish the students who pursue higher education through Centre for Distance Education will not only be personally benefited by improving their qualifications but also strive for nation's growth by being a member in Knowledge society. I hope that in the years to come, the Centre for Distance Education will grow in strength by introducing new courses, catering to the needs of people. I congratulate all the Directors, Academic coordinators, Editors, Lesson - Writers, and Academic Counsellors and Non-teaching staff of the Centre who have been extending their services in these endeavours.

**Prof. A. Rajendraprasad**  
Vice - Chancellor  
Acharya Nagarjuna University

**PG DIPLOMA IN HOTEL MANAGEMENT (MHM) (Course Code: 25)**  
**SYLLABUS**

**(HOM 02)**

**Paper- II: HOUSEKEEPING MANAGEMENT**

**OBJECTIVE:** To provide an in-depth knowledge about the various house keeping operations, terms, systems and procedures, formats followed in Hotels.

**Unit -I:** Role and importance of house keeping in accommodation operations – The areas of house keeping responsibility – The hierarchy: organizational structure of house keeping department- (Small, Medium, Large) – Duties and responsibilities of house keeping personnel – Classification of hotels, different types of guest rooms, types of beds, services pantry – Location – layout and essential features – Rooms under repair.

**Unit – II:** The relationship of house keeping with guests and other departments – Inter – departmental coordination and its importance – communication and its importance – communication and its importance – Duty rota – Reports maintained by House keeping department.

**Unit –III:** Cleaning equipment (Manual and Electrical) Commonly used equipment in cleaning : selection, storage, maintenance and training uses – Cleaning agents : Chemical make up of cleaning agents : selection, classification, use and storage.

**Unit – IV:** Standard cleaning methods: Manual procedure – Work cards – Cleaning routine : daily, periodical and spring cleaning, servicing of guest rooms – Servicing of departure rooms- Servicing of vacant rooms – Turn down services – Check – lists of supplies to replenish Standard contents of a guest room – placement – Frequency of change.

**Unit –V:** Cleaning of various surfaces and metals : floors, walls and laminated surfaces – Cleaning of public areas – lobbies, elevators, restaurants – Cleaning of food service areas and employees areas.

**Recommended Books :**

1. Hotel, Hostel & Hospital House-keeping – Joan C Branson and Margaret Lennox (T.R. Publications Private Limited)
2. Hotel House-keeping manual – by Sudhir Andrews (Tata Mc.Grawhill)
3. Supervisory house-keeping by Joan Kimball. American Hotel and Motel Association Michigan.

House-keeping Management for Hotels and residential establishments by Rosemary Hurst. Williams and Heinemann limited. London.

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## UNIT - 1

1. HOUSEKEEPING AND ITS IMPORTANCE
2. ORGANIZATION OF HOUSEKEEPING DEPARTMENT
3. CLASSIFICATION OF HOTELS AND GUEST ROOMS
4. LAY OUT OF ESSENTIAL FEATURES

## UNIT - 2.

5. CO-ORDINATION OF HOUSEKEEPING WITH  
OTHER DEPARTMENTS

## UNIT - 3.

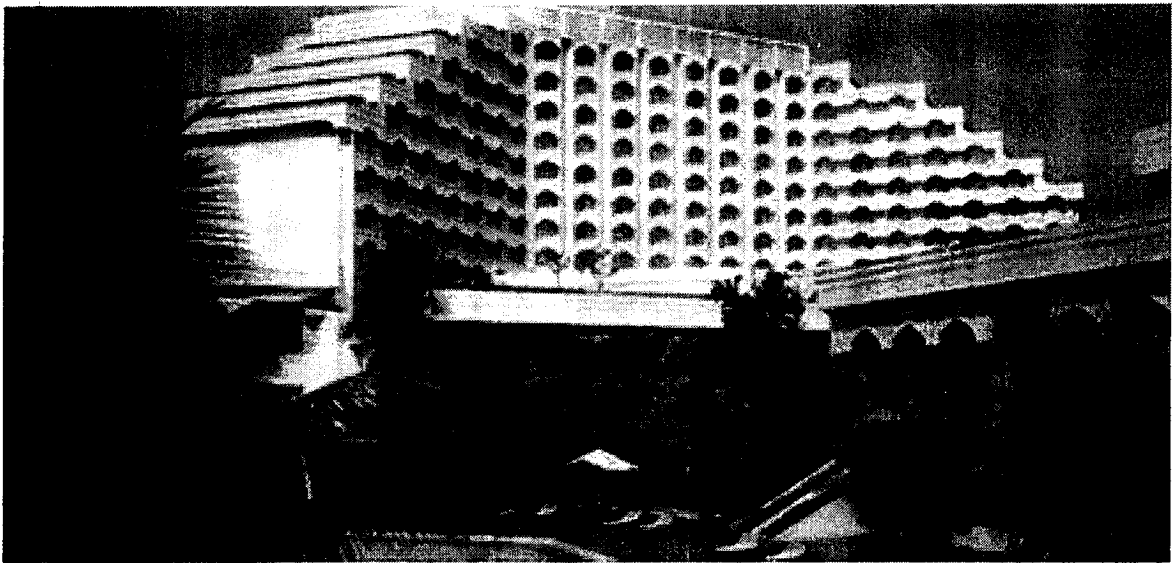
6. CLEANING EQUIPMENTS
7. CLEANING AGENTS

## UNIT - 4

8. CLEANING METHODS AND WORK CARDS
9. PREPARING ROOM REPORT, RULES ON THE GUEST FLOOR AND  
ABOUT MAID'S CART
10. CLEANING OF DIFFERENT TYPES OF ROOMS

## UNIT - 5

11. CLEANING OF VARIOUS SURFACES
  12. CLEANING OF PUBLIC AREAS
- GLOSSARY TERMS



**Courtesy of Hotel Taj Krishna, Hyderabad.**

**LESSON - 1****HOUSEKEEPING AND ITS IMPORTANCE****Objectives :**

After Studying this lesson, you should be able to :

- \* The meaning of Housekeeping and importance.
- \* Aims and Objectives
- \* Areas of housekeeping responsible

**Structure :**

- 1.1 Introduction
- 1.2 Importance of Housekeeping
- 1.3 Housekeeping as a Business Building Tool
- 1.4 Protecting the owner's Investment :
- 1.5 Aims and objectives of housekeeping department
- 1.6 The areas of Housekeeping Responsibility

### **1.1 INTRODUCTION :**

Efficiently managed House keeping Departments ensure the cleanliness, maintenance, and aesthetic appeal of lodging properties. The Housekeeping department not only prepares, on a timely basis, clean guestrooms for arriving guests, it also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business.

The housekeeping employees assigned to clean public spaces, back of the house areas, meeting rooms, banquet rooms; and the other housekeeping employees working in the hotel's linen and laundry rooms and it's easy to why there are usually more employees working in the Housekeeping Department than in any other hotel departments. House keeping Departments use the thousands of special tools and equipments in order to clean, clean, clean. The tasks performed by a housekeeping department are critical to the smooth daily operation of any hotel.

### **1.2 IMPORTANCE OF HOUSEKEEPING :**

Housekeeping is the toughest job in the lodging business. Housekeepers are heroes. It is a constant battle for the executive housekeeper who has to motivate staff; and the staff who has to clean up after guests. "Without housekeeping, we'd have nothing to sell," says Craig Hunt, a 24 years industry veteran who has worked his way up through the ranks "from the washing up" to become President of Holiday Inn International.

House keeping is a business function in the lodging industry, and the professional housekeeper is a true business manager. His (or) her decisions are executive decisions regarding staffing and scheduling, pay roll, purchasing, daily operations and cost controls. The entire property depends on the smooth, efficient management of the housekeeping departments. The housekeeping department has two prime functions, providing clean interiors in order to increase sales and protecting the owner's investment in the property's interiors. It is the executive housekeeper's responsibility to make sure these goals are met on time, on budget, and at the highest possible levels of quality.

### **1.3 HOUSEKEEPING AS A BUSINESS BUILDING TOOL :**

The housekeeping department does not generate sales directly, as do the food and beverage (F & B) department and sales department. Yet its performance is one of the most critical factors in driving sales for rooms and other services the property offers.

In survey after survey, the travelling public rates cleanliness as a key factor in deciding whether to return to a property. A dirty room is cited as one of the main reasons guests choose not to return. Competition for guests is fierce and shows no signs of abating. Each property needs every competitive edge it can get. No general manager wants to see the property's loyal customer base pirated away because the rooms were not cleaned properly.



The importance of housekeeping activities goes beyond providing clean guest rooms to sell. Restaurants, meeting rooms and function space bring enhanced revenue to the property. What meeting planner would plan a lucrative association gala in a dirty banquet hall? Lackluster housekeeping is one of the biggest obstacles to generating and delivering revenues.

#### **1.4 PROTECTING THE OWNER'S INVESTMENT :**

Upscale hotels can cost from \$ 50 Million to \$ 100 Million to build. Even with the cost of the building's architecture and the land factored out, a guest room can represent an investment of tens of thousands of dollars (or) even \$ 150,000 for very luxurious rooms and suites. It is the executive housekeeper's job to protect this investment and maximize the life expectancy of all interior design elements by developing effective cleaning practices and training staff to carry out these practices efficiently.

Working with maintenance and engineering, the housekeeping department ensures the property's interiors continue to look and operate like new as long as possible. Effective housekeeping practices combined with a sound renovation program enable a property to evolve to meet guest demand without unnecessary spending.

#### **1.5 AIMS AND OBJECTIVES OF HOUSEKEEPING DEPARTMENT :**

Housekeeping or domestic administration is essential in all types of establishments and housekeeping department invites the following ease by providing surroundings that are :-

##### **1. CLEAN**

Primary function of every Housekeeping department is the cleaning of guest rooms and public areas. Eventhough undesirable architectural features and traffic problems may complicate the task, appropriate tools and trained workers can produce a sparkling house.

##### **2. COMFORTABLE**

Providing for guest's comfort is a shared responsibility. The House Keeping epartment contributes comfortable furnishing, conveniently arranged but even the most restful bed becomes irksome if room temperature is not properly controlled by the Engineer.

##### **3. ATTRACTIVE**

Colours and design are mood makers. Whether the guest realises it or not, the decor of his room may motivate his like or dislike for the entire operation. But its main goal is to achieve a balance between beauty and practicability.

**4. SAFE**

The guest must be protected against every possibility of accident. The House Keeping Staff should be so alert to accident causing conditions that every loose tile, wobbly chair or burned out exit light is immediately noticed and repaired.

**5. FRIENDLY ATMOSPHERE**

Apart from above descriptions, the House Keeping department has to welcome guests by creating a friendly atmosphere which can be achieved in a simple manner like a pleasant - hello, a friendly smile and a sincere desire to have the guest like your institution. Good moral is its basic ingredient for it takes a happy, satisfied employee to radiate friendliness.

**6. PROVIDING A COURTEOUS SERVICE**

Essence of hospitality is service that anticipates and meets the guest needs, politeness, promptness and willingness to do the extra thing, characterise the employee who serves the guest well.

**1.6 THE AREAS OF HOUSEKEEPING RESPONSIBILITY :**

Regardless of the size and structure of a housekeeping department, it is typically the responsibility of the hotel's general manager to identify which areas housekeeping will be responsible for cleaning. Most housekeeping departments are responsible for cleaning the following areas:

- Guestrooms
- Corridors
- Public areas, such as the lobby and public restrooms
- Pool and patio areas
- Management offices
- Storage areas
- linen and sewing rooms
- Laundry room
- Back-of-the-house areas, such as employee locker rooms

Housekeeping departments of hotels offering mid-range and world-class service are generally responsible for additional areas, such as :

- Meeting rooms
- Dining rooms
- Banquet rooms
- Convention exhibit halls
- Hotel-operated shops
- Game rooms
- Exercise rooms

Housekeeping's cleaning responsibilities in the food and beverage areas vary from property to property. In most hotels, housekeeping has very limited responsibilities in relation to cleaning food preparation, production, and storage areas. The special cleaning and sanitation tasks required for maintaining these areas are usually carried out by kitchen staff under the supervision of the chief steward. In some properties, the dining room staff cleans service areas after breakfast and lunch periods; housekeeping's night cleaning crew does the in-depth cleaning after dinner service or early in the morning before the dining room opens for business. The executive housekeeper and the dining room managers must work closely together to ensure that quality standards are maintained in the guest service and server station areas.

The same cooperation is necessary between housekeeping and banquet or convention services. The banquet or convention staff generally sets up banquet and meeting rooms and is responsible for some cleaning after the rooms are used. The final in-depth cleaning is left to the housekeeping crew. This means that the final responsibility for the cleanliness and overall appearance of these areas falls squarely on the shoulders of the housekeeping staff.

The general manager typically designates which areas housekeeping will be responsible for cleaning. However, if areas of responsibility cross department lines, the managers of those departments must get together and settle among themselves any disputes about cleaning responsibilities. The agreement among the managers is then reported to the general manager for his or her approval. A good housekeeping manager can effectively solve problems with other

managers, thereby relieving the general manager of day-to-day, operational problems.

It is a good idea for the executive housekeeper to obtain a floor plan of the hotel and color in those areas for which housekeeping is responsible. Different colors can be used to designate those areas for which other department managers are responsible. To ensure that all areas of the property have been covered - and to avoid future misunderstandings about responsibilities-copies of this color-coded floor plan should be distributed to the general manager and to all department managers.

This way, everyone can see at a glance who is responsible for cleaning each area in the hotel. The color-coded floor plan also presents a clear and impressive picture of the housekeeping department's role in cleaning and maintaining the hotel.

Once housekeeping's areas of responsibility have been identified, planning focuses on analyzing the work required for cleaning and maintaining each area.

### **Self Assessment Questions :**

1. Explain Role and Importance of housekeeping Department
2. Describe the responsibilities of areas of housekeeping
3. Explain the Aims and Objectives of Housekeeping department

### **Further Readings**

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

\* \* \* \* \*

## LESSON - 2

### ORGANIZATION OF HOUSEKEEPING DEPARTMENT

#### Objectives :

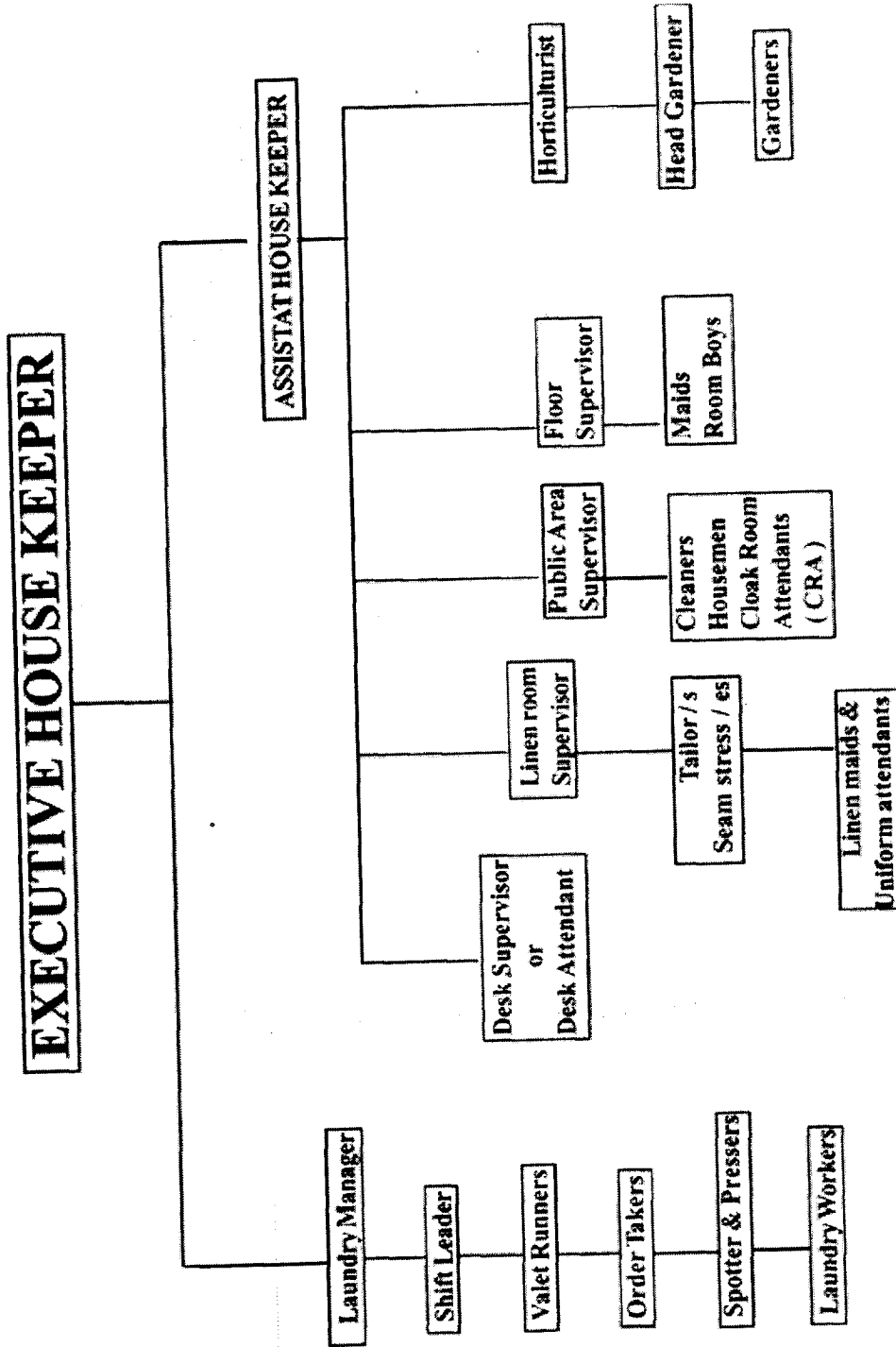
After Studying this lesson, you should be able to :

- \* The Organization chart of housekeeping department
- \* Duties and responsibilities

#### Structure :

- 2.1 Organization of house keeping department of 5 star hotel
- 2.2 Duties and Responsibilities of a housekeeping staff
  - 2.2.1 Executive House Keeper
  - 2.2.2 Deputy Housekeeper
  - 2.2.3 Floor Supervisor
  - 2.2.4 Public Area supervisor
  - 2.2.5 Desk Supervisor
  - 2.2.6 Linen Room Supervisor
  - 2.2.7 Laundry supervisor
  - 2.2.8 RoomAttendant

**2.1 ORGANISATION OF HOUSE KEEPING DEPARTMENT OF 5 STAR HOTEL**



## **2.2 DUTIES & RESPONSIBILITIES OF A HOUSE KEEPING STAFF**

### **2.2.1 EXECUTIVE HOUSE KEEPER :**

He is the most senior person in the House Keeping Department and is in charge of the department. He (or) she must report to the General Manager of the Hotel. His position calls for a lively interest in catering and a strong desire to be successful. Initiative and organising ability, supported by sound technical knowledge and experience and essential to success. He must have an eye for detail and be fastidious about cleanliness. His work is more on the administrative side but it will vary with the size of the hotel. In large hotels his work being more on the management level, the contact with the lower staff is at a minimum. In smaller hotels his duties will include checking and supervising.

### **DUTIES OF E.H.K**

1. Planning, Organizing and Co-ordinating the work of his staff.
2. He must interview, recruit new staff and guide them in to the dsproper training programmes. Periodic reports on the training must be colleted from the staff concerned.
3. He must assign and schedule the department personnel, spot checking must be done as it helps to maintain discipline and required standard of work among the staff. It also enables staff to meet and discuss with the head House Keeper, thus improving management employee relations he could thus check the quality of work perform and make appropriate corrections and changes are necessary.
4. He must supervise the spreparation of repsorts as required.
5. In small hotels he may be given floors to supervise. In large hotels he is expected to take around on the floors and spot checking the rooms.
6. Since he forms the link between the management and the employee he is able to carry any long standing grievances or request of the staff or guest directly to the management.
7. He is expected to pay a courtesy call on permanent house guests, regular guest, V.I.P.'s and ailing guests, as a part of the hospitality treatment.
8. He must maintain stock records of room and linen and periodic stock taking is carried out in his presence.
9. Rooms are taken off for spring cleaning etc., on his authorisation.
10. Buying of furniture, furnishings, fittings and linen, choosing colour schemes for rooms and decor of rooms and public areas is decided by the Executive HouseKeeper in consultation with the management and any expert that may be called in for the purpose.
11. He gives requisitions for uniforms, supplies, equipment and material needed by the department.

12. Records of contract work, inspection, approval and payment of work done in his department.
13. Supervise the preparation of maintenance requisition and maintain a follow up file to ensure that all guest rooms and public areas also not deteriorate from the establishment standards.
14. He supervises the keeping of inventories and records of equipment, redecoration and any other relevant details of the departments.
15. He supervises revised work schedules.

**RESPONSIBILITIES :**

- He is responsible for the cleanliness and attractive appearance of all rooms and public areas in hotel.
- He is responsible for all personal performing House Keeping operations. They must carry out their assignment in accordance with established standards.
- He is also responsible for all hotel House Keeping problems, supplies, linen, equipment, work orders to Chief Engineer and other duties as assigned or required.

**QUALIFICATIONS :**

- Degree or Diploma in Hotel Management.
- 3 years of House Keeping Experience and 2 Years experience of Assistant House Keeper knowledge required, thorough knowledge of House Keeping techniques.

**2.2.2 ASSISTANT HOUSEKEEPER / DEPUTY HOUSEKEEPER**

He comes next in seniority to the Executive House Keeper, therefore the actual task of running the department falls on him.

**DUTIES :**

1. To take over on the Executive House Keeper's day or time off.
2. To see to the allocation of work to the staff of his department. He draws up the duty rosters for the floor and public area supervisors and schedule the staff on the floors in the case of absentism.
3. He is required to supervise over the maintenance of stock registers of the rooms with details as to the type of decor, room rate, stock of fixtures and furniture and the date of which to be done under his supervision.



4. In some hotels he may have to make flower arrangements in the public areas.
5. In smaller hotels he is required to check on arrival and departure notification slips, issue pass keys to room attendants and give relevant information for servicing rooms. He is also required to check a certain no. of rooms after they have been serviced by room attendants.
6. The lost and found department will come directly under his control.
7. He will have to supervise the checking of some rooms especially V.I.P. rooms and before they are given back in order.
8. At times he may have to meet major guest requests and guest complaints.

#### **RESPONSIBILITIES :**

1. He is responsible for the cleanliness of the rooms and public areas.
2. He is also responsible for the orderly behaviour of the staff under his control.
3. Linen room may also come under his responsibility.

#### **QUALIFICATION :**

1. He should hold a Diploma in Hotel Management.
2. He must have minimum of 5 years experience in a reputed hotel.

#### **2.2.3 FLOOR SUPERVISOR :**

He comes next in seniority to the Assistant House Keeper duties include :-

- a. He must obtain the occupancy report at the beginning of each shift of his floor and give its particulars to the room attendants so that they can carry out their work.
- b. Allocation and scheduling of staff on his floor.
- c. Issue out the pass keys to the room attendants so that they can carry out their work.
- d. Check the trolleys used by the room attendants.
- e. Issue complimentary items and linen to the room attendants from the floor cupboard.
- f. Checking of the rooms and corridors after they are cleaned by the room attendants according to the checklist. A special check must be done on V.I.P. rooms.
- g. Releasing the clean rooms to the reception.
- h. Check the floor cupboards to see that the par stock of linen and supplies are maintained.

- i. Maintain a record of each room regarding spring cleaning, any major cleaning, date of manual cleaning. He must take an account of entry of any replacements, new furniture, fixtures and fittings.
- j. Making of flower arrangements in the V.I.P. rooms.
- k. Periodical stock taking must be done by him for all linen on his floor. He must supervise the issuing of dirty linen to laundry and receiving of clean linen.
- l. He must make a record of all maintenance work carried out on his floor.
- m. He must prepare the room occupancy report from his floor and send it to House Keeping Department, as and when required so that the House Keeper's occupancy report can be made in the House Keeping Department and send to reception from time to time.

#### **RESPONSIBILITY :**

- a. He is responsible for the cleanliness of rooms & corridors in the floor.
- b. For the orderly behaviour and heat active of the staff working on his floor.
- c. For the stock of linen and other items on the floor.

#### **QUALIFICATIONS :**

- a. Diploma in hotel management or craft course in House Keeping.
- b. Working experience in a reputed hotel (or) at least 3 years experience as a room attendant.
- c. A knowledge of foreign languages preferred.

#### **2.2.4 PUBLIC AREA SUPERVISOR**

A floor supervisor will be given the duty of a public area supervisor from time to time, therefore he is on the same grade as a floor supervisor. In some hotels he may be on a higher grade than a floor supervisor.

#### **DUTIES :**

- a. He must supervise the cleaning of the lobby areas which would include lobby flooring carpets, walls corridors, lights, furniture, fitting accessories.
- b. Supervise the cleaning of all food & beverage outlets like: Restaurants, Banquet halls, Ball Rooms, Coffee shop.
- c. Supervise the cleaning of all public area toilets, shopping arcade, offices, lifts, staircases, plant holders, ashtrays, glass frames.
- d. All flower arrangements in the public areas may be done by him.

- e. A public area supervisor in Night Shift will have to get thorough cleaning of all flooring every night.

**RESPONSIBILITY :**

Responsible for the cleanliness and maintenance of all the public areas in the hotels.

**QUALIFICATIONS:**

- a. Diploma in Hotel Management (or) Craft Course in House Keeping.
- b. Working experience in a reputed hotel as room attendant for 3 years.
- c. A knowledge of foreign languages preferred.

**2.2.5 DESK SUPERVISOR**

All communication between the House Keeping Department and the Guest and between the House Keeping Department and either departments in the Hotel is through the Desk Supervisor. A Floor Supervisor can be assigned the duty of a Desk Supervisor from time to time.

**DUTIES :**

- a. Taking down any guest request and complaint for maintenance disorders and conveying the message to the respective floors, so that the request can be attended too.
- b. Collecting the list of departure rooms from F / O from time to time and conveying it to the respective floors for quick servicing and releasing of rooms.
- c. Conveying messages from the floors to the F /O regarding cleared rooms, under repair rooms etc.,
- d. Conveying messages to the maintenance department for repairs.

**RESPONSIBILITY :**

He is responsible for conveying all messages properly and in time making a note of them in their respective blocks

**QUALIFICATION :**

- a. Diploma in Hotel Management or Craft Course in House Keeping.
- b. Working experience in a reputed hotel for 3 years as room attendant.
- c. Acknowledge of foreign languages preferred.

**2.2.6 LINEN ROOM SUPERVISOR / LINEN KEEPER DUTIES**

- a. To maintain the various slips and records accepted and issued by the Linen room staff.
- b. Maintaining an up-to-date stock register of Linen items and taking stock at periodic intervals.
- c. Checking on the work standard of the maids, supervising their work and checking on the grooming. Checking that the Linen room is always maintained clean and neat.
- d. Meet with any requests or complaints from the personnel from the floors, departments and laundry.
- e. Where the laundry charge sheets are sent regularly to the Accounts Department as their payment is only on her authorisation.
- f. Checking on the standard of clean Linen brought in from the laundry and taking necessary action if laundrying is poor.
- g. Issuing clean serviceable linen to the floors & departments.
- h. He is responsible for the orderly behaviour of his staff.
- i. He is responsible for equipments in the linen room.

**QUALIFICATIONS :**

- a. Diploma in Hotel Management or a Degree or Diploma in a course in Textiles.
- b. Working experience in the linen room of a Hotel, Hospital or Institution.

**2.2.7 LAUNDRY SUPERVISOR**

A hotel may have a laundry operating on the premises or they may give their linen to an outside laundry on contract basis. Therefore the seniority of the laundry supervisor will vary in both these cases. When a laundry is operating on the premises then the Laundry Supervisor is a very senior staff in the department and reports to the laundry-in-charge is an executive and will directly report to the Executive House Keeper.

In such a case the duties and responsibility of the laundry Supervisor are as follows-

**DUTIES :**

1. He must supervise on the amount of dirty linen coming in from the linen room and the amount of clean linen issued to them.
2. He must supervise on the right sorting of the duty linen so that stain removal on timely mending of linen is done before it is sent for washing. Also coloured linen must be separated from white linen and guest laundry separated from white linen and guest laundry separated from Hotel laundry.
3. He must give a requisition for stock of cleaning agents required for washing, stain removal and see that a par stock of supplies required are always maintained.
4. He must supervise that all the laundry equipmentism sound working condition and maintenance is done from time to time.
5. He must supervise on the quality of the linen that is laundered and take the necessary action when the laundering is not up to the standard.
6. He must see that the charge sheets for the guest laundry are sent to the Feild Officer regularly so that they can be credited to the guest's account.

**RESPONSIBILITY :**

- a. He is responsible for the laundering of all the hotel and guest linen.
- b. He is responsible for the equipment supplies and linen in the laundry.
- c. He is responsible for the efficient working of staff in his department.

When the hotel has taken an outside laundry on contract basis then the dcuties and responsibilities of the laundry supervisor will be much less.

**QUALIFICATIONS :**

- Working experience in an established laundry.

**2.2.8 ROOM ATTENDANT****BASIC FUNCTIONS:**

Performs basic routine duties by cleaning guest bed rooms under supervision of supervisor.

**DUTIES & RESPONSIBILITIES :**

- a. Enters and prepares room for cleaning
- b. Makes the bed.

- c. Dusts the room & furniture.
- d. Replenishes guest room & bath supplies.
- e. Cleans the bath room.
- f. cleans the closet.
- g. Vaccums the carpet / rakes the carpet.
- h. Checks & secures the rooms.

**REPORTS TO :**

Inspector, Assistant Manager.

**Self Assesment Questions :**

1. Draw the Organization chart of Housekeeping department
2. Explain the duties and responsibilities of executive housekeeper
3. Explain the duties and responsibilities of floor supervisor
4. Explain the duties of Room Attendant

**Further Readings**

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

\* \* \* \* \*

**LESSON - 3****CLASSIFICATION OF HOTELS AND GUEST ROOMS****3.0 Objectives :**

After Studying this lesson, you should be able to :

- \* Types of hotels
- \* Types of Rooms
- \* Types of Beds

**Structure :**

- 3.1 Types of Hotels**
  - 3.1.1 Economy Hotels**
  - 3.1.2 Mid Market Hotels**
  - 3.1.3 Luxury Hotels**
- 3.2 Types of Rooms**
- 3.3 Types of Beds**

**3.1 TYPES OF HOTELS**

Classifying hotels is not an easy task. Many hotels do not fit in to any single category classified. Some of the characteristics used to classify hotels are location, the type of guests, the kind of ownership structure (or) Brand affiliation ( Franchise ), the size, service provided, and facilities available and the most important thing the safety and security of Guest. In the point of view of House keeping, the work load depends on the size, service level business of a property ( or ) Hotel.

The work performed by House keeping department rely on size of the property. The size of property includes the number of the guest rooms, banquet halls, Banquet rooms, public areas, F & B outlets & back of the House.

Indicators of service level includes the kinds interiors, exteriors & facilities provided by property.

Hotgels can be classified in terms of three basic service level categories :-

1. Economy Hotels
2. Mid Market Hotels
3. Luxury Hotels

### **3.1.1. ECONOMY HOTELS :**

Economy hotels are a growing segment of the lodging industry. Economy hotels focus on meeting guest needs by providing cleanliners, maximum confort and in expensive room tarriffs. Economy hotels appeal primarily to budget - minded travelers who want room will all amenities required for a comfortable stay. The types of guests attracted to economy hotels include families with children, bus tour groups, business travelers & vacationers.

The size of the typical economy property has increased from the 40 - to - 50 room hotel of the 1960s. Some economy hotels now have as many as 600 guest rooms; however managerial considerations keep most properties between 50 and 150 guest rooms. The staff of small economy hotels generally consists of a property manager, several room attendants, front desk agents, and some times a maintenance person. Low design, construction and operating expenses are part of the reason economy hotels can be sprofitable. They incorporate simple interiors & exteriors.

In comparison to the early 1970s when the only amenity offered may have been colour T.V. with cable (or) satellite reception, swimming pools, limited food & beverage service, small board rooms, conferance halls & other special features. Also, economy properties do not usually offer room service, uniformed service, banquet rooms, health clubs, in house laundry or any of the more elaborate services and facilities found at mid-market and luxury properties.

### **3.1.2 MID-MARKET HOTELS :**

Hotel offering mid-market service probably appeal to the largest segment of the travelling public. Mid-market service is modest but sufficient and the staffing level is moderate but not huge. Guests likely to stay at a mid-market hotel are business travellers on expense accounts, tourists or families taking advantage special children's rates.



Meeting facilities of the mid-market service hotel are usually adequate for conferences, training meetings and small conventions.

The typical hotel offering mid-market service is medium sized (between 150 and 300 rooms). These hotels generally offer uniformed service, airport limousine service and full food & beverage facilities. The property may have a specialty restaurant, coffee shop and lounge that all cater to local residents as well as to hotel guests. The management staff of a mid-market property usually consists of a general manager and several department managers. The executive housekeeper is the whole and soul of the Housekeeping department.

The fast-growing segment of the mid-market category is the suite hotel. Typical hotel accommodations feature one room, an adjacent bath room, a king-size bed ( or ) two double beds, a desk, dresser, modular unit and one (or ) two chairs. A suite unit on the other hand, offers a small living room (or) parlor area with a grouping of appropriate furniture ( often including a sofa bed ) and a small bedroom with a king-size bed. Suite hotels provide temporary living quarters for people who are relocating, serve as "homes away from home", for frequent travelers (or) appeal families interested in non-standard hotel accommodations. Therefore, housekeeping labor expenses may be higher for suite hotels than for other properties in the mid-market service category.

### 3.1.3 LUXURY HOTELS :

Luxury hotels offer world class service providing up-scale restaurants and lounges, exquisite decor, concierge service, opulent meeting and private dining facilities, and health club and spa and recreation centre. Primary markets for hotels offering these services are top business executives, entertainment celebrities, high ranking political figures and other wealthy people. The Housekeeping staff is generally responsible for dispensing oversized bath towels with hotel Logo, bars of scented soap, special shampoos, moisturisers, conditioners and lime shower gel, shower caps and other guest room and bath room amenities. Bath linens are typically replaced twice daily and a nightly "Turndown service" is usually provided. In addition, these guestrooms contain furnishings, decor, and art work that is more expensive than guest rooms in the mid-market-service category.

The rooms provided on the "executive floor" are normally very large and deluxe hotels will typically upgrade the furnishings and decor of these guest rooms and provide additional guest service and amenities. The room (or) suite may be stocked daily with freshly cut flowers and fresh fruits. Bath amenities are generally similar to those provided by luxury hotels.

### 3.2 TYPES OF ROOMS

#### 1. EFFICIENCY ROOM:

The room which has some sort of kitchen facility is known as efficiency room, usually found in mesomts.

#### 2. HOSPITALITY ROOM :

A room used by the guest to entertain his own guest usually a day use room.

#### 3. CABANA :

Rooms which are situated near the swimming pool which has changing facility.

#### 4. DUPLEX :

A set of rooms not on the same level connected by internal stairways. Generally the living room are parlour is at the lower level and the bedroom is above.

#### 5. HOLLYWOODTWIN BEDED ROOM :

The room which has two identical twin beds separated by each other but have a common head board.

#### 6. PARLOUR :

A sitting or living room which is not used as a bed room

#### 7. STUDIO :

A parlour set up with one or two studio beds which are be converted in to beds.

#### 8. PENT HOUSE :

A set up room situated on the terrace label a part of which may or may not be open to the sky.

#### 9. ADJOINING ROOM :

Room with a common wall but no connecteding door in between.

#### 10. ADJACENT ROOM :

Rooms close to each other, perhaps across a hall or room.

#### 11. INTER CONNECTING ROOM :

Rooms with individual entrance door from outside and a connecting door in between

#### 12. LANAI :

It is hawsain term for coridor or varanda over looking a garden or water body.

#### 13. DOUBLE DOUBLE ROOM :

A room which double bed may be occupied by one or more guests. People also called twin bouble.

**14. HANDICAPPED ROOM:**

A room with special features design for handicapped guest.

**15. KING ROOM / KING SIZE ROOM:**

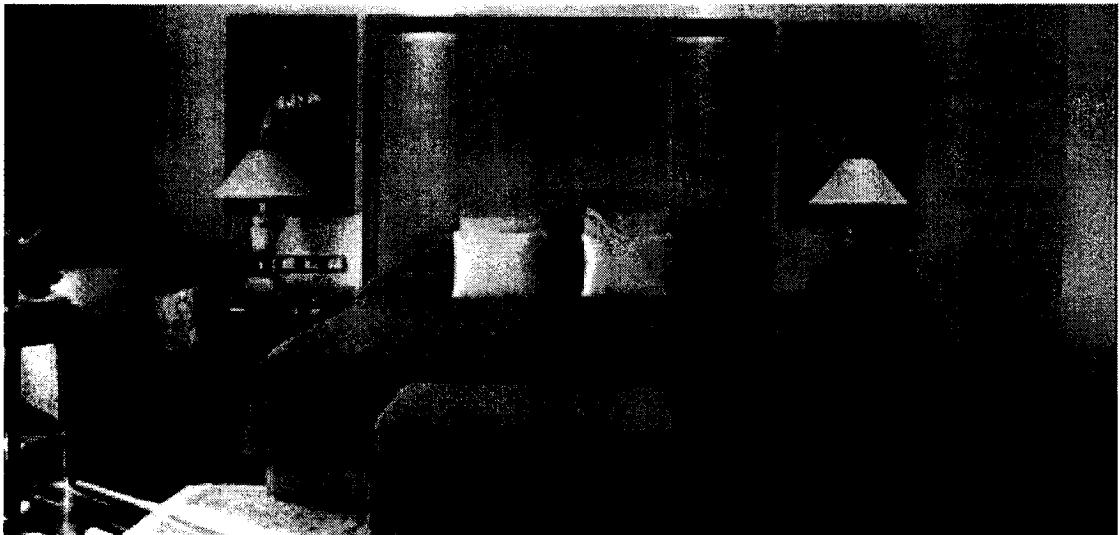
A room with a King sized bed may be occupied by one or more people.

**16. QUAD :**

A room assign four people may have two or more beds.

**17. TRIPPLE ROOM :**

A room assign to three people may have two or more beds.



### 3.3 TYPES OF BEDS

Request can also be received for extra bed, which are of two main types is zed beds and sofa beds but as followed away beds are also a type of extra bed they will be considered too.

- I. Zed bed : Zed bed has a base of strach streepes, which can be followed up into a narrow rectangular shape an enclosing thin they can be easily move and stored
- II. Extra bed : Which remain in the room without taking up space, may be stored away under beds or may be put against. A well given the impression of cupboard.
- III. Sofa Beds : Sofa beds provide extra sitting by day and bed by night. A wooden slatted base combine with an interior spring mattress in the most. As a user rash ash to say after prolonged used wooden slants can be replaced if they break. A fitted sheet may remain in the mattress bust blankets and pillows have to be stored is a cupboard.
- IV. Fold away beds : When rooms are let more than on in 24 hours for by day and as a bedroom at night are neat in fold heavy or time cosuming in conventing the room one purpose to another.

#### Self Assesment Questions :

1. Explain the classification of hotels
2. Explain the Different types of guest rooms
3. Describe the types of beds

#### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

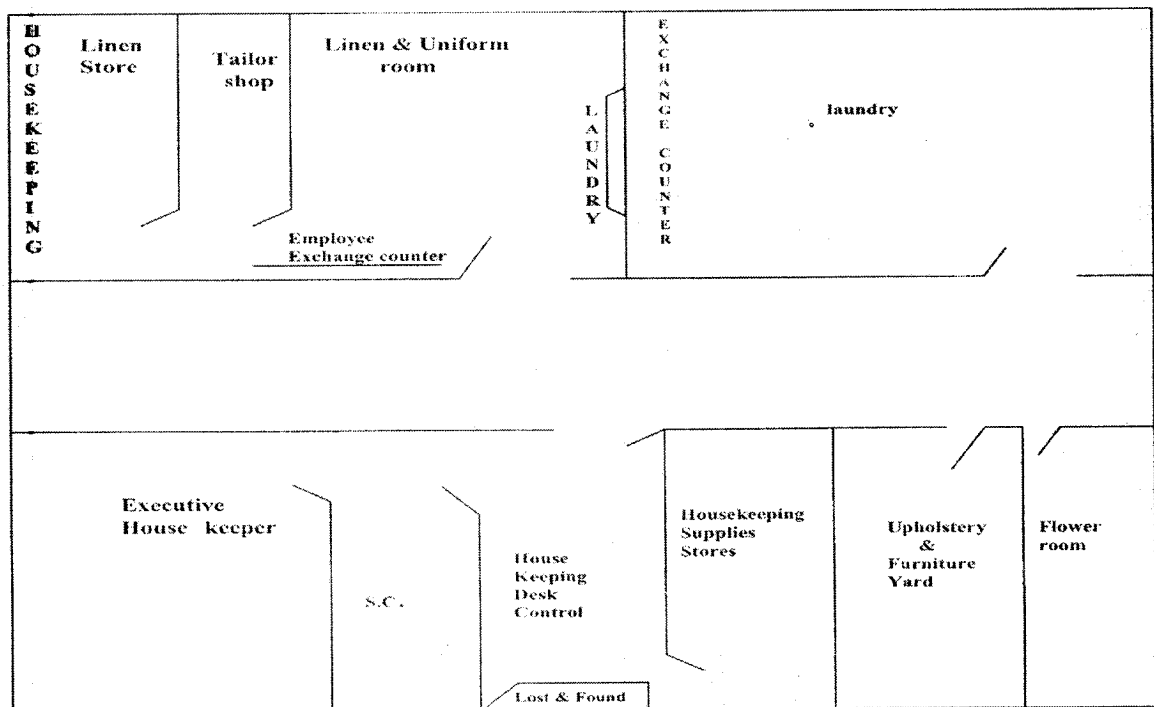
**LESSON - 4****LAY OUT OF ESSENTIAL FEATURES****4.0 Objectives :**

After Studying this lesson, you should be able to :

- \* Lay out of Housekeeping Department
- \* How to Deal with Under Repair Rooms

**Structure :**

- 4.1 Lay out of housekeeping Department
- 4.2 Under Repair room

**4.1 LAYOUT OF THE HOUSEKEEPING DEPARTMENT**

There is no ideal or universal model for the layout of a Housekeeping Department. The layout differs from hotel to hotel and is dependent upon its size and physical space limitation. However, if the housekeeper is involved in the facility planning stage, she has to estimate the amount of linen required as also the types and

sizes of table clothes to cater to a variety of tables. She must also determine whether the management intends to contract out horticulture, tailoring, maintenance, upholstery, etc, to include or preclude space for such activities. It is important not to ask for space more than is actually required because space is limited and entails cost. It is necessary to estimate carefully the traffic flows and size of equipment, trolleys, etc., that need to be moved around so that there is no cluttering and congestion. As a rule of thumb, the following spaces would have to be provided for the essential activities of the department.

#### **HOUSEKEEPERS OFFICE :**

This is the main administration centre for the department. It must be an independent cabin to provide the Housekeeper with silence to plan out her work. It will also provide her the privacy to counsel her staff or hold departmental meetings. It should preferably be a glass panelled office so as to give her a view of what is happening outside her office. The office should be preceded by a cabin for the secretary who would control movement into the Housekeeper's Office.

#### **DESK CONTROL ROOM :**

This is the main communication centre of housekeeping. It is from here that all information is sent out and received concerning the department. It is the nerve centre for co-ordination with the front office, banquets, maintenance etc., The Desk Control Room should have a desk and a chair with preferably more than one telephone with two extensions. It should have a large notice board to pin up staff schedules, day-to-day instructions, etc., The Desk Control Room is the point where all staff report for duty and check out at the duty end. It would normally adjoin the Housekeeper's Office.

#### **LINEN ROOM :**

This is the room where current linen is stored for issue and receipt. The room should be large, airy and free from heat and humidity. It should have adequate shelves, easily accessible to stack all linen. It should be secure and offer no possibilities of pilferage. (Linen is expensive and the linen room stores linen worth several thousand of rupees). The linen room should have a counter across which the exchange of linen takes place. The room should preferably be adjoining the laundry (if the hotel has one so that the supply of linen to and from laundry is quick and smooth. Only authorised personnel working in the linen room should be permitted to enter it.

**LINEN UNIFORM STORE :**

This room stores the stocks of new linen cloth materials for uniforms, etc., The stock maintained should be enough to replenish the whole hotel once over. However, these stocks are only touched when the current linen in circulation falls short due to damage or loss. The room should be cool and dry. It should be provided with shelves and racks to store all linen and uniforms. Larger hotels may have enough space for an independent Uniform Store in addition to a Linen Store.

**UNIFORM ROOM :**

This room stocks the uniforms in current use. It is possible that smaller hotels may choose to combine the Uniform Room with the Linen Room. A separate Uniform room really depends on the volume of uniforms in circulation. The only difference would be that the uniform room would have adequate hanging facilities as many uniforms are best maintained when hung.

**TAILORS ROOM :**

This room is kept for house tailors who attend to the stitching and mending work of linen and uniforms. If the house policy is to contract out all tailoring and mending work, the tailors room could be avoided.

**LOST AND FOUND SECTION:**

This should be a small space away from the thoroughfare, secure, cool and dry with a cupboard to store all guest articles that are lost and may be claimed later.

**4.2 UNDER REPAIR ROOM :**

The management may stipulate a preventive maintenance cycle for all rooms or a room may be taken over by the Maintenance Department for a major maintenance job like painting or masonry work. In such cases there is a procedure to be followed:

1. Inform the Housekeeping Desk and/or Front Office that the room has been taken for repair and should not be sold.
2. Call the tailor and have the curtains removed and sent to the linen room.
3. Send lamp shades, bed covers, skirtings, linen, guest supplies, etc., to the floor pantry or linen room.

4. Cover the telephone with polythene or disconnect it.
5. Seal taps of sinks and water closet.
6. Disconnect the radio / music system and cover them with polythene bags if not portable. Otherwise remove to the floor pantry or music room.
7. Furniture that has upholstery is sent to the upholstery yard for shampooing or mending. Otherwise furniture is sent to the floor linen room and covered with discarded linen.
8. All carpets are rolled up by Housemen and sent for shampooing.
9. Potted plants are given back to the nursery.
10. All drawers should be removed and stored.

Note : All articles should be labelled so as to indicate which room they have been withdrawn from.

#### Self Assesment Questions :

1. Explain the layout of housekeeping department
2. Describe the rooms and repair

#### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
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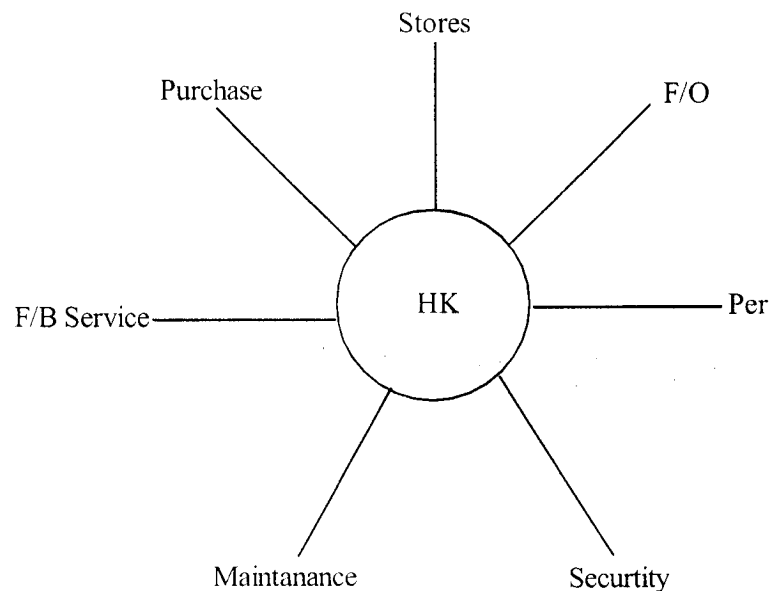
**LESSON - 5****CO-ORDINATION OF HOUSEKEEPING WITH OTHER DEPARTMENTS****5.0 Objectives :**

After Studying this lesson, you should be able to :

- \* Co-Ordination with other Departments
- \* Duty Rota
- \* Registers Maintained by housekeeping Department

**Structure :**

- 5.1 Relationship of housekeeping with guests and other Departments
- 5.2 Duty Rota
- 5.3 Registers Maintained by Housekeeping Department

**5.1 The Relationship of House keeping with guests and other Departments :**

The figure portrays clearly the departments that Housekeeping co-ordinates with to ensure proper servicing housekeeping function itself.

**Front Office :**

Co-Ordination with the front office is one of the critical features of housekeeping operations. As soon as there are guest departures the Front Office rings the Housekeeping Desk and reports the room numbers of rooms vacated so that Housekeeping can take them over to clean and prepare for sale. Once a room is clean, the Housekeeping Floor Supervisor rings the Front Office directly or through the Housekeeping Desk and hands over the room to front office for sale. Rooms received by Housekeeping for cleaning are called "departure room" while cleaned rooms handed to the Front office for sale are called "clear rooms." The Precision with which the above duty is done enables the Front Office to have rooms to sell to a waiting customer. This is especially critical in hotels with high occupancies.

**Personal :**

Housekeeping co-ordinates with the Personnel Department for the recruitment of house keeping co-ordinates with the Personnel Department for the recruitment of housekeeping staff, salary administration, discipline, grievance procedures, identity cards for staff, induction, locker facilities, transfers, promotions and exit formalities.

**Purchase :**

The purchase Department procures out-of-stock items from Housekeeping such as guest supplies kept in rooms, stationery, linen of various types, detergents, etc.,

**Engineering :**

One of the most important functions of Housekeeping is the maintenance aspect of the hotel for the purpose of keeping furniture, fixtures and facilities in working order, contemporary and safe for guests. Hence a close co-ordination is necessary with Engineering which actually carries out for the task of fixing out-of-order furniture and fixtures. As Housekeeping personnel are constantly spread throughout the entire hotel, checking on various things, they originate maintenance orders for the Engineering Department to attend to. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guest rooms or public bathrooms, air-conditioning not working, broken fixtures, etc., To be able to 'clear' a room for sale to the Front Office it is necessary that all malfunctioning items in a guest room are attended to promptly by Engineering. Hence close co-ordination/co-operation is necessary. Housekeeping would also hand over rooms to Engineering for major repairs or renovation.

**Laundry :**

This is department that can either enhance or mar the quality of housekeeping services. The responsibility of laundry to housekeeping is two-fold.

- a) To wash and dryclean linen and staff uniforms to a very high standard of cleanliness.
- b) To supply clean uniforms and linen to Housekeeping on time.

Housekeeping has to ensure that clean linen is issued to guest rooms, restaurants., health clubs, etc., as this directly reflects the quality and image of the establishment. If these are not received on time from the laundry, rooms would not be ready or restaurants would not open, etc.,

The co-ordination becomes critical in view of the large volume of linen and uniforms that is involved

**Food and Beverage :**

The restaurants and banquet constantly require clean table clothes, napkins, etc., Their staff, as well as those in the kitchen, require clean uniforms -the former because they are in guest contact and the latter due to strict standards of hygiene required in kitchens by most governments.

**Security :**

The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling, smuggling, etc., Housekeeping has to be alert to these goings-on, and the Security Department's intervention if necessary.

**5.2. DUTY ROTA :**

In order to enable the right member of staff should be on duty all the right time, duty roster is compiled. There should be clearly laid out, showing the hours of duty & days off for each member of staff as well as any other relevant details, such as tea time, lunch time etc. They should be planned to.

i Ensure for allocation of hours & days off. Therefore when compiling a duty roster the housekeeping should consider the following points.

The type of establishment, guest requirements to be rendered, Saturday, regulation.

Eg: Minimum hour spread over meal breaks, day off spilt duties, minimum hour, spread over are avoided when ever possible. Maximum staff at pick peiod adiquete at other time, the possibe need to moted the mostem, even shore holiday sickness \$ time for training. In these ways the efficient. In these ways the efficient running of the establishment \$ running of the establishment \$welfare of a staff can be kept in mind by the house keeper to make an evenShare of duties the mosted should roted every 5 weeks.

A road in title to be paid over time if she work more than the saturaty menimum no. of hour.

Eg: 10 hrs. a week depending uon the wages pay \$ may be entitled to entra money for spread over i.e when spread overr more than 12 hrs.

### 5.3 Registers Maintained by housekeeping Department

**1. Day Book :** This book is used to indicate the shifts and areas allocated the staff in housekeeping department.

Floor	Section	Name

**2. Telephone lock Register or guest request register :** The various request by the guest that is job orders to maintain, laundry pick up drinking water, etc is noted down.

Room No.	Time	Request	Staffname	Time of Job done
201	9:30	Water	N	9:33

**3. Daily Departure Register :** As and where then departure take place in the hotel, the front office informs the housekeeping desk which is noted down.

Room No.	Department time	Inform to	Ready at	Inform to	Remarks
101	2 PM	H.K-(x)	3 PM	F.O (A)	Under repair
102	4 PM	H.K-(Y)	5 PM	F.O (B)	Ready

4. **Maids Reports / floore report :** The room boy / room maid indicates the status of rooms in a report

Ex - V - VACANT

Occ - occupied

SB-Scanty Baggage,

SL - Sleepout.

Room No.	Pax No. of People	Status	Remak
120	01	Occupied	Scanty Baggage
121	02	Occupied	Extra Bed
123	01	Occupied	Sleep out
124	00	Vacant	
125	03	Occupied	Extra bed

5. **Duty Rota file :** The detail about the room key working in different shifts for a week or month is written. This chart is put on the notice board and later it is filed.

Name	Shift	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
A	Morning	7-4	off	7-4	7-4	7-4	7-4	7-4
B	Evening	1-10	1-10	off	1-10	1-10	1-10	1-10
C	Night	10-7	10-7	10-7	10-7	10-7	10-7	10-7

6. **Job Order / Maintenance sleep :** It is given to Maintenance department for rectification of only job order

Room            Public

No                area

Date - 10-10-05

Time - 02 : 15

Please do the following

- a) Change the burnt out bulb in bobby
- b) 105 W.C flesh 000 - out of order (000)
- c) 508 A/c. leaning

7. **Job - order file** : Allbough the maintance sleep are file in a file is known as job order
8. **Memo Book** : Engineering Complains not attendent to are locted or listed
9. **Stock register** : This is record of reqrugision and balan cases at the begning and end of each period maybe monthly or priodically.

Item	Purchase Date or Bill no	Quantity	Value per unit	Total Value	Issue data	Sign	Remark
Shampoo	10-10-05	100	25	2,500	3-10-05		80
Soap	11-10-05	200	15	3,000	4-10-05		90

10. **Gate Pass** : An authorisation given by the Executive house keeper for Movement of goods in an out of the primises.
11. **Carpet shampooing Register** :  
Deep Cleaning of campet.  
It has a schedule of campet shampooing \$ also recording schedule following.
12. **Pest controt file** : This is used to store the copy-of dest control done \$also records the days in which special pest control procedures were under taken.
13. **Function sheet file** : The time \$ day functions takes place in the hotel sent by banquets, llist is displaced in the notice board later on it is filed.

Banquet	Time	Noo	Date	Other
Hall - I	7.30 PM	50	3rd Nov	Birthday party
Hall - II	11.30 PM	30	11th	Board meeting

14. **Lost and found file** : All letters relating 10 lost and found article get to be disposed file.

Date	Guest Name	Address	Description

15. **Flower residem** : Records of all daily order of flower received, daily use in the room banquet hall masturant, public area.

Flower order Quantities

16. **Store indend book** : This is used to inded for item required for week or month.

S.No	Items	Quantity	Required	Amount give	Remark

Signature of Ex. House

17. **Projection file** : Occupancy report sent by the front office is displayed on notice board and later finshing
18. **Red Slipregister** : It is record of all room locked for the purpose of spring cleaning/ reduction/ Intensive maintenance.

Date	Room	Taken by	Reson	Information	Pocceed	Date

19. **Baby sitting register** : The house keeping department usually provide bady sitting on guest resquest this service is filled in register and appropriate them.

20. **VIP LIST FILE** : The night receptionist types out the arrival list and the VIP's are listed of house keeping
21. **Key Register** : Every time the floor supervisor or room boy takes the master key from desk Attendant.

### Self Assessment Questions :

1. Describe the Duty Rota of Housekeeping Department
2. Explain the Registers maintain by Housekeeping Department
3. Explain the co-ordination of housekeeping with other departments

### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
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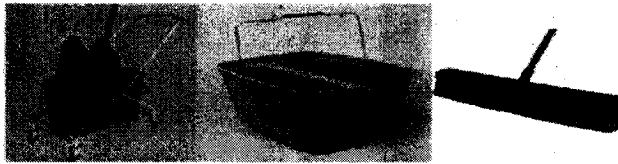
**LESSON - 6****CLEANING EQUIPMENTS****6.0 Objectives :**

After Studying this lesson, you should be able to :

\* Cleaning Equipments used in housekeeping Department

**Structure :**

- 6.1 Cleaning equipments and agents
  - 6.1.1 Manual Equipments
  - 6.1.2 Mechanical Equipment
- 6.2 Choice of Equipment
- 6.3 Care of Equipment

**MANUAL EQUIPMENTS**DOUBLE JUMBO BUCKET  
& METAL TROLLEY

TWIN MOP BUCKET

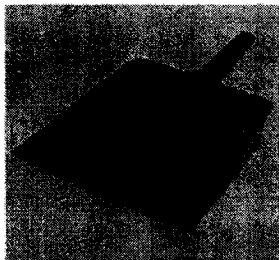
FLOOR BRUSH PLUS SQUEEZE



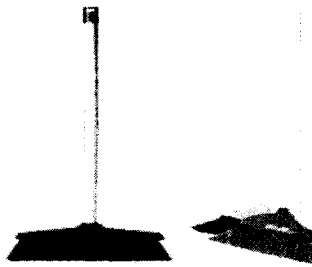
WET MOP



DRY MOP



DUST PAN



BROOMS

## 6.1 Cleaning Equipments and Agents

Only 5 to 10% of the cost of cleaning is spent on cleaning equipment and agents but they play a major role in the cleaning process. The housekeep should endeavour to provides those which make cleaning easier for his / her staff, save time and obtain a satisfactory result.

Cleaning equipment are in two types

- a) Manual equipment
- b) Mechanical equipment

### 6.1.1 Manual equipment:

#### Brushes :

Brooms and trusties may be used for removing dust from a variety of surfaces – floors, walls, upholstery, clothes etc- and may have bristles of animal, vegetable or man – made origin cobwebs may be removed as well as dust from corrices, ceilings and high ledges by the uses of a wall broom the head of which is soft and the long handle made of cane.

Brusties are more frequently used for the removal of dirt. This may be done by hand, using a scrubbing brush floor cloth, detergent and hot water or with a long handled scrubbing brush (deck scrubber) using detergent and hot water; and for the efficient removal of the dirt the soiled water must be picked up with a mop or vacuum drying machine. Deck scrubbers are useful for corners and round equipment where mechanical scrubbing is not possible.

A carpet or box sweeper is used for the removal of surface dust and crumbs from carpets. It consists of a revolving brush between two small dustpans and the brush is motivate by the worker. It is not as efficient as a vaccum cleaner but it is a useful and quiet substitute on occasions.

#### Mops :

Dry mops consists of a head of various shapes and sizes, made from soft twisted cotton yarn or synethetic fibres and attached to a long handle, the synthetic fibres are electrostatic and attract the dust. Some cotton mopheads are impregnated with a dressing which causes dust to adhere to the mop more3 satisfactorily. The large mops are known as mop sweepers, those with two heds have a scissor – like action and are very suitable for large areas.

Wet mops or sponge mops are used for cleaning tightly soiled floors in conjunction with a bucket, hot water and detergent. The mop consists of longer, coarser cotton yarn than a dry mop and a sponge mop is another type of wet mop. Both these mops, unless washed well after use, become unhygienic and as with dry mops if wrung by hand there is a danger of accidents.

Polish applicator mops usually consist of an oblong head attached to a long handle; This may be labeled for the type of polish used and the mop head then is not usually washed but replaced as necessary. Squeegees are used to remove excess water from the floor and smaller ones are used in window cleaning.

### **Cloths :**

Dusters and mitts are used for the collection of dust from hard surfaces and are usually made of soft cotton or short-life material and mitts may be impregnated. Dusting is only an effective method of the removal of dust when the dust is actually collected on the duster. This entails the duster being used in the form of a pad with no loose ends to flick the dust about. Damp dusting may prove effective on some surfaces and is the only method used in hospitals. Dusters should be washed frequently.

Rag may be obtained from the linen room or bought by the sack, it is used for applying polish and when dirty is thrown away.

Wet cloths should be absorbent and of a manageable size so that they can be wrung out by hand. They should be washed and dried after use to prevent them becoming unhygienic. They may be colour coded according to the area or the purpose for which they are to be used.

Swabs may be of mutton cloth or other soft, absorbent material. They are used for wet work above the floor, i.e. washing point baths, wash basins etc. A short life cloth, eg: J cloth, is equally suitable but not so absorbent.

Floor cloths are made of coarser cotton material than swabs, and are used for W.C. pedestals and floors when the use of a kneeling mat is advisable.

Chamois leathers were originally skins of chamois goats, but now they are usually skivers, i.e. split skins of sheep or simulated skins. They are used wet for cleaning windows and mirrors, but they are also used dry as polishing cloths for silver. They should be washed when necessary, and rubbed when dry to soften them. As they are expensive they are only issued as required for special jobs.

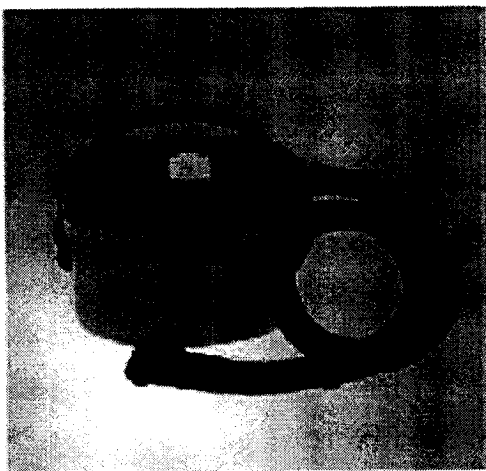
Scrim is a loosely woven lines material which, because of its absorbency and not leaving lint, is often used instead of chamois leather for cleaning windows and mirrors.

Dust sheets are made of thin cotton material, about the size of a single sheet and may be discarded from the linen room. (Eg. Then curtains and bed spreads). They must always be kept clean and sure used for covering furniture, stored articles and during spring cleaning.

Druggests are made of coarse liner, fine canvas or clear plastic and may be in the form of a 'carpet square' or a runner. They are used to protect the floor during bad weather and during redecoration.

Hearth and bucket cloths must be used clean and may be used to protect the carpet or flooring when a fire place is being cleaned or if there is a likelihood of water being splashed when a bucket is being used.

## MACHANICAL EQUIPMENTS



VACUUM CLEANER



UPRIGHT VACUUM CLEANER



WET&DRY VACUUM CLEANER



COLD WATER HIGH PRESSURE CLEANER

**Containers:**

Buckets (pails) are normally made of plastic these days because they are lighter in weight, much quieter in use, and very much easier to clean than galvanized iron ones. Mop buckets on castors with wringer attachments are still usually made of galvanized iron. Twin buckets on a low trolley enable the floor to be rinsed more effectively.

Polish applicator trays are used when applying liquid polish to a floor with a polish applicator mop. They should be clearly marked with the type of polish.

Spray bottles may be used to apply a fine spray of water or cleaning solution as required.

Dustpans are used in conjunction with a bristle for the gathering of dust. Formerly they were of metal but now plastic ones are more usual and in order to be effective, the edge in contact with the floor must be thin and flat.

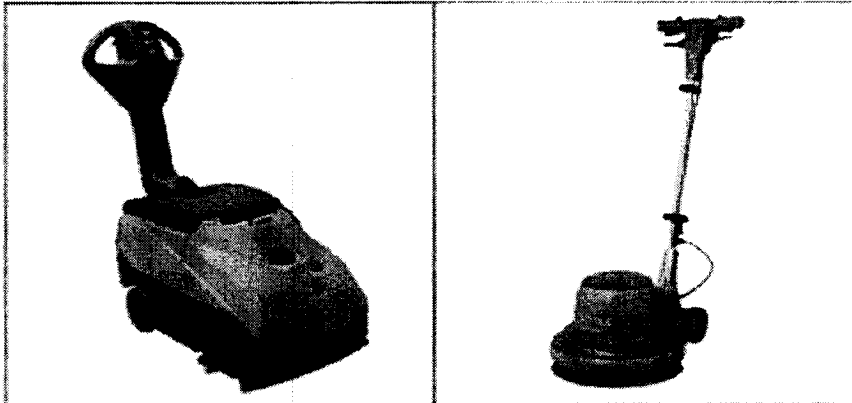
Dust bins are often kept on the back stairs in the maid's service rooms or other convenient places. They used to be made of galvanized iron and were very noisy but now they may be of rubber composition or in the form of refuse sacks, which are of strong disposable paper or plastic and attached to a stand. Bins should be emptied frequently and kept clean and sacks should be removed when full.

Sanibins are small metal or plastic containers with lids, found in toilets for the collection of soiled sanitary towels. The bins must be emptied frequently and kept clean, and for hygienic reasons paper bags are often provided for the wrapping of the soiled towels. In some places, incinerators have been installed to replace sanibins and these burn the soiled towels, leaving just a small amount of ash which has to be removed during cleaning. Alternatively, there may be a container with a germicidal fluid into which the soiled towels are placed. The container are on loan and changed regularly in accordance with the requirement of the establishment.

**6.1.2 Mechanical Equipment :****Vaccum or suction cleaners :**

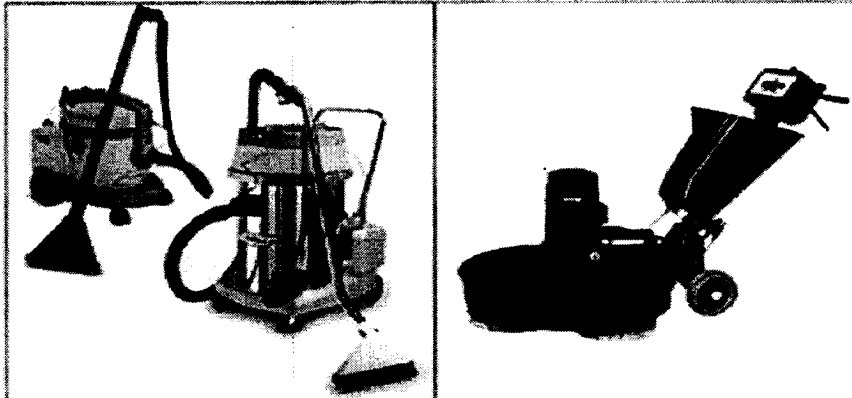
Vaccum cleaners remove dust and other loose particles from hard on soft surfaces by suction and some, in addition have brushes to aid the collection of dust. The dust is collected into a container which may be enclosed within the body of the machine or on the outside in the form of a bag. When the cylindrical and canisters models are in use the hose through which the suction takes place is always attached and the different heads are easily changed, making the vaccum cleaners more adaptable than the upright models which are more suited to large carpeted areas.

Cylindrical vacuum cleaners have no rotating brushes and work by suction only; the term suction cleaner refers to this type of cleaner. A filter / diffuser may be fitted to the outlet which removes fine dust and micro organisms from the flow of air from the outlet.



FLOOR SCRUBBER DRIERS

SINGLE BRUSHES SCRUBBER



CC CARPET CLEANER

HEAVY DUTY FLOOR SCARIFIER  
CUM SCRUBBER



BACK PACK VACUUM CLEANER

Small section cleaners are available for upholstery and carpet edges etc, and these may be carried by hand, eg dustelte, or strapped to the back of the operator. There are large canister –type suction cleaners which may be adapted to collect either dust or water and which are often referred to as wet/ dry pick – ups. Suctions from a floor surface. It is essential that the bag or container into which the dust collects is not allowed to become overfull, or a strain is put on the motor. Damage to the cotton bag should be avoided and it should never be washed or it will allow dust as well as air to pass through it. Fluff and threads should be removed from the brush and wheels. Worn brushes and loose belts should be replaced and wheels may need oiling.

If is possible to have a centralized vaccum cleaning system built into an establishment, where ducts carry dust direct to a basement dust room and the spread of dust and micro – organisms is avoided. There are outlets from the ducts into which the cleaning operators insert a hose, to which they attach as suitable nozzle for the particular job. This system is better when built into a new building, as afterwards it is expensive to install, the storatge of hoses may be a problem and unless lightweight hose is used it is heavy for women to operate, but there are no frayed flexes and no individual machines to go wrong or to be emptied.

#### **Scrubbing / polishing machines :**

Scrubbing machines consist of one large or several small brushes which revolve and scrub the floor the water and detergent are released from a tank attached to the machine. With suitable brushes these machines can be used for shampooing carpets, polishing spray buffing, spray cleaning or polishing floors.

Combined scrubbing / polishing machines are used in many establishments as the machine can than be put to greater use. In some circumstances coloured abrasive nylon pads replace being pads are used for buffing, green pads are used for scrubbing, black pads are used for stripping, the lighter the colour pad used, the less abrasive action occurs. These machines may be with or without suction a mop or vaccum drying machine should follow the use of the scrubbing machine. After use, pads and brushes should be removed and cleaned and never left on the machine.

#### **Hot water extraction machines :**

These are machines with no rotary action carrying a tank of hot water and detergent which are used for deep cleaning carpets. The hot water and detergent are shot in to the carpet with high. Pressure spray nozzles the dirt is flushed to the surface and it and the soiled water are removed by suction into a container on the machine. Solvent extraction may be used for upholstery and curtains.

## 6.2 Choice of equipment :

The housekeeper has a great responsibility when choosing equipment since a poor choice can prove less efficient than desired and more costly than it should be. It is necessary to be able to justify its use in terms of saving time and labour, hence the saving of money, and of its efficiency in obtaining a good result.

In general when choosing cleaning equipment, the following points may be considered.

- Safety factors.
- Ease of operation and cleaning
- Work performance
- Saving of time and labour
- Durability
- Appropriate design, size and weight
- Versatility.
- Manoeuvrability and portability
- Noise
- Maintenance and servicing arrangements
- Reputation of company
- Initial and operating costs.

## 6.3 Care of equipment:

Having selected and bought good equipment it is up to the housekeeper to see that it is properly looked after. This means that training and good supervision are necessary and she should ensure that the staff:

Use it properly

Store it correctly

Are given time to clean it

Realize the importance of reporting fault promptly

Regular servicing is necessary for all electrical equipment. Flex and plug defects and unusual working noises should be reported immediately, and unqualified persons should not try their hands at repairs. Equipment may be coded (labeled or distinguished by different colours) for use in different working areas.

- Durability, Versatility.
- Appropriate design, size and weight



- Manocurrability and protoability, Noise
- Maintenance and servicing arrangements
- Reputation of company
- Initial and operating costs.

**Self Assesment Questions :**

1. Write the list of manual and mechanical cleaning equipments used in the housekeeping department.
2. Explain how to select the equipment.
3. Explain how to handle the equipment.

**Further Readings**

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

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**LESSON - 7****CLEANING AGENTS****7.0 Objectives :**

After Studying this lesson, you should be able to :

\* Cleaning Agents used in housekeeping Department

**Structure :**

- 7.1 Cleaning agents
- 7.2 Choice of cleaing agents
- 7.3 Storage and Replenishment of cleaning agents

**7.1 Cleaning agents**

Dust, Being composed of loose particles, is removed comparatively easily by the use of various pieces of equipment; dirt, however, owing to its adherence to surfaces by means of grease or moisture, requires the use of cleaning agents as well as equipmnet if it is to be removed efficiently, and a knowledge of the different types is important so that deterioration of the surface is prevented.

**Water**

Water 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, for example a detergent, Water is not an effective cleanser. In fact it does not even wet a surface satisfactorily as its surface tension prevents it from spreading. Hardness in water is another consideration to be borne in mind.

**Hardness in water**

This is due to dissolved salts of calcium and magnesium (usually bicarbonates and sulphates). Bicarbonates give rise to temporary hardness because they are removed by heating water above 72°C, when 'scale' or 'fur' results:

Permanent hardness is caused by the sulphates of calcium and magnesium (usually bicarbonates and sulphates). Bicarbonates give rise to temporary hardness because they are removed by heating water softening processes when temporary hardness is also removed.

Hard water may be softened by :

The addition of soda;

Certain 'water softeners' based on sodium sesqui-carbonate, eg Boots Laundry Water Softener;

Sequestering agents, eg sodium hexametaphosphate (eg Calgon) which form a complex salt with the calcium and magnesium ions, thus removing them from the water but forming no precipitate (scale). These are usually expensive as relatively large quantities have to be used to overcome the hardness;

A water-softening unit, eg permutit. The hard water passes through a container filled with resin beads containing sodium ions. The resin has a greater affinity for calcium ions (in the hard water) than for sodium ions so an ion exchange takes place; calcium ions are removed from the water and are replaced by sodium ions, which do not cause hardness in water.

Hardness in water will :

Have an adverse effect on the efficacy of some cleaning agents, eg soap and soap-based washing powders are wasted and form a scum (lime scale) in the water;

Cause premature ageing of fabrics-the fibres degrade more quickly because of the friction produced by the deposits from the hard water, white fabrics tend to lose their whiteness and there can be overmarking of coloureds;

Cause scale and fur to be deposited in boilers, pipes and domestic appliances.

### Detergents

Detergents are cleaning agents which, when used in conjunction with water, can loosen and remove dirt, and then hold it in suspension so that the dirt is not redeposited on the clean surface.

In order that they may do this detergents require three basic properties :

good wetting power to lower the surface tension of the water and enable

the surface of the article to be thoroughly wetted :

good emulsifying power to break up the grease and enable the soiling to be loosened;

Good suspending power to prevent redispersion of the soiling

There are many different detergents available in packets and bottles, each one differing only in the mixture of chemical substances of which detergents may be composed. Detergents may be soapy or soapy or soapless (synthetic); soap was the original detergent but has in many cases been superseded by the synthetic detergents, although tablets of toilet soap still remain.

The basic ingredients of any detergent are surface active agents or surfactants; these are primarily the wetting agents which lower the surface tension of the water and to varying degrees emulsify the grease and suspend the soiling. Each molecule of surfactant has one end which is attracted to water (a hydrophilic or water-loving head) and the other which is repelled by water and attracted by grease.

When a detergent is added to a drop of water, the surfactant molecules arrange themselves so that their hydrophilic heads are into the water and their hydrophobic tails pushed out breaking the bonds between the water molecules and so reducing the surface tension. The drop of water collapses, spreads and wets the article. Hence the importance of the wetting power of the detergent.

As well as lowering surface tension detergents are required to help loosen dirt, particularly greasy dirt. In this case the hydrophobic tails of the surfactant stick into the surface of the grease and the hydrophilic heads into the water. The grease is then lifted away from the article to satisfy the hydrophilic heads, and is emulsified.

The particles of grease and dirt remain suspended in the detergent solution and do not resettle on the clean articles, partly because the hydrophilic heads surrounding the grease and dirt particles are attracted to water and partly because most of the surfactants now carry mild electric charges (ie they ionize) and cause the particles to repel each other.

Surfactants are classified on the basis that when dissolved in water some dissociate into positively and negatively charged particles or ions, while others do not.

An important consideration in choosing surfactants for a detergent base is that they should be biodegradable, that is, they should break down in rivers and sewage works waters.

To formulate a successful detergent other substances are added to the mixture of surfactants, especially in the case of the powdered 'heavy duty' detergents where increased emulsifying and suspending power as well as other properties are required for the washing of soiled fabrics.

Some of the more frequently added substances are :

Alkaline builders, eg soda, borates, silicates and complex phosphates, - increase pH value of solution and so increase emulsifying powers, - may constitute 30% of heavily built powdered detergents which way then have a pH of about 9,

- assist in softening water enabling more of the surfactant to remove dirt, sodium tripolyphosphate is a sequestering agent and forms a complex salt with the calcium and magnesium ions of hard water but forms no precipitate (scum);
- when mixed with surfactants the mixture is synergistic, that is, it has

### Types of surfactants :

#### Anionic

1. Carry negative charge on hydrophobic part of the molecule
2. Have a good wetting power
3. Have limited suspending powers
4. Constitute about 20% of most synthetic detergents
5. include soap and alkyl benzene sulphonate (the most frequently used synthetic surfactant)

#### Cationic

1. Carry positive charge on hydrophobic part of the molecule
2. Conteract anionic surfactants
3. have limited use in detergents
4. used in fabricconditioners giving soft handle which is antistatic and less ready to pick up soiling.
5. most important probably are 'quats' (quaternary ammonium compounds) which have germicidal properties

#### Non-ionic

1. do not ionize in solution
2. have excellent wetting powers
3. have good emulsifying poers
4. do not lather as well as anionic surfactants
5. are suitable for detergents specially formulated to deal with greasy soiling, eg Drive, and for low-foaming detegents
6. have high solubility and constitute aboout 6 to 12% of liquid synthetic detergents but only about 2% of mostt powdered synthetic detergents.
7. most important are plyoxyethylene ethers and esters

Greater efficiency would be expected when considering the efficiency of the individual substances, are not usual in toilet soap and detergents formulated for the washing of woollen and silk articles as the skin and animal fibres are sensitive to alkalis; Sodium silicate prevents corrosion in washing machines and keeps the powder free-flowing;

Sodium carboxymethyl cellulose (effective on cotton) and ethyl hydroxyethyl cellulose (effective on synthetic fibres) are suspending agents and prevent the dirt resettling on the cleaned article'

Sodium perborate and sodium percarbonate are oxidizing bleaches which decompose during the wash to form hydrogen peroxide. They are most effective at temperatures between 85° -100°C, and will remove tea, coffee and fruit juice stains;

Because of this need for high temperatures a new bleaching agent - tetra acetyl ethylene diamine (TAED) -has been developed which works at lower temperatures and is included in New System Persil Automatic. TAED acts as a bleach 'precursor' combining with sodium perborate to produce peroxyacetic acid (peracid), a different kind of bleach which reaches maximum efficiency between 50° -60°C;

Foam or lather stabilisers, eg ethanalamides, ensure lather is maintained and have some detergent properties;

Fluorescers are whitening / brightening agents, which absorb ultra-violet light and re-emit it as visible light. They maintain whiteness of cellulose, eg cotton and linen textiles and enhance whiteness best when fabrics are clean;

Enzymes are complex proteins which break down organic substances, eg blood, egg, gravy, grass, milk and body soils, such as 'rings' on collars and cuffs, soiling on towels etc. They are biological catalysts and work most effectively about 40° -50°C or during prolonged soaks at lower temperatures. They are inactivated above 60°C;

Germicides, perfumes and dyestuffs may be added. Perfumes are added to give a clean, fresh fragrance and only in toilet soap do they give a scent in the normal meaning of the word.

Detergents may, therefore, contain many ingredients and this is particularly true of the heavy duty powdered ones, both soap and synthetic. According to the composition of the mixture, each detergent will have advantages for a particular cleaning job.

In order that the washing process should be carried out efficiently, an ideal detergent should: have good emulsifying powers so that the solution penetrates between the article and the dirt particles; have good suspending powers so that the dirt particles, when removed, are suspended in the solution and redeposited on the article;

- be readily soluble in water;
- be effective in all types of water and produce no scum;
- be effective over a wide range of temperatures;

- be harmless to the article and the skin;
- cleanse reasonably quickly and with minimum agitation;
- be bio-degradable.

### **Types of detergents**

Soap is obtained when fat or oil is treated with an anionic surfactant and :

- is cheap and effective in soft water,
- forms scum in hard water and is difficult to rinse away,
- is not effective in acid solutions,
- apart from toilet soap has been largely superseded by synthetic detergents.

In hotels 22 g and 56 g tablets of toilet soap are usual and these may be wrapped with the name of the hotel printed on the soap or the wrapping, or unwrapped when careful storage is necessary in order that the soap retains its fresh appearance. The tablets are issued for use in the guests' rooms, private bathrooms, and cloakrooms, and pieces left over from the guests' rooms may be transferred to the cloakrooms for general use, or returned to the manufacturer for remaking, when a slight discount is given.

Synthetic (soapless) detergents (see table overleaf) have replaced the use of soap in many cleaning processes because they are not affected by hard water, have good suspending powers, do not dry with smears and most are stable in acidic or alkaline media (soap is not effective in acid solution). It is for these reasons that as long as the water containing the synthetic detergent remains clean, there is no need to rinse hard surfaces such as walls, floors, etc with clear water.

Liquid synthetic detergents are light duty detergents suitable for washing up and the washing of hard surfaces and lightly soiled fabrics. They do not detergent, such as oxygen bleach or alkaline builders.

### **Detergents**

#### **Toilet soap**

- Contains no builders
- Contains perfume, dye-stuffs and possibly antioxidants

#### **Soap powders**

- Often contain up to 4% builders
- Dissolve and lather easily

**Powdered synthetic detergents**

- Contain many ingredients of varying types and quantities
- Contain approx.
  - 20% anionic surfactants
  - 2% non-ionic surfactants
  - 33% alkaline builders
  - 9% bleach
  - SCMC and brighteners
  - 20% filler
  - 15% water
- pH 7-9 approx.

suitable for heavily soiled surfaces and fabrics

**Solvent-based detergents**

- contain water-miscible solvents, builders and anionic surfactants
- pH approx. 12
- used for stripping spirit -based wax floor polishes and the accumulation of grease from kitchen surfaces
- used in oven-cleaning formulations

**Soap flakes**

- have simplest of all detergent formulae (except for toilet soap)
- dissolve easily
- used for delicate fabrics washed at lower temperatures

**Liquid synthetic detergents**

- contain approx.
  - 20% anionic surfactant,
  - 6-12% non-ionic surfactant builders unusual
  - SCMS seldom but may be present water to 100%
- are near neutral in reaction
  - pH approx.
- suitable for washing up and the washing of hard surfaces and lightly soiled fabrics



**Biological detergents**

- are powdered detergents to which enzymes are added
- used for the removal of organic stains and work most effectively at a temperature of 40<sup>o</sup>-50<sup>o</sup>C

**Sanitizers or disinfectant detergents**

- based on cationic surfactants, mainly the 'quats' (quaternary ammonium compounds)
- have good germicidal and antistatic properties
- are available as cleaning gels, air fresheners and fabric conditioners
- some may be used as residual sanitizers on floors, walls, equipment and working surfaces which come into contact with food.

Powdered synthetic detergents contain many ingredients, and by altering these in type and/or quantity a detergent may become more suitable for one purpose or another.

Synthetic detergents will therefore be used for a great variety of purposes, including washing up and the washing of floors, walls, baths, basins and fabrics, and may be bought in bulk for in smaller containers.

**Abrasives :**

Abrasives depend on their rubbing or scratching action to clean dirt from hard surfaces. The extent to which they will rub or scratch a surface depends on the nature of the abrasive material and on the size and shape of the particles.

Glass, sand and emery papers are all forms of abrasives, as are steel wool, nylon web pads, powdered pumice, feldspar, calcite, fine ash, precipitated whiting (filtered chalk) and jewellers' rouge (a pink oxide of iron), the last two being the finest. The use of abrasives will depend on the surface to be cleaned and the type of dirt to be removed; when possible, fine abrasives should be used in preference to coarser ones. On the scale of hardness, which shows talc as 1 and diamond as 10, feldspar has a hardness of 6 and calcite of 3.

Rather than being used alone, abrasives are more frequently used in the form of a finely ground mineral, generally limestone or calcite, as the main ingredient of scouring powders, creams or liquids.

- Scouring powder eg Vim
- Scouring cream or liquid eg Jif

### **Toilet cleansers**

Toilet cleansers are crystalline, powdered or liquid and they rely on their acid content to clean and keep the WC pan hygienic. Acids remove metal stains eg limescale. The crystalline cleansers are normally based on sodium acid sulphate, a mild acid which is mixed with an anti-caking agent, often pine oil, which in the past also helped to prevent corrosion of any metal container. The cleansing effect can be improved by the addition of a small amount of acid-resistant anionic surfactant.

### **Hotel, Hostel and Hospital Housekeeping**

However toilet cleansers consist of a soluble acidic powder, chlorinated bleach, finely ground abrasive to help when a brush is used and an effervescing substance which helps to spread the active ingredient throughout the water.

Liquid toilet cleansers may be a dilute solution of hydrochloric acid and should be used with great care because the concentration may cause damage to the surface of the pan, to surrounding areas and to the person using it if the liquid is spilt.

All these toilet cleansers are designed for the cleaning and disinfecting of lavatories and urinals only and should never in any circumstances be mixed with other cleansers, because harmful gases are likely to be produced.

Liquid chlorine bleaches, which are alkaline-stabilized solutions of sodium hypochlorite, may also be used to clean and disinfect lavatories and should never be mixed with other lavatory cleansers. The solution may contain detergents which assist the cleansing action and increase the viscosity, so enabling it to adhere to the sloping surfaces of the WC pan (eg Domestos).

### **Window cleansers**

Window cleansers consist of a water-miscible solvent, often isopropyl alcohol, to which a small quantity of surfactant and possibly an alkali, are added to improve the polishing effect of the cleanser. Some also contain a fine abrasive. The cleanser is applied with a cleaning rag and rubbed off with a clean, soft cloth.

Water, or water to which some methylated spirit or vinegar has been added, does the job quite well and much more cheaply but entails more rubbing.

### **Soda and ammonia**

These are alkalis, and are used as grease emulsifiers and stain removal agents. The addition of alkaline salts to surfactants in the formulation of detergents has already been mentioned.

Strong alkaling cleaning agents based on caustic soda in flake or liquid form are available for the clearing of blocked drains, cleaning ovens and other large industrial equipment. Extreme care has to be taken in their use as they are very strong materials with high pH values.

### **Acids**

Acids dissolve metals and are used for the removal, of metal stains, such as water stains in baths, hard water deposits round taps and in WC pans, tarnish on silver, copper and brass articles.

Vinegar and lemon (cut or juice) are used for the removal of tarnish from copper and brass and of mild water stains on baths, etc. The acid produces further staining on the metals if it is not washed off quickly and on sanitary fittings it may damage the glaze. More resistant water stains may be removed with stronger acids such as oxalic acid or spirits of salt (concentrated hydrochloric acid). These should only be used under strict supervision, and in all cases of cleaning the acids must be thoroughly rinsed away or they may harm the surface.

(There is a variety of proprietary substances sold under trade names which are helpful in the removal of hard water deposits.)

Mention has already been made of the acidic ingredients of toilet cleansers and further use of acids in metal cleaning is included on pages 114 and 155.

**Paraffin oil** : is also efficient for the cleaning of baths but owing to its smell is seldom used.

### **Organic solvents**

Organic solvents, usually methylated spirit, white spirit (turpentine substitute) and carbon tetrachloride are grease solvents, and used for the removal of grease and wax from different surfaces. The two former are highly inflammable while carbon tetrachloride is harmful if inhaled, and should therefore never be used in a confined space.

Aerosol dry cleansers, suitable for use on wallaper and furnishings, are available.

### **Bleaches and disinfectants**

Bleaches used for cleaning purposes are generally alkaline stabilize solutions of sodium hypochlorite and are useful for stined sinks, WC pans etc, but they should never be mixed with other types of toilet cleansers. They whiten and have germicidal properties and great care should be taken to prevent sping of other surfaces. A blend of surfactants is sometimes added to increase cleaning power, eg Domestos. Strong solutions of chlorine bleaches corrode or discolour copper, aluminium, silver and stainless steel. Other bleaches are mentioned in connection with the removal of stains from fabrics on page 141.

Disinfectants,antiseptics and deodorants are not strictly cleaning agents but are often used during cleaning operations. The use of dsinfectants and antiseptics should be controlled carefully as many have strong smells and their use often suggests illness or bad drains.

Disinfectants kill bacteria; antiseptics prevent bacterial growth and are frequently diluted disinfectants; deodorants mask unpleasant smells either by combining chemically with the particles forming the smell, or by their smell being predominant and may be obtained as aerosol sprays.

Quaternary ammonium compounds (cationic surfactants) are useful bactericides and deodorants, but they cannot be used with anionic soaps or soapless.

### **7.2 Choice of cleaning agents (consumable items)**

With the variety of cleaning agents on the market the housekeeper should remember that a great deal of time, effort and money can be wasted by wrong choice as well as possible deterioration of articles and surfaces. Cleaning agents are chemicals and the housekeeper should have some knowledge of cleaning science if they are to be chosen and used correctly. The following points may be taken into consideration when choosing cleaning agents:

- type of soiling
- composition
- ease of use
- Saving of time and labour
- possible damage to surface
- toxic or irritating to the skin
- smell
- versatility

- packaging
- storage and deterioration
- cost.

### 7.3 Storage and replenishment of cleaning agents

Stores may be obtained by staff:

- going to a main store run by a storekeeper; the cleaning materials are issued to the individual maid or cleaner at set times when the rule of 'new for old' or 'full for empty' may be applied;
- making out requisition lists which are handed in for the housekeeper to countersign and the items are collected later from the stores by a porter or maids;
- going at set times of the day for their replenishments or renewals to a housekeeping store kept under lock key, which is the responsibility of an assistant housekeeper;
- who may have their stock of supplies 'topped up' by a houseporter several times a week;
- who may collect their box of cleaning materials from the housekeeping stores or even the linen room daily en route to their sections; when the maids finish their work the supplies are returned to the same place to be replenished for the next day.

### Self Assessment Questions :

1. Explain the cleaning agents used in the housekeeping department.
2. Explain how to select the cleaning agents.
3. Explain how to store the agents.

### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

**LESSON - 8****CLEAINING METHODS AND WORK CARDS****8.0 Objectives :**

After Studying this lesson, you should be able to :

\* Cleaning Methods

\* About work cards

**Structure :**

8.1 General Principles of Cleaning

8.2 Types of Cleaning

8.3 Work Cards

8.3.1 Public area cleaner

8.3.2 Guest room Inspection

**8.1 GENERAL PRINCIPLES OF CLEANING**

1. Difficult work, before easy.
2. Sweep before dusting.
3. Clean high areas before low areas.
4. Dry method before wet method.
5. Vaccum clean in the end.
6. Use safe methods of cleaning.
7. Use step ladders to reach high.
8. Use mildest method first.
9. Use simple method before difficult.
10. Be aware of possible safety hazards.

EG :- Wet Floors, Loose Carpets, etc.,

11. Remove all dust and dirt. Donot t5ransfer them to another. area, i.e., the surrounding areas should be protected.

12. Carry out each cleaning process in the quic kest possible time, to the highest standards, and with due consideration for the convenience of guest.

**PRINCIPLES OF CLEANING :****CLEAN :**

- Free from dirt.
- Free from dust.
- Free from stains.
- Free from grease and oils.
- Free from germs, bad odours, stinks.
- Free from unwanted substances etc.,

**WHY CLEAN :**

- To improve appearance.
- Preserve the life of building, furniture, fittings etc.,
- Prevent infection.

**8.2 TYPES OF CLEANING**

In Housekeeping Department cleaning process is in three types

- 1) Initial Cleaning                      2) Routine Clean                      3) Periodical Cleaning

**INITIAL CLEANING :**

Work that is carried out after the hotel or the building has been opened or has been re-decorated, refurbished or updated.

**AREAS COVERED :**

Floors, walls, surfaces, furnitures, fixtures, fittings.

**ADVANTAGES :**

- Gives a fresh appearance to area.
- Removes any soil or dust left by the workmen.

**DISADVANTAGES :**

Expensive, Time consuming and some times it may be rushed because area may be required immediately.

**DAILY CLEANING :**

Work carried out on daily basis

**AREAS OF WORK :**

Room cleaning, Bathroom cleaning, public areas, which includes all reachable surfaces, i.e., doors, glass surfaces, windows, etc., Those tasks which can't be tackled on a daily / nightly basis will be done once a week. Such as : Bathroom tile washing. Balcony cleaning, Brass polishing etc.,

**ADVANTAGES :**

A high standard of cleaning and maintenance can be maintained at a low cost, if work is kept to a set schedule and not allowed to develop into a major task.

**DISADVANTAGES :**

Can disturb the guest because the House Keeping staff will need access to the areas on a routine basis.

**PERIODIC CLEANING : (Super Cleaning)**

Usually work carried out at certain times of the year when the establishment is either closed.

Eg. If it is a seasonal hotel, then the cleaning can be done during the holidays or the lean season or off season. Quite often the deep cleaning works are subcontracted to Industrial cleaning agencies or the maintenance department of the hotel will take up all the maintenance jobs.

**8.3 WORK CARDS**

With instructions on how and when to do the job staff usually use them. It is a form of memorandum. They are usually printed and laminated with plastic. One usually issues this to the new staff who have been under training and are not experienced.

**8.3.1 PUBLIC AREA CLEANER**

Task : Cleaning of public area

Equipment required : Cleaners trolley.

Procedure :

1. Clean the W.C
2. Supply toilet molls, sanitary bag.
3. Clean the wash basin and vanity unit.
4. Clean the mirror, supply soap and towel, if necessary.
5. Empty dust bin and sanitary bins, mop the floor.
6. Spray the room present if needed.



**Care of Equipment :**

1. Wash mops, mugs, wash basin scrubbers, w.c brush buckets etc.,
2. Clean the trolley and take all the cleaning kit then to laundry for cleaning.

**8.3.2 GUEST ROOM INSPECTION**

Equipment carried by floor supervisor are room inspection report, a pen or a pencil and a white rag.

**Procedure :**

- i) Check the guest room entrance door not all scratch marks or dust on the surface. Check for proper lock operations.
- ii) Clean the cleanliness of light switches and the surrounding wall areas.
- iii) Check drapes for tear. See whether all the hooks are properly arranged on the rod or not.
- iv) Check window seal for cleanliness and freedom from water marks and dust.
- v) Make sure that heating or air-conditioning unit is working properly and is set according to the required standards.
- vi) Make sure telephone is clean and working properly.
- vii) Make sure that bed has got fresh linen check the appearance of bed spread, look under the bed for trash or guest items.
- viii) Check the placement of supplies.

**PLANNING OF WORK OF A DEPT OR WORK SCHEDULE**

Planning is probably the executive housekeeping's function. Without competent planning everyday, crises may arrive, one after another constant crises decrease productivity and increase expenses within the dept. Since the housekeeping dept is responsible for cleaning and maintaining large areas of the hotel, planning the dept's work is a difficult task. Without a systematic or step by step approach, the dept. Head will be overloaded with the work. Planning the housekeeping dept. Begins with creating an inventory list of all items within each area, that will need housekeeping's attention. preparing area inventory lists are usually long and extremely detailed. Since most properties have several types of guest rooms separate inventory list may be required for each room.

**1. Productivity Standards :** It determines acceptable quality of the work to be done by the employee of the department. An Executive housekeeper starts to establish productivity standards by answering the following question :

How long should it take for the housekeeping employees to perform an assigned task according to the departments performance standards productivity standards must be determined in order to do the proper staffing of the dept. Within the limitation, established by the hotels of the operational budget, let's assume that a hotel is offering a mid range, the executive housekeeper or determine the room attendant can clean the room approximately in 15 minutes only to reach the productivity standards.

**2. Performance standard :** The executive housekeeper can start to develop performance by answering the questions that must be done in order to clean and maintain the major items within the area. Standards are required levels of performance which establish the quality of work that must be done. Performance standard states not only that work must be done but, they also describe in detail; how the job must be done.

**3. Frequency Schedule :** Frequency schedule indicated how often then items on an inventory list are cleaned. Items that must be cleaned on a daily or weekly basis, must become a part of routine cleaning cycle, and are incorporated into standard work produced, but, items which are meant for the general cleaning program, which area then, transferred to the calendar plan and scheduled for the special cleaning project. The calendar plan guides the executive housekeeper in scheduling the appropriate staff to perform the necessary work. The Executive housekeeper must take into account a no. of factors when scheduling, general cleaning of guest rooms for example, the day for cleaning the guest room should coincide with low occupancy.

#### Self Assessment Questions :

1. Explain the general principles of cleaning
2. Explain types of cleaning
3. Explain the work cards

#### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

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**LESSON - 9****PREPARING ROOM REPORT, RULES ON THE GUEST FLOOR AND ABOUT MAID'S CART****9.0 OBJECTIVES :**

- \* How to Prepare Room Report
- \* Thorough Knowledge of rules on the guest floor and room attendant's cart

**STRUCTURE :**

- 9.1. Preparing the room report
- 9.2. Rules on the guest floor
- 9.3. The Maid's Cart

**9.1 PREPARING A ROOM REPORT****Introduction**

The Housekeeping Room Report is a document that confirms the occupancy of rooms in a given shift. Since the Floor Supervisor has access to guest rooms on her allotted floor, she is the best person to confirm physically the occupancy status of rooms. She performs this task to enable the front office to tally her findings with their room rack, which lists the name of guests by room number. Should there be a discrepancy between her findings and the front office room rack, the front office agent sends a bellboy to make another physical verification to confirm the room status. The front office agent sends a bellboy to make another physical verification to confirm the room status. The front office requires this information to ensure that they are accurately billing the guests and that there is no loss of revenue. This procedure is followed in each shift.

<b>Housekeeping Room Report</b>					
<i>Floor :</i> _____		<i>Date :</i> _____		<i>Shift : AM/PM/Night</i>	
Room Number	No. of Guests	Code	Room Number	No. of Guest	Code
101			106		
102			107		
103			108		
104			109		
105			110		

**Hosekeeping Room Report**

## Room Report

The Floor Supervisor prepares the Housekeeping Room Report in triplicate. The original is meant for the front office, the duplicate for the auditor who calculates expected revenues, and the triplicate for the housekeeping record. The Floor Supervisor may delegate this task to a room attendant. She then sends the report to the Housekeeping Control Desk Supervisor who prepares a consolidated list of all the floors. She sends it to the front office receptionist who tallies the consolidated report with the room rack. This procedure is followed as a check on unauthorised room occupancies or inadvertent mistakes in recording room occupancies.

Code	Status
O	Occupied
V	Vacant
DND	Do-Not-Disturb
L	Luggage in room but bed unused
UR	Under Repair
N	Occupied but no luggage
SB	Scanty baggage
OOO	Out of Order
DL	Double Lock
NC	Not cleared though departure has taken Place

The Housekeeping Room Report is basically a list of room numbers against which the Floor Supervisor indicates the occupancy status by prescribed occupancy codes. The codes may vary from hotel to hotel but the basic information and intention is the same. The Floor Supervisor physically enters each room on the floor with her master key following the entry procedure of knocking the door and announcing "Housekeeping". This she does again after an interval of thirty seconds to give time to the occupant to open the door. Once in the room she ascertains the number of guests by three methods: 1) by noticing the number of beds used; 2) by seeing the number of bath towels used; and 3) by observing the types of guest clothes hung in the wardrobe. The first check normally confirms the occupancy. She will obviously not enter rooms with a Do-not-Disturb sign.

An explanation of the codes will be useful here:

**Occupied:** This is a status that shows that a guest has checked into the room and is staying in the hotel. The signs of occupancy are beds that have been used, baggage on the baggage rack, clothes in the wardrobe, room and bathroom.

**Vacant :** This is evident when a room is ready for sale and has no guest belongings.

**DND :** This is a sign displayed either by a door knob card or a lit DND LIGHT BESIDE THE DOOR.

**Luggage in Room but not Used :** This code may seem odd. There are guests who may lease a room but stay with friends and relatives in the city. The luggage is not opened. The danger of such a status is that the guest may have skipped without paying the room bill but leaving the baggage behind as a decoy.

**Under Repair :** This code indicates that the room has been declared unsuitable for occupancy till the maintenance has corrected the fault in the room. This is a temporary situation where the room can be released in a short time.

**Occupied, but no Luggage :** These rooms show that the beds and bath linen have been used in spite

of no guest luggage; there are several possibilities in such rooms. (1) it is a departure room; (2) the night manager may have used the room to rest; (3) staff may have used the room without permission; (4) a guest with light luggage may have checked out with or without paying the bill.

**Scanty Baggage:** This is a status of a room with light luggage. This can be a potential skipper or a person who may depart without paying the bill.

**Out-of-Order:** This is a status that places a room for a longer period of maintenance and therefore, cannot be expected to be on sale.

**Double Lock:** A hotel provides a double locking facility to guests as a security measure. The Floor Supervisor's master key may not be able to open a door with a double lock. Sometimes the guest may have put the security chain from the inside which certainly indicates occupancy but not the number of people within.

**Not Cleared:** This is a code to indicate a departure room declared as such by the control desk.

## 9.2 RULES ON A GUEST FLOOR

### Rules for the Floor Attendant

Prior to commencing work on the floor, all housekeeping staff, especially room attendants, must follow some floor rules that lend an air of efficiency and least inconvenience to guests. The floor and rooms are

most private and personal to the guest who are concerned about the people who frequent them. They place a large trust in the management of the hotel through the room attendants frequent them. They place a large trust in the management of the hotel through the room attendants who are privy to their rooms and belongings. The room attendant is issued the master keys by the Desk Control Supervisor. She signs for this facility and therefore, becomes responsible for its safekeeping. It also signifies that trust has been placed in her by both the management and guest to access guest floors and rooms. To uphold this trust, the following rules must be strictly observed on the floor:

1. Always be in uniform and properly groomed when entering the floor. The moment a room attendant enters the floor, she reflects the image of the property. It is punishable for room attendants to be out of uniform when on duty.
2. Always reach the floor by the service elevator and enter the floor through the service entrance. The guest elevators are meant for the guests only.
3. Conversations among the floor staff must be restricted to a minimum. In case communication is necessary, this must be done in low tones even when guests are not in sight.
4. Unnecessary movements like running or jumping must be avoided. Such movements can disturb guests in the room.
5. The passageway must be kept free of equipment trays trolleys.
6. Room attendants may enter only those rooms that are allotted to them. They are not permitted to enter other rooms as a precaution towards security and accountability.
7. Guest room doors must be kept wide open when the room is being attended to. This notifies the supervisor as to which room is being cleaned and where to reach the room attendant. It is also a protection to the room attendant from undesirable guests.
8. When speaking to a guest in the room for any reason, do so while standing at the doorway and not inside the room which becomes an infringement of the guest's privacy.
9. The floor telephone must be attended to promptly. Continuous ringing of a phone can be irksome to guests in neighboring rooms.
10. Room attendants must greet all guests with a smile, according to the time of the day. It is a professional courtesy and creates a friendly environment on the floor.

11. Staff must be helpful and should readily give information, about hotel services, when requested.  
Misleading a guest through misinformation can lead to guest dissatisfaction.
12. Alertness to guest movements is necessary so as to report anybody suspicious to the floor supervisor and ultimately, the security.
13. Remember that the guest is always right. Arguing with a guest is prohibited. If a guest is being unreasonable, refer him/her to the floor supervisor.
14. It is prohibited to enter rooms with a "Do-not-Disturb" sign. The DND feature is provided by hotels worldwide to permit guests to rest without disturbance. Guests may have checked in late or may be trying to adjust to time zones. They deserve uninterrupted rest. It specially applies to airline crews who check in at odd hours especially when they have been on international flights.
15. If a DND sign is on for a long time, this may be reported to the Floor Supervisor who will take further decisions and actions. Long DND signs especially those that span over two shifts are unusual. A guest could be sick and in need of medical help. There have been cases of death in the past in such a situation.
16. If the guest returns when the room is being cleaned, the room attendant may ask the guest if the can continue or come later.
17. In spite of following the room entry procedure, if the guest is found asleep or awake, apologize and quickly withdraw and shut the door softly.
18. Always follow the procedure of entering a room even if the room is declared vacant. The procedure includes knocking the door and announcing "Housekeeping to be repeated after 15 seconds if there is no reply. This is required, especially in busy hotels that have frequent check-ins. In such a case the status of an arrival gets known to the room attendant much later than the event.
19. Always accompany the room service staff, when they are clearing trays and maintenance staff for repairs, when they enter the room. We have understood that the room attendant is the custodian of the rooms allotted to her and that she will be held accountable for any missing guest or hotel property in the room.
20. Do not open the room to any unauthorised personnel. Resident guests are expected to have their own keys. Other guests should not enter at any cost.

21. It is important to report any suspicious articles like arms and drugs to the Floor Supervisor who may call the security for further inspection.
22. Housekeeping personnel cannot make external calls from guest rooms. External calls are only permitted from floor telephones as an exception only after receiving the permission from the floor Supervisor.
23. Maid carts are kept along the walls to give a freedom of movement along the corridors to guests and other personnel.
24. It is important, for security reasons, to try to familiarise with the faces of resident guests as a control measure. While this may not always be possible, it is a good practice.
25. Dump garbage and soiled linen in the designated hampers of the maid cart. Such items must be away from guest view.
26. Caution guests of wet floors in the corridors (if uncarpeted) or in the room. The correct practice is to put 'Wet Floor' signs as a precaution.
27. Guest belongings found in departure rooms should immediately be reported to the Floor Supervisor. She will check if the guests have checked out or are still paying their bills with the Front Office Cashier. If the guests have checked out then the Floor Supervisor will follow the lost and found procedure.
28. The room attendant must return the master key to the Desk Control Supervisor at the end of the shift.

It must be understood that the room attendant is the custodian of the floor and rooms are allotted to her. She is accountable for any missing items or incidents in that area. She becomes the doorkeeper of that floor section and must be passionate about her area of responsibility.

### **9.3 THE MAID CART**

#### **Introduction**

The maid cart is a trolley meant to stock a given number of linen, supplies and equipment to service an allotted number of rooms. Each maid, after receiving her room assignment, should check her supplies against a standard checklist to avoid needless trips. The maid is responsible for the condition, cleanliness and appearance of her cart.



**Arrangement of Articles**

The lower shelf of the cart is used to carry heavier items like mattress protectors, bed sheets and night spreads. The middle and top shelf stock pillow slips and bath linen. **Linen** will include:

<b>Linen Items</b>	<b>Stocking standard</b>	<b>Standard Dimensions</b>
Night spreads	1 per bed	24" x 108"
Bed sheets	2 per bed	24" x 108"
Pillow cases	2 per bed	24" x 32"
Bath towels	1 for each guest	25" x 45"
Face towels	1 for each guest	9 <sup>1</sup> / <sub>2</sub> " x 10 <sup>1</sup> / <sub>2</sub> "
Hand towels	1 for each guest	6" x 7 <sup>1</sup> / <sub>2</sub> "
Bath mats	1 for each bathroom	24" x 42"

Mattress protectors few to replace as necessary

These items should be arranged in neat stacks, heavier items are stocked below and the lighter ones on top, The top tray should be arranged with the following **guest supplies**:

<b>Room</b>	<b>Bathroom</b>
Water tumblers	Gargle tumblers
Service Directory	Shoe mitts
"Do -not-Disturb" cards	Soaps/Soap dish
Guest stationery	Toilet rolls
Ball point pens	Toilet tissues
Bibles/Gita/Koran	Showercaps
Ash trays	Soap suds
Match boxes	Shampoo bottles
Laundry forms	Disposable bags
Laundry bags	Vanity kits
Clothes hangers	Vanity display baskets
Candle stands	Water tumblers
Scribble pads	Tent cards for the bathroom
Guest comment forms	
Sewing kits	

Breakfast knob cards  
Plastic shirt bags  
“Yellow Pages Directory  
Telephone directory  
Tent cards for promotions  
Room service Menus  
Room Service Beverage List

### **Additional Equipment**

In addition, the maid cart stores the following **cleaning equipment** placed below the trash bag of the cart:

Feather brush  
Dustpan  
Mop  
Sponges  
Duster clothes  
Carpet brushes  
Vaccum cleaner  
Clean scrub bucket  
Scrub brush

**Cleaning agents** are kept on the top tray for easy access:

Disinfectants  
Dettol  
Deodorizer  
Room freshener  
Vim  
Sanifresh  
Liquid soap  
Naphthalene balls  
Anol

These supplies are procured by the room attendant from the floor linen room. After stocking the cart, the room attendant proceeds to the section of rooms on the floor that are assigned to her. Maid carts are placed along the corridor wall on the side of the room being serviced. The cart should be so positioned as to service a minimum of two rooms without much movement of the room attendant to minimize trips to the cart and thereby reduce the fatigue factor.

### **Consideration for Selection of a Maid Cart**

When selecting maid carts, consideration is given to it being lightweight to ensure easy mobility by the maid. Heavy carts also crumple corridor carpets. The wheels of the cart must be of sturdy construction and should be oiled well periodically to ensure smooth movement.

### **Self Assessment Questions :**

1. Explain how to prepare the room report
2. Explain rules on a guest floor
3. Explain the maid's cart

### **Further Readings**

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
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## LESSON - 10

### CLEANING OF DIFFERENT TYPES OF ROOMS

#### 10.0 Objectives :

After Studying this lesson, you should be able to :

- \* How to cleaning the Guest Rooms, Departure rooms, Vacant Room
- \* About Guest Supplies

#### Structure :

- 10.1 Cleaing the guest room
- 10.2 Daily Cleaning of Departure room
- 10.3 Daily Cleaning of vacant Room
- 10.4 Turndown Service
- 10.5 Guest Supplies

#### 10.1 CLEANING THE GUEST ROOM : BEGINNING TASKS

##### EQUIPMENT :

- \* hand caddy stocked with cleaning supplier
- \* light bulbs
- \* clean ashtrays and matches
- \* clean water glasses
- \* wastebasket liners

**PROCEDURES :****Step 1**

Remove hand caddy from cart and carry into the room.

**Step 2**

Turn on all the lights. Replace any burned-out-light bulbs.

**Step 3**

Open the draperies. Check drapery cords and hooks.

**Step 4**

Open windows if appropriate. Check for breakage and dirt.

**Step 5**

Check the air conditioning and heating unit for proper operation. Set according to property standards.

**Step 6**

Check the general room condition.

- \* Note any damaged or missing items.
- \* Notify your supervisor if anything of value is gone or if something needs repair.

**Step 7**

Remove and replace dirty ashtrays. Replenish matches.

**Step 8**

Remove and replace dirty glasses.

**Step 9**

Collect any food service trays and dishes.

- \* Set items neatly outside the door.
- \* Call room service for pickup.

**Step 10**

Empty the trash and replace wastebasket liners.

**Step 11**

Straighten newspapers and magazines in stay-over rooms.

**Step 12**

For Check-out rooms, report any personal belongings left behind by the guest to your supervisor.

## 10.2 DAILY CLEANING OF A DEPARTURE ROOM

A departure room is a guest has departed from so, there are none of his/ her belongings and it has to be prepared another

### Task to be completed in the room :

We clean the room before the bathroom because we may need to use water for the cleaning which we can get from the bathroom. If we have already cleaned the bathroom, we may end up splashing water and so have to reclean.

- i) Knock the door with your knockless and not your key. Knock normally twice. Very loud knocking is not necessary.
- ii) When there is no reply from the room and you have knocked twice, then enter. Some hotels have doorbells.
- iii) Park your trolley outside the door, so you have all necessities on hand.
- iv) Open the curtains, arrange neatly and adjust the lightings. Normally, one finds the curtains closed or drawn in the morning so, do enable you to see to clean the room, you must open them and be sure they are hanging evenly and neatly. If the room does not have curtains open, it is possible you may need to open these to see to clean well. You must remember to close them afterwards. Turn off lights that may have been left on. If it is a very overcast day you will need the light on to see properly but, remember to turn them off as you leave the room.
- v) Empty and clean ashtrays, and waste bins. Usually, we start by cleaning the dirty things first, so that no odour remains. Empty all ashtrays into the waste bin and empty the waste bin into the waste bag in the trolley. Now, clean the ashtrays and dust bin in your basket using your floor cloth. Squeeze out your floor cloth and wipe thoroughly. Since there are more any dirty things first, in case there is a tray or trolley from room service, remove these, though normally they are cleared by the room service waiter.
- iv) Strip and make the bed, most hotels put clean sheets on each used bed everyday. It makes it easier as to know that every bed has been changed. Start by stripping the bed and putting the linen into the dirty linen bag in your trolley. Do not put any linen on the floor. It is extremely unhygienic and any guest walking past will be disgusted to see that put them on a chair or on another bed if there are two beds in the room. When you go to the trolley with a dirty linen, you bring in clean linen at the same time.

Now, start making the bed.

- a) Spread out the mattress pad on the mattress.
- b) Put on the first sheet or bottom sheet, tuck in at the top and side only.
- c) Put the 2nd sheet upside down. Place the 2nd to the top edge of the mattress.
- d) Put on the blanket
- e) Put 3rd sheet on top of the blanket called as "crinkle sheet" / "seem sucker" you place thin on top of the blanket. Now, turn back the 2nd sheet.
- f) Now, tuck in at the bottom and make an envelope corner, and tuck in at the side of the bed too, which is known as 'mitred carner'
- g) Put the clean pillow cass on pillow and place in on top.
- h) Now, put on the bedspread and arrange it under the pillow on the bed.
- v) Clean inside the drawers and cup boards putting in currect supplies of the same time.

Since it is a check out room, you may find the guest has left some drawers and cupboards open. Do not close them, clean them and of the same time, put in any supplies back over inside. It depends upon the surface of the drawer and cup-boards how you clean them.

Incidentally, one usually finds a couple of small dust in the drawer, which is difficult to pick up so, usually we use white lining papers which can be removed and dusted.

The sort of supplies that go in drawer and cupboards are sewing kit, laundry and dry cleaning bags, laundry list, cloth hanger, etc. Many hotel also supply a shirt bag (small size plastic utility bag which is useful for guest to put shoes, wet swimsuit, etc while travelling.

- vi) Dust and clean all the furniture.
- vii) Clean mirrors and pictures. clean the frame and top with your duster. Clean the glass surface first. With a damp cloth an then a dry cloth. Check your mirror from both side as one can see marks on if that way.
- viii) Put in correct supplies. The supplies are important in hotel as convenience for the guest. Well provided supplies lends to give the guest a good impression.
- ix) It shows the hotel to be professional in attitude. The usual supplies found in a hotel room are :

a) Behind the door :

- "DND" card
- Please clean my room card
- Please collect my laundry card
- Work in progress card.

Some hotel also put fire exit map behind the door. Many hotels also put safe deposit facility Notice also.

b) **On the Desk :**

A writing folder with scribbling pad, envelopes, fax paper guest comments card, letter head, telex paper etc.,

A Directory of services (service directory is a booklet set alphabetically informing the guest of the various service the hotel offers) Ex:- baby sifting information about the restaurant facilities are also given here.

**Tent Card :** - (Cards that fold and stand up and are put in various point of the room, usually on the desk certain information is given on these. Tent cards offer advertise special event. Ex:- Discotheque, every Saturday any food festival, etc., A special show in the night club on resultant is also suitable for printing on tent card.

On the desk, we may also put ash may and match house usually, a candle, candle stand are placed beside if on the desk.

**c) Bed side table :** Beside the telephone, one puts the hotel telephone information card Ex: Telephone no.5 for room service, 6 for housekeeping etc., most hotel have direct dialing facilities in the room.

A Scribbling pad and a pencil are also provided. An Ashtray is provided. We also provided a breakfast doorknobs order cord the city telephone directory is often place beside the telephone.

**d) On the Coffee table :**

**Room service menu card :** - Giving details of what guest can order to be served in their room. Pore special event and feast day, the hotel manager usually writes a greeting letter to the guest and this is also placed usually on the table of the guest. Supplies vary from one hotel to another. More expensive hotel use more elaborate supplies

viii) **Clean Inside mini Refrigerators :**

One does not clean inside a fridge with any soap or detergent clean with a damp cloth or sponge put one or two bottles of water with the hotel supplies some hotels put flask of water and two glasses on tray in each room some hotels have bar supplies in all mini bridges. We call them as minibars, usually, the guest has a key for the fridge miniatures of spirits a variety of soft drink, half bottle of wine and champagne, a bag of nuts a small box of chocolates are usual supplies.

They are refilled by a special point of room service and they by a special part of room service and they also record what is used on each individual check out.



ix) Vacuum clean carpet and arrange the furniture correctly. Carefully vacuum clean the whole room. Some hotels have luggage racks covered with carpeting they with also be vacuum cleaned of the same time. Because one normally moves the furniture to vacuum clean, you must ensure that it is you must ensure that it is correctly arranged afterwards.

x) Remove any stain on the carpet, wall or windows because we want everything to be in a perfect state. For the next guest we must also remove any stains if necessary. Stains on carpet can be removed with special foam sprays. But, when these are not available use detergent and water and scrubbing brush.

### 10.3 DAILY CLEANING OF A VACANT ROOM

A vacant room is one which has not been let last night. Thus, it is this morning without guest so it is vacant. Because, nobody used the room does not mean to say that no cleaning has to be done. Each bathroom and bed room to be dusted daily otherwise, the dust will settle down. If the room is vacant for several days and months, wash the bathroom floor. Before letting it to the guest.

Test all the lights and bulbs, vacuum clean the carpet. If there is a balcony or terrace, wash the floor. Clean the furniture daily. Remember all the rooms must be in a perfect condition to be let when the vacant room has been prepared in the night, before then, you can enter in the morning and can do the following jobs

- i) Open the curtains and arrange them neatly.
- ii) Put off the bedside lamp.
- iii) Remove the breakfast door knob order and place it in the bedside table.
- iv) Turn back the bed. Replace the bed spread.
- v) Replace the bath mat on the bathside

### 10.4 TURNDOWN SERVICE

#### EQUIPMENT :

- \* property stocked room attendant cart.
- \* special turndown amenities

#### PROCEDURES :

##### Step 1

See procedure for entering the guestroom. When announcing your presence, substitute "Turn down Service" for "Housekeeping".

**Step 2**

Remove any guest items from the bed. Set neatly aside on the dresser or a chair.

**Step 3**

Pull back the bedspread so 15 to 18 inches hang over the foot of the bed. Bring this slack part of the spread back over the fold so the fabric faces right-side up.

**Step 4**

Pull back the sheets.

- \* For a bed sleeping one guest, turn down the sheets on one side only, usually the side near the night stand or phone.
- \* For a bed sleeping two, turn down the sheets on both sides.

**Step 5**

Place the amenity on the pillow. For beds sleeping two, be sure to leave amenity on both pillows.

**Step 6**

Remove and replace dirty ashtrays. Replenish matches.

**Step 7**

Remove and replace dirty glasses.

**Step 8**

Collect any food service trays and dishes.

- \* Set items neatly outside the door.
- \* Call room service for pickup.

**Step 9**

Empty the trash and replace wastebasket liners.

**Step 10**

Straighten newspapers and magazines.

**Step 11**

Remove dirty linen in bathroom. Restock with fresh linen.

**Step 12**

Straighten and wipe down vanity area. Dry and polish fixtures.

**Step 13**

Straighten and wipe down tub area if necessary. Dry and polish fixtures.

Step 14

Check toilet and facial tissue supply. Replenish if necessary.

Step 15

Close the drapes.

Step 16

Turn on bedside lamp.

Step 17

Turn radio to recommended easy listening station. Adjust to a low volume.

Step 18

Visually scan the guestroom, beginning at one point in the room and working your way back to the beginning point. Attend to any turndown task you may have overlooked.

Step 19

Leave the room and close the door. Check to be sure it is locked.

### **10.5 Guest Supplies**

Hotels provide a variety of guestroom supplies and amenities for the guest's needs and convenience. The executive housekeeper is typically responsible for storing, distributing, controlling, and maintaining adequate inventory levels of guest supply items and amenities.

#### **Types of Guest Supplies**

To a large measure, the types and quantities of guest supplies that a hotel routinely provides depend on the hotel's size, clientele, and service level. Guest supplies and amenities for which the housekeeping department is responsible typically include bath soaps, facial soaps, toilet seat bands, toilet tissue, facial tissue, and hangers. Other supplies may include glasses, plastic trays, water pitchers, ice buckets, matches, ashtrays, and wastebaskets. Some hotels may provide all guestrooms with lotions, shampoos, conditioners, bathfoam, shower caps, shower mats, sewing kits, shoeshine cloths, disposable slippers, and other items. Laundry bags, plastic utility bags, sanitary bags, emery boards, and candy mints may also be included on the list. Pens, stationery, and a variety of printed items, such as "do not disturb" signs, fire instructions, guest comment forms, and hotel or area marketing material, may also be regularly distributed.

## Comparison of Par Stock and actual Usage for Guest Supplies

<b>Guest Supplies Par Stock For One Month</b>					
Item	Potential Usage Per Occupied room	x	Forecasted Number of Occupied Rooms	=	Par Stock Required
Shampoo	1.0	x	450	=	450
Bathfoam	1.0	x	450	=	450
Small Soap	1.0	x	450	=	450
<b>Actual Usage For One Month</b>					
Item	Potential Usage Per room	Occupied Rooms	Potential Consumed	Actual Consumed	Variance
Shampoo	1.0	x	450	370	<80>
Bathfoam	1.0	x	450	513	63
Small Soap	1.0	x	450	752	302

**Self Assessment Questions**

1. Explain the cleaning of guest room and departure room
2. Explain the cleaning of vacant room
3. Explain the turndown service
4. Explain about the guest supplies

**Further Readings**

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
- \* Hotel Housekeeping Management and operations by sudhir Andrews.

**LESSON - 11****CLEANING OF DIFFERENT TYPES OF ROOMS****11.0 Objectives :**

After Studying this lesson, you should be able to :

- \* How to cleaning the Guest Rooms, Departure rooms, Vacant Room
- \* About Guest Supplies

**Structure :**

- 11.1 Cleaing the guest room
- 11.2 Daily Cleaning of Departure room
- 11.3 Daily Cleaning of vacant Room
- 11.4 Turndown Service
- 11.5 Guest Supplies

**11.1 CLEANING OF VARIOUS METALS AND SURFACES****11.1.1POLISHING OF SILVER****AIM:**

Care, cleaning and polishing of silver.

**MATERIAL REQUIRED :**

Cotton waste / rags / white paper, luke warm water, water polish, enamel bowl, polish cloth, Vim or Sabena.

**PROCEDURE :**

- a. Wipe the surface with cotton waste / rags / white paper.
- b. Dip it in luke warm water if wax is not removed, washes with mild abbrasive such as Vim / sabeena.
- c. Prongs of fork can also be cleaned.
- d. Rinsing under running water.
- e. Wipe the surface completely dry.
- f. Take polish in an enamel bowl. Apply the polish in small circular motion.
- g. Leave the polish on surface for sufficient contact time ( $\text{NH}_3$  is the valatile solvent ).
- h. Rub vigourously on the surface.
- i. Polish withs the polishesing cloth.
- j. Buff up the surface.

**PRECAUTIONS :**

- a. Food materials stored in silver, metal is to be cleaned or rinsed in hot water as a method of sterilisation.
- b. Egg yolk makes tarnishing of metal ( discolouration ).
- c. Because of chemical exposnee, oxidation of metal occurs.

**11.1.2 CLEANING OF PAINTED SURFACES****AIM :**

Care and cleaning of painted surfaces.

**MATERIAL REQUIRED :**

Hand Brush, Dust pan, Tooth brush, duster, cleaning solution, sponge, plain water.

**PROCEDURE :**

- a. Dust the surface to be cleaned with the help of hand brush, dust pan and for grooves and crevices use tooth brush.
- b. Take a duster and wipe the surface.
- c. Now take a bucket and to that add half water and 2 - 3 drops of VIM / LOC (cleaning solution)
- d. Now take a sponge dip it in the cleaning solution and wipe the surface from top to bottom.
- e. Squeeze the sponge completely in clean water.
- f. Again wipe the surface completely with out any traces of soap.
- g. Check the surrounding areas clean or not.

**PRECAUTIONS :**

- a. Surroundings are to be kept clean & tidy.
- b. Traces of soap or cleaning solution are to be removed.
- c. Sponge is to be squeezed out completely from the cleaning solution before keeping it in to plain water.
- d. Mop handy is must.
- e. Rinse everything after the completions of work surfaces to be cleaned.
- f. Wooden, concrete, metals (Iron, Aluminium) etc., Al-anodising ( Protects the metal from tarnishing ) way of painting / powder painting.

**11.1.3 LAMINATED SURFACES****AIM:**

Care, cleaning and polishing of laminated surfaces.

**MATERIALS REQUIRED :**

Min Cream, wax polish, cotton waste, enamel bowl.

**PROCEDURE :**

- a. Take a hand brush to clean the top, bottom, sides and underneath.
- b. Wipe the surface with the duster.
- c. Wipe the surface with sponge dipped in soap solution  
( if any irremovable stains are present ).
- d. Only liquid detergents are used :  
eg : - L O C,  
Max. dilution = 1 : 40  
Min. dilution = 1 : 10
- e. Rinsing is to be done properly by using plain water by using sponge.  
Twice rinsing may be done.
- f. Dry cleaning is followed by wet cleaning followed by polishing.
- g. Mode of application : small circular motion.
- h. Take the cream and cotton waste in an enamel bowl over lapping strokes are to be done.
- i. Contact time essential for polish to come in contact with the surface to get stucked off (10 :15 min )

**11.2 WALL CLEANING****EQUIPMENT:**

- \* bucket
- \* cleaner
- \* rag or mop head
- \* extension pole
- \* drop cloth

**PROCEDURE :**

## Step 1

Select a cleaner that is appropriate for the type of wall surface

## Step 2

Place a drop cloth on the floor next to the wall to catch drips and spills.

## Step 3



Use a rag or mop head on an extension pole to dust the wall before cleaning. Move pole in an upward motion with gentle pressure. Do not dust in highly humid conditions.

**Step 4**

Dip rag or mop in cleaning solution. It should be wet, but not dripping, an overly wet rag or mop can cause streaking on the wall.

**Step 5**

Wash the wall from the bottom to the top. Use a sweeping motion to protect back muscles. Change rags frequently and clean up floor spills as often as necessary to prevent slips and injuries.

**Step 6**

Rinse with clean rag and water in a sweeping motion.

### 11.3 Floor Cleaning Methods

#### Mopping

Floors in most hospitality operations must be mopped daily, either with a damp mop or, on floors that cannot tolerate much water, with a chemically treated dust mop. Staff should be careful not to overtreat mops because the chemical on the mop head will transfer to the floor. This can create a haze or dulling effect and may destroy the finish. Mop heads come in a variety of natural or synthetic fibers. Some properties recommend rayon. Soaking new mop heads in water for 30 minutes before use will remove the sizing chemicals.

Floor cleaners should make sure mop heads are rotated so they can be cleaned and dried after each use.

#### Buffing and Burnishing

Buffing involves spraying the floor with a polishing solution and buffing the floor with a rotary floor machine. Some rotary machines can spread the polishing solution as well as buff the floor. Spray buffing effectively removes scuff marks, heel marks, and restores the gloss to the floor. High-speed rotary machines are available that will make buffing quicker and the buff coat more durable.

Burnishing (polishing) is a relatively new kind of floor cleaning method. Burnishing is something like buffing except that it is a dry method. Another difference between buffing and burnishing of the rotary floor machine. Burnishing requires faster rotation of the machine head. Some properties recommend burnishing only in low-traffic areas. Burnishing can only be used on hard floors.

#### Scrubbing

Scrubbing usually requires a stiff scrubbing brush or pad, a suitable cleaning mixture, and a rotary floor machine. Scrubbing is often followed with buffing or burnishing, depending upon how much of the old wax comes off the floor during scrubbing.

### Stripping and Refinishing

Housekeepers agree that stripping and refinishing are expensive and time-consuming tasks. However, to ensure proper floor care, they should be done on a regular basis. Stripping solutions may be water- or ammonia-based. Ammonia is a very powerful chemical and should be used carefully on floors. A rotary floor machine can be used to strip the old finish and spread the new finish on the floor. Exhibit 12 provides a sample form that distributors and / or manufacturers may supply to their customers. These kinds of forms can be used to train employees in floor stripping and refinishing techniques. Some manufacturers provide similar materials in languages other than English.

Finishes come in two types-wax-based or polymer finish. Wax-based polishes require at least two coats of wax to attain maximum protection for the floor. Many manufacturers and housekeeping departments recommend three or more coats. Almost all finishes can be spray-buffed. Wax-based finishes are buffable.

**Metal-interlocking (or cross-linking) polymer finishes** contain a dissolved metal, usually zinc, that strengthens the floor finish. Some properties use only solutions with at least 18 percent to 20 percent solids. This kind of finish is virtually impervious to heel marks, detergents, and abrasions. A polymer finish is also easily touched up with fresh coats to keep the floor glossy and restore the protection of the original finish. Metal interlocking finishes also make stripping easier because ammonia (the active ingredient in many strippers) attracts the metal. This unseals the finish, making removal easier.

### Self Assessments Questions :

1. Explain the cleaning of various surfaces and metals
2. Explain how to clean the walls
3. Explain how to clean the floors

### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
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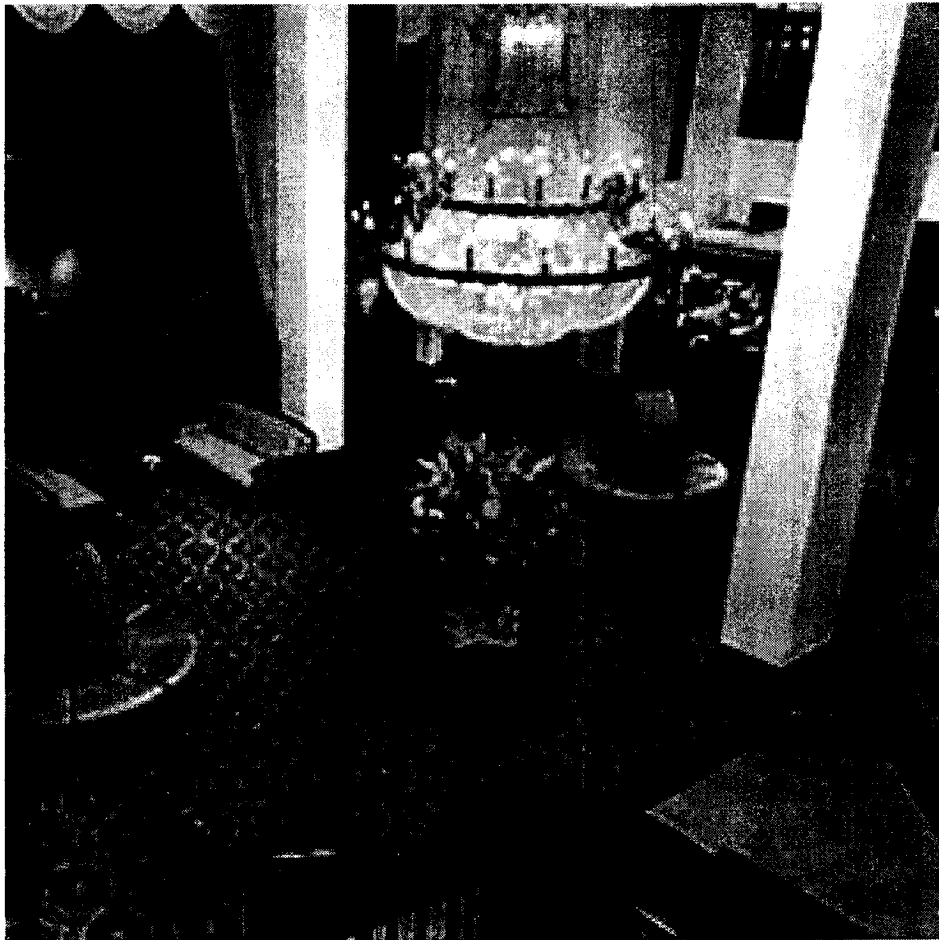
**LESSON - 12****CLEANING OF PUBLIC AREAS****12.0 Objectives :**

After Studying this lesson, you should be able to :

\* How to clean the public areas

**Structure :**

- 12.1 Cleaning of public areas
- 12.2 Cleaning of Lobby
- 12.3 Public Area Rest Room
- 12.4 Cleaing of Restuarant
- 12.5 Cleaning of Elevators



## 12.1 CLEANING OF PUBLIC AREAS

### CLEANING OF HOTEL ENTRANCE

#### EQUIPMENTS :

Broom & dust pan  
Mop & bucket  
All purpose cleaner  
Floor cleaners  
Glass cleaners  
Cloth & Sponge.

#### PROCEDURE :

- I. Swab any excess water from floor using a dry mop or sponge.
  - a. Sweep the floor area including matting or runners.
  - b. Mop the floor area including matting (or) runners.
  - c. Clean glassed surfaces of doors on both sides, working from the top down.
  - d. Clean wooden door surfaces and take special care of finger prints around handles, door knobs.
  - e. Polish metal door knobs and handles.
  - f. Clean the door tracks.
  - g. Make sure all mats and runners laying straight and flat.

As a final check open door to ensure proper clean all around.

## 12.2 CLEANING OF LOBBY (NIGHT ACTIVITY)

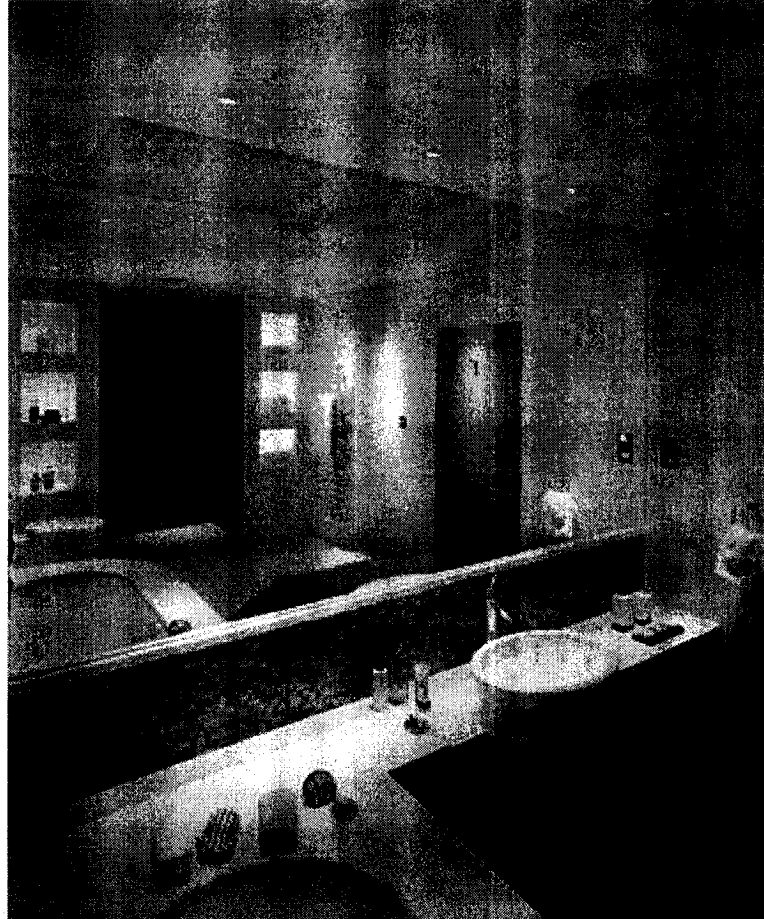
#### EQUIPMENTS :

Clean Ash Trays, Glass cleaners, Brooms & dust pans, MOP & Bucket, floor cleaners, Vacuum cleaners, cloth & sponge carpet dusting powder.

#### Procedure :

- a. Remove & replace dirty ash trays.
- b. Pick up newspaper & brush, re-sort any items left behind by guests or furniture.
- c. Empty trash containers.
- d. Replace waste basket liners.

- e. Clean the glass & windows areas including any glass table tops.
- f. Dust furniture, fixtures, telephone.
- g. Polish drinking water fountains & wipe the surrounding areas dry, polish the knobs & fittings.



- h. Spot clean walls & wall fixtures dust top & sides of any pictures.
  - i. Dust and polish hand railing.
  - j. Vacuum carpeted floor area.
  - k. Clean hard wood (or) tiled floor area.
  - l. Straightened furniture, loose cushions, sofas & chairs.

### 12.3 PUBLIC AREA REST ROOMS

#### EQUIPMENTS :

All purpose cleaner  
Cloth & Sponge  
Glass Cleaner  
Bowl Brush (W.C. Brush)  
Supplying for the toilet (Soap paper, soap dispenser)  
Light bulbs  
Broom & dust pan  
Mop & Bucket

#### PROCEDURE :

1. Check the status ( occupied or not ) of rest rooms.
  - a. If the wash room is occupied, excuse yourself and close the door.
  - b. If the wash room is unoccupied, prop. the door open with the door stopper & position the floor cleaning sign that indicates the room is being cleaned.
2. Flush the toilets & urinals apply cleaner around & under the lip of the bowl, around & under the rim & drain holes of urinal. Let the cleaners remain, while you attend the other tasks.
3. Empty the trash container, replace the waste basket liners.
4. Empty & clean ash trays in the sink area ( Vanity counter ) & individual stalls ( cubicles, partitions ).
5. Clean sinks & counter top areas.
  - a. Run warm water in each sink add the correct amount of cleaning agents.
  - b. Clean the counter top area.
  - c. Clean the sink, remove drain top & clean.
  - d. Clean sink fixture polish dry to remove water spatters.
  - e. Wipe the counter top area, dry.



## 12.4 CLEANING OF RESTAURANT

### AIM :

Care & cleaning of restaurants.

### MATERIALS REQUIRED :

Vaccum cleaner, hand brush, dust pan, duster, d glass cleaning solution, cob web stick, news papers.

**PROCEDURE :**

- a. Take the furniture outside the restaurant.
- b. Remove cob webs with cobweb stick from the entire ceiling.
- c. Dust all the reachable surfaces like counters, flower tables etc.,
- d. Clean the glass surfaces using glass cleaning solution with the help of news papers.
- e. Using duster wipe all the dust present on Vases, Air conditioners etc.,
- f. Remove the dust from the window sills, borders etc.,
- g. Finally vacuum the carpet using vacuum cleaner through out the entire area.
- h. Place all the furniture inside the restaurants.

**PRECAUTIONS :**

Protect the surroundings when the cleaning of windows is done.

**12.5 CLEANING OF ELEVATORS****POSITION :**

Public area attendant

**REPORTS :**

To shift Supervisor.

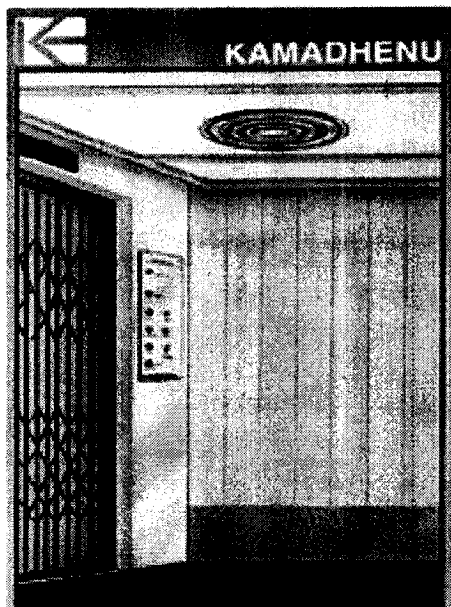
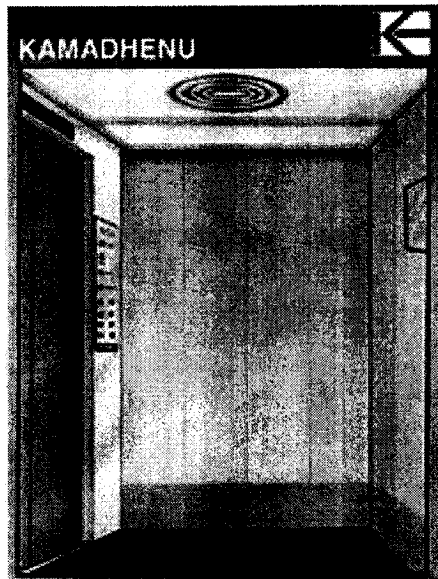
**EQUIPMENTS :**

Cloths and sponges, glass cleaner, dusting solution, light bulbs all purpose cleaners, dust mop for dusting highs or hard to reach areas, portable canister vacuum.

**PROCEDURE :**

- a. Wipe down exterior of elevator door clean smudges and finger prints from outside controls and surrounding walls area.





- b. Empty and clean ash tray near elevator entrance.
- c. Enter the elevator and key or push the appropriate control on the interior control panel, so the elevator remains stationary with the doors open.
- d. Dust the ceiling light. Replace any burned out light bulbs.
- e. Wipe down interior surfaces, on each wall or mirrored surface, begin at the top right hand corner and work your way across and down.
- f. Clean and polish hand rails.

- g. Wipe down control panel. So it is free of finger prints and smudges.
- h. Vacuum elevator carpet. Begin in far corner and work your way back towards the door.
- i. Vacuum and wipe elevator door tracks.
- j. Close elevator door and wipe down interior surface.
- k. Before leaving the elevator, key or push the appropriate control on the interior control panel, so the elevator resumes normal position.

### Self Assesment Questions

1. Explain the cleaning of Entrance of the Hotel
2. Explain the cleaning of lobby
3. Explain the cleaning of Restaurant
4. Explain the cleaning of Elevator
5. Explain the cleaning of Public Rest Room

### Further Readings

- \* Hotel, Hostel and Hospital Housekeeping by Joan C. Branson Margaret Lennox.
- \* House keeping Management by Margaret M. Kappa Aleta Nitschke  
Patricia B. Schappert.
- \* Hotel Housekeeping by Sudhir Andrews
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\* \* \* \* \*

## GLOSSARY TERMS FOR HOUSEKEEPING

**Arrival:** When a guest registers into the hotel as a resident.

**Amenity:** A service or item offered to guests or placed in guest rooms for convenience and comfort, and at no extra cost.

**Area inventory list:** A list of all items within a particular area, which need cleaning by or attention of housekeeping personnel.

**Back of the house:** The functional areas of the hotel in which employees have little or no guest contact, such as engineering and maintenance.

**Beverage list:** List of beverages available and their cost.

**Breakfast doorknob cards:** Cards hung on the knob of the door to pre-order breakfasts at night so that the orders reach on time.

**Clear rooms:** Rooms that have been cleaned for sale.

**Crib:** Cot for babies

**Cabanas:** Rooms situated at swimming pools for changing purpose.

**Caster wheels:** Wheels under equipment, trolleys etc. to make them mobile.

**Departure:** When a guest settles his bill of stay and checks out.

**Departure room:** Room vacated by a guest checking out.

**Do not disturb card:** Card hung outside the room to inform staff/visitor that occupant doesn't wish to be disturbed.

**Disinfectant:** Any agent that decontaminates

**Deep cleaning:** Intensive or specialized cleaning undertaken in guest rooms or public areas. Often conducted according to a special schedule or on a special project basis.

**Double locked:** An occupied room for which the guest has refused housekeeping service by locking the room from the inside with a dead bolt.

**Early makeup:** A room status term indicating that the guest has reserved an early check-in time or has requested his/her room to be cleaned as soon as possible.

**Emergency key/ Master key:** A key, which opens all guest room doors, even when they are double locked.

**Floor par:** The quantity of each type of linen that is required to outfit all rooms serviced from a particular floor linen closet.

**Frequency schedule:** A schedule, which indicates how often, each item on an area inventory list needs to be cleaned or maintained.

**Front of the house:** The functional areas of the hotel in which employees have extensive guest contact, such as food and beverage facilities and the front desk.

**Gate pass:** An authorization to take guest or hotel property out of the hotel.

**Guest stationary:** Letter papers, envelopes and writing implements provided for exclusive guest use.

**Guest house rules:** Special rules of the hotel set by management for guests.

**Guest comment forms:** Questionnaire soliciting guest opinions of hotel services.

**Guest room key:** A key, which opens a single guest room, door if it is not double-locked.

**Hand Caddy:** A portable container for storing, holding and transporting cleaning supplies. Typically located on the top shelf of the room attendant's cart.

**High dusting:** Dusting high or hard to reach items or areas.

**Hoppers:** Openings in washing machines through which detergents can be poured.

**House setup:** Total number of each type of linen that is needed to outfit all guest rooms one time.

**Housekeeping status report:** A report prepared by the housekeeping department which indicated the current housekeeping status of each room, based on a physical check.

**Inventory:** Stock for operating supplies and other items held for future use in a hospitality operations.

**Issuing:** The process of distributing inventory items from the storeroom to authorized individuals by the use of formal requisition.

**Job breakdown:** A form that details how the technical duties of a job should be performed.

**Linen room:** it is a place where all linens and uniforms are stored.

**Lobby:** Area provided at reception as common meeting point for all guests.

**Laundry:** Place where linen and uniforms are washed. Dry-cleaned and pressed.

**Linen:** Textiles used on beds, restaurant tables and bathrooms.

**Maintenance:** Engineering repair activity.

**Occupancy report:** A report prepared each night by a front desk agent which lists rooms occupied that night and indicates those guests expected to check out of the following day.

**Occupied:** A room status term indicating that a guest is currently registered to the room.

**Out of order:** A room status term indicating that a room cannot be assigned to a guest. The room may be out of order for maintenance.

**Par stock:** The standard number of a particular inventory item that must be on hand to support daily, routine housekeeping operations.

**Room attendants cart:** A light weight, wheeled vehicle used by room attendants for transporting cleaning supplies, linen and equipment needed to fulfill a block of cleaning assignments.

**Room status discrepancy:** A situation in which the housekeeping department's description of a room status differs from the room status information at the front desk.

**Turndown service:** A special service given in the evening.

**Vents:** Opening for ventilation

**Valet:** Person from laundry who fetches and returns laundry to guests.

**Water closet:** Toilet bowl and flush.

