

# HOUSEKEEPING AND LAUNDRY SERVICE Level-II

**Based on March, 2022, Curriculum Version-I**



**Module Title: Providing Housekeeping Services to Guests**

**Module Code: CST HLS2 M01 1222**

**Nominal duration: 58 hours**

**Prepared By: Ministry of Labor and Skill**

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**Addis Abeba, Ethiopia**

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## Acknowledgement

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## Acronyms

TVET: Teaching and Vocational Education training

TTLM: Teaching, Training and Learning Materials

DVD: Digital Video Disc

TV: Television

O.O.O: Out of Order

DND: Do Not Disturb

RFID: Radio Frequency Identification Device.

ATM: Automatic Transfer Money

OOS: Out of Service

S: single room

HVAC: Heating ventilation and air-conditioning

V/I: Vacant / Inspect

V/R: Vacant / Ready

O/C: Occupied / Clean

O/D: Occupied / Dirty

V/C: Vacated / Dirty

V/C: Vacate / Clean

OHS: Occupational Health and Safety

OOS: Out of Service



## INTRODUCTION TO THE MODULE

The housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. From the time a guest checks-in in a hotel till he checks out, it is the housekeeping department which takes care of the guest by making his / her stay pleasant and comfortable.

In general, the housekeeping crew is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms, bath rooms and public washrooms. In addition, it handles the laundering of linens and in some instances, guest laundry. Housekeeping also performs a minor security function by providing a “first alert” to potential guest problems while staff undertake daily guest bedroom cleaning.

This module is designed to meet the industry requirement under the housekeeping and laundry service occupational standard, particularly for the unit of competency: provide housekeeping services to guests.

### **This module covers the following units:**

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

### **Learning Objective of the Module:**

- Handling housekeeping requests
- Advising guests on room facilities
- Perform set up equipment and trolleys
- Access and ready rooms for servicing
- Apply make-up beds
- Perform Clean and clear rooms
- Cleaning and storing trolleys and equipment

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- Reducing negative environmental impacts

### Module Instruction

For effective use of the module trainees are expected to follow the following module instructions:

1. Read the information written in each unit.
2. Accomplish the Self-checks at the end of each unit.
3. Perform Operation Sheets which were provided at the end of units.
4. Do the “LAP test” given at the end of each unit.
5. Read the identified reference books for the module.

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## Unit one: Handle housekeeping requests

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Handling the guest requests
- Acknowledge guests by using name
- Agree with guests on meeting requests
- Collect guest requests items
- Locate and deliver requests items in guests room
- Set up equipment in the guests room
- Advise guests on special request services

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Perform handle guest requests and offer courteous service to guest
- Apply acknowledge of guests by using name.
- Use politely and friendly manner with guests on meeting requests
- Perform collect and pick-up request items within designed timeframes.
- Perform promptly deliver and locate request items within designed timeframes.
- Perform set-up of appropriate equipment to guests.
- Apply advice guests on special request services and benefits.

## 1.1 Handling the guest requests

Handling the guest Request for Housekeeping, the housekeeping employees will accept all requests with regard to Housekeeping items in a professional and courteous manner. They will not transfer responsibility to Housekeeping associate but will request assistance politely from them in order to personally deliver and fulfill guest request.

Upon receiving a request that requires housekeeping items or services, accept the responsibility of the request, record all required information and acknowledge to guest that it will be done.

All requests must be completed with Hotel Standard of within 3 minutes. If the request can be fulfilled with items in the Pantry (store room), go and pick up the required items and immediately deliver the request personally.

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

### 1.1.1 Guest request service

The guest request services in the room:

- Roll away beds: a rollaway bed is a bed that can be folded up and stored and is otherwise known as a folding bed. Most rollaway beds feature a steel or metal frame and wheels for ease of portability.



**Figure: 1.1.1. Roll away beds**

- Additional pillows and blankets
- Irons:



**Figure:1.1.1. cloth iron**

- Hair dryers: or blow dryer is an electromechanical device that blows ambient or hot air over damp hair to speed the evaporation of water to dry the hair.



**Figure:1.1.1. Hair dryers**

- Additional room supplies
- Rectification cleaning: guests may request an improvement in the servicing of room. They require housekeeping staff to provide remedial service to the room when the original room service is deemed by the guest to be sub-standard
- Morning set (tooth brush & soap)
- Repairs and maintenance: Repair or removal of broken equipment such as controls for the TV, DVD player, air conditioner, broken bedside lights, and free-standing lamps. Instructions to enable them to work equipment such as the TV, in-room safe, lights (especially where room cards are needed to activate the power to a room), heating and cooling controls.

- Crib/Baby cot



**Figure: 1.1.1 Crib/Baby cot**

- Dehumidifier: hand towels.
- Lost and found property enquiries: Guests may also contact housekeeping when making a Lost and Found enquiry. They may have found an item in a room they have just been roomed in or they may contact housekeeping after they have departed to enquire about something they have lost. Housekeeping is often the department that operates the Lost and Found facility for a venue because most Lost and Found items come from guest rooms.

**Table1.1.1. Lost and found register format**

Lost and Found Register										
Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature

### 1.1.2. When handling the guest request services in the room

- Listen to get the facts.
- Probe into the needs of guest by asking questions to clarify his/her request.
- Explain what you can do or offer alternative.
- Confirm with the guest that this is satisfactory.
- Use positive words like: Certainly, I will be happy/ glad to...

- Take personal responsibility to do it. Do not give guest a run around or passing on request to other departments.
- Follow up.
- Give information to the guest.
  - ✓ Provide directions to the guest when asked.
  - ✓ Be sure that you are given the correct information.

## 1.2 Acknowledge guests by using name

Address guests' service needs in a professional, positive, and timely manner. Welcome and acknowledge each and every guest with a smile, eye contact and a friendly verbal greeting, using the guest's name when possible. Thanks guests with genuine appreciation and provide a fondly farewell.

Actively listen and respond positively to guest questions, concerns and requests using brand or property specific process, to resolve issues, delight and build trust. Assist other employees to ensure proper coverage and prompt guest service.

Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.

Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines.

## 1.3 Agreeing with guests on meeting requests

Guest meeting requests information are:

- Range of services and products offered by the establishment: A guest may request services or products such as additional equipment in their room because they have needs during their stay that are not accommodated by the normal in-room items. For example Valet or laundry services are common among the long stay guests, additional bed in where the existing bed is unsuitable, uncomfortable or insufficient.
- Availability of service, service hours, location of meals, service and equipment: you might be able to inform a guest that there is an ice machine at the end of the corridor but perhaps you don't know when the spa opens or what the treatments are how much they cost.
- How various types of equipment work: you are expected to know how to operate all the in-room facilities (this should be one of the first things you are trained in as part of your on-the-

job training) but guests may ask you about other items of equipment throughout the property that you know nothing about. This is to be expected if you are the first person they see as they walk back to their room from not being able to operate a piece of gym equipment, not being able to operate TV, refrigerating machine and the vending machine to work.

- Local services, attractions, transport, shops, entertainment: Requests for information about local services, attractions, transport, shopping, entertainment, bars, and places to eat. While is probably more a reception or concierge role, once again guests can ask you because you are there. In these situations:
  - ✓ Never say I don't know and leave it at that.
  - ✓ Never tell them it's not my job to provide that sort of information.
  - ✓ Never tell them to look it up in their in-room information compendium.

### 1.3.1. Types of guest requests

A guest request services or products such as:

- Additional equipment in their room: because they have needs during their stay that are not accommodated by the normal in-room items.
- Valet or laundry service: are common among long stay guests.
- Additional bedding: where the existing bedding is unsuitable, uncomfortable or insufficient.
- Extra tea, coffee, sugar and milk sachets: a common request where the guests spend a lot of time in their room.
- Extra crockery or cutlery: where the room features a kitchen or kitchenette this is also a common request especially where guests want to entertain in their rooms.
- Vases: for flowers that have been delivered to them.
- Replacement items such as hair dryers, toasters, irons and electric jugs to replace items that are not working.
- Extra bathroom guest supplies: another common request for long-term guests. Guests with long hair often ask for extra shampoo and conditioner.
- Additional items in compendium: such as letterhead paper, envelopes, postcards, pens, note paper.
- Additional towels: to accommodate extra showers or baths taken by the guests; where the property has a swimming pool this is a common request.



- Extra hangers for clothes, extra pillows, extra blankets.
- A power conversion board: to adapt their electrical equipment to the power supply of the venue. This is common where the property caters to some international guests.
- Ice and ice buckets.
- Flat iron and ironing board.
- Room service for breakfast or dinner.
- Adjustment to room temperature.
- Tuning in of television to favorite channel.
- Other condition requests.
- Handling complaints such as:
  - ✓ Noisy people in the room next doors
  - ✓ Poor view from the balcony
  - ✓ Noisy pigeons outside the room which stop guests getting to sleep
  - ✓ Noisy elevators near the room
  - ✓ Lack of facilities in the room
  - ✓ Quality of facilities that is below guest expectations
  - ✓ Adjustment of room temperature
  - ✓ Advertising that has created expectations that are not being met

#### 1.4 Collecting guest requests items

Guest request supplies refer those items which are collected and provided by the hotel as an advantage to enhance the guest's comfort and convenience. Though the types of guest request supplies or items could be vary according to the nature and size of the hotel but the following areas or items are generally involved:

- A. Amenity packages
- B. Guest essentials
- C. Guest expendables
- D. Guest loan items

**A. Amenity packages:** amenity can play a vital role in gaining guest's satisfaction. Amenity packages comprises of such lavish items which are provided for the guests arranged by the

hotel at free of cost to qualify the services. To make best possible use of amenity service, the items should be provided based on the guest preferences, interest and requests.

Amenity packages generally comprises of bathroom amenities and guest room amenities which are as follows:

- 1. Bathroom amenities:** To provide the bathroom amenities is the most prime and common practice for hotels. Even a hotel can achieve reputation only by providing better bathroom amenities. Standard lists of bathroom amenities which are available in most hotels are as follows:

**Table 1.4 Bathroom amenity items**

Bathroom amenity items	
Soap	Hand lotion
Aftershave	Mouthwash
Face soap	Shoe mitt
Shampoo	Body oils
Bath gel	Face lotions
Razors	Shaving cream
Hair conditioner	Tanning lotion
Cosmetics	Glycerin soap
Bath salts	Deodorants
Deodorant soap	Body powder
Sewing kit	Scissors
Facial mud packs	Bubble bath
Perfumes	Nail clippers
Loofah sponges	Emery-boards
Shoehorn	Colognes
Fabric wash	Shower cap

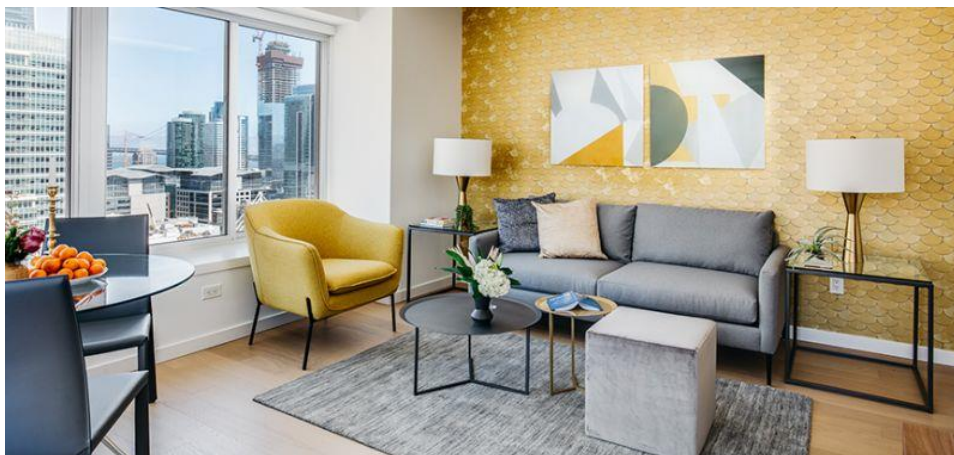


**Figure: 1.4. Bathroom amenities**

**2. Guest room amenities:** The amenities which are provided and arranged in the guest's bedroom are as follows:

Guest room amenity items:

- Free in-room beverages (mini bar)
- Luxury stationary
- Clothes sachets
- Free snacks
- Coffee maker
- Bathrobes
- Chocolate
- Flower
- Corkscrews
- Expensive pens
- Telephone
- Quality pens
- Television, video and In-room movies
- Locker



**Figure:1.4. Guest room amenities**

**B. Guest essentials:** guest essentials are regarded as those items which are certainly essential for meeting the guest requests or requirements and to improve the service. These guest essentials are proposed and arranged for continuous use even after the guest's departure. Like guest amenities, guest essentials are not used up by the guest and remain in the hotel for servicing another expecting guest.

Guest essentials are generally marked with hotel logo in order to avoid any sort of unusual incidents like missing or stealing. The cost for providing these essentials basically shared with the marketing department if hotel logos are used as advertising purposes.

Here is a list of several guest essentials that are available in every standard hotel:

- Clothes hangers
- Ice buckets
- Ashtrays
- Glass(plastic) and drinking cups
- Plastic trays
- Waste baskets
- Do -Not- Disturb signs
- Water pitches
- Shower mats (rubber)
- Fly swatters
- Bibles
- Suit bag

**C. Guest expendables:** unlike guest essentials, guest expendables are planned to be used up by the guests. Hotels do not have to invest a lot for providing these guest request supplies as limited budget is required.

However, some guest expendables are not completely consumed by the guest and remain after guest's departure such as soaps and shampoos. While preparing the room for new guest these supplies are replenished with new one.

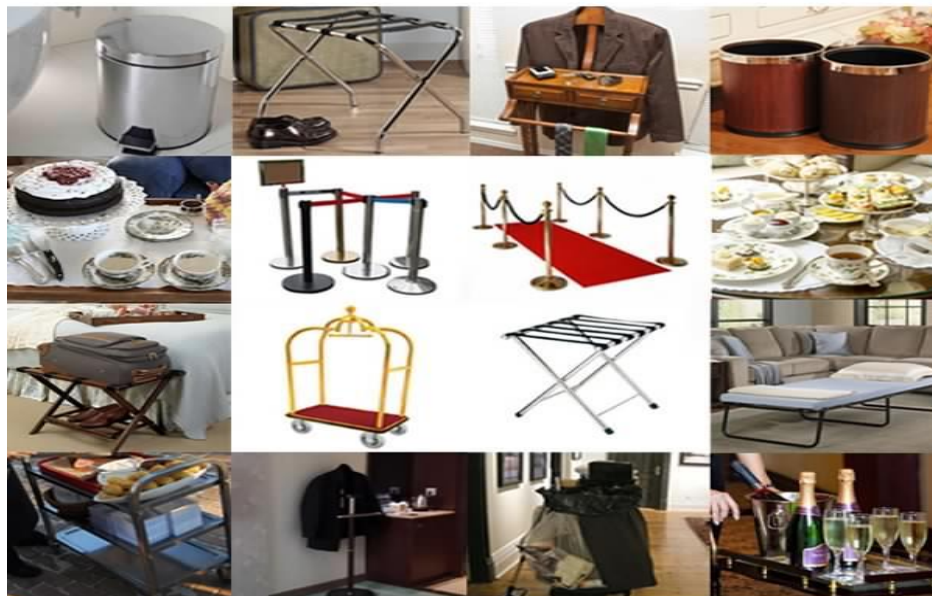
Though the housekeeping department is generally responsible for arranging, inventorying and storing guest supplies, but guest expendables are also provided by other department which is beneficial for smoothen the hotel operation. Some of the common guest expendables are given below:

- Dry bags
- Plastic utility bags
- Sani bags
- Stationary
- Matches
- Disposal slipper
- Facial tissue
- Laundry tickets

- Magazines & note pads
- Postcards pens
- Toilet tissue
- Emery-boards
- Bath soaps(bars)
- Table tents (In-house advertising)
- Individual packs of coffee
- Toilet seat bands
- Facial soaps(bar)
- Candy mints

**D. Guest loan items:** usually hotels do not provide guest loan items in the guest room. These supplies are only delivered when a guest request for any item on a receipted loan basis. The loan receipts signify the status (time of deliver, cost of the item) of the guest loan items. Guest loan items are not frequently visible in the guest room as these supplies are not required by all guests. Housekeeper stores certain necessary supplies in the linen room that can be requested by the guests which are as follows:

- Alarm clocks
- Hot water bottles
- Irons
- Ice packs
- Heating pads
- Razors
- Hair dryer
- Electric shavers
- Ironing boards
- Bed boards



**Figure: 1.4. Guest loan items**

## 1.5. Locating and delivering request items in guests room

Housekeeping Department is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic up keep of rooms, public areas, back areas and the surroundings'. But that is not just our factors we also make sure that our guest have a pleasant stay by giving them the best services. We were present to you and demonstrate how to accept housekeeping request from the guest to locate and deliver items requests from the guests. So ask the guests his/her name, room number and additional items before get them requests.

Once a request is received, you must promptly seek out the item or equipment requested within the agreed timeframe. In taking action on a guest's request, you will probably just go to your trolley or the nearest housekeeping store room, grab what is needed and take it to the guestroom. Most requests relate to items that the room attendant has easy to access.

If the request is outside your normal work responsibility, you should:

- Record and confirm the request.
- Pass the details on to the relevant person for them to action.
- Never tell the guest to contact a certain department because the housekeeping department does not handle such requests.

## 1.6 Set up equipment in the guests room

It is set up of the necessary equipment in the guest room. From time to time the housekeeping department may be asked to help set up items requested by guests. It is important that these requests are need to be accommodated as quickly as possible because when such requests are made, guests are usually waiting to use the items.

### 1.6.1 Type of equipment

The items that setting up including:

- Table and chairs: for meetings or to assist with the provision of room service meals.
- Internet connection.
- Television.
- DVD player.
- Data projector.
- Portable bed.
- Portable cot.
- Iron and ironing board
- Hair dryer
- Telephone
- Locker etc.



### 1.6.2. Purpose of set equipment in guest room

**In-room meetings:** Guest rooms are sometimes hired by companies for business purposes to hold a small meeting make presentations or display goods and in such instances it may be your responsibility to move furniture around, set up tables and chairs before the meeting commences. Directions will be given by the person hiring the room about what they want, where they want it set and the time by which it needs to be ready.

**Elderly people:** Elderly people can often have problems with technologically-based items in their rooms. They may be perfectly well able to operate their TV or DVD at home but the one in their room may be different and they may not be able to make it work.

Don't make them feel stupid for asking, take time to make sure they have understood what you have told them and check to see they are able to operate it properly on their own before you leave. A call to the room 15 minutes later to check everything is fine would also be appreciated and shows evidence of excellent service.

#### **Elderly people may also seek your regular assistance in:**

- Moving heavy items: This can include their personal luggage.
- Getting items down from high places.
- Obtaining things from low places.
- Obtaining a wheelchair to access other facilities in the venue.

**Portable beds and cots:** Setting up portable beds and cots is a task that many in housekeeping hate! They are often cumbersome to move, and difficult to set up. Lots of injuries have resulted from moving and setting up these items.

Where possible, it is advisable to place them into rooms and get them set up prior to the guests arriving so no-one can hear or see what goes on!

#### **Tips that to be considered:**

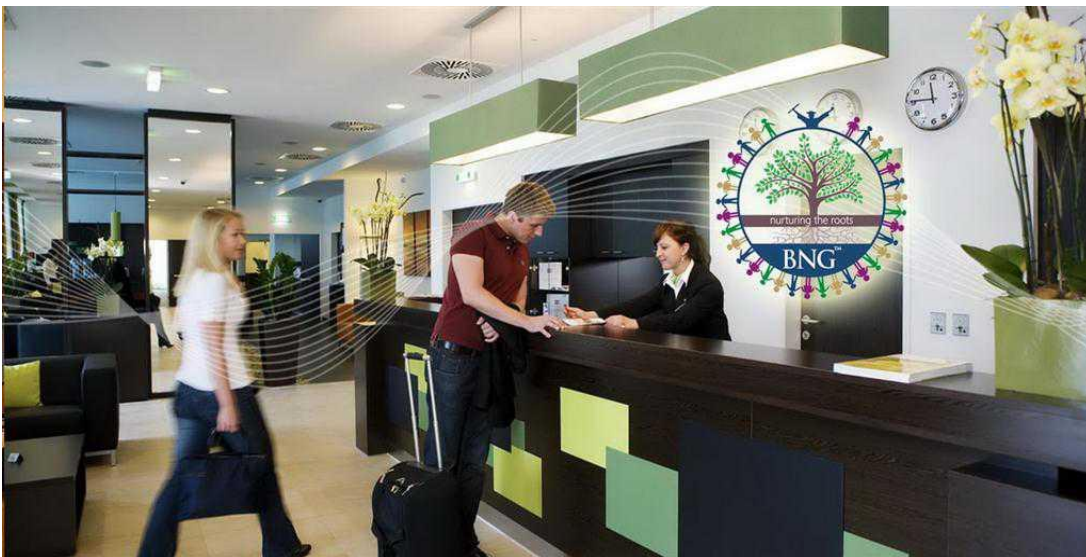
- Be careful
- Practice before having to do it front of a guest
- Follow the instructions
- Don't rush
- Have an experienced person with you when you do your first one. You never know when you will need help even though you have done loads of practice.

## 1.7. Advising guests on special request services

The key information or advice providing to the guests based on uses of items and hotel delivering services.

In addition to operational knowledge, important aspects of providing advice to guests are to be noted:

- Explain the functions and operations of all aspects of the items that the guest wants to know about including all the switches and knobs.
- Make sure all health and safety requirements are covered remember the property has a duty of care to all its guests.
- Use clear terminology, simple words, stay away from jargon words.
- Use simple questions to test their understanding of what you have explained to them.
- Light bulb changed.
- Air conditioning/heating system fixed.
- Instructions on how to operate equipment.
- Instructions on how to turn on entertainment equipment.
- Instructions on how to operate a heating system.
- Instructions on operating the in-room safety deposit box.



**Figure: 1.7. Advise guest on special request service**

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## Operation sheet-1

**Operation Title:** Handle housekeeping requests

**Instruction:** make the operation based on the topic.

**purpose:** providing guest request service to satisfy them and maximize the wealth of organization

**Conditions or situations for the operations:** well organize housekeeping services and provide full services to guests.

**Required tools and equipment:** computer, iron and ironing board, television, telephone, weak-up calls, printer, photo copy and other related materials (in general housekeeping equipment, facilities and amenities).

**Precautions:** must be full fill necessary equipment and materials.

: You should provide the service based on the guest request.

### Procedure :

Step1. Handling the guest requests

Step2. Acknowledge guests by using name

Step3. Agreeing with guests on meeting requests

Step4. Collecting guest requests items

Step5. Locating and delivering request items in guest room

Step6. Set up equipment in the guest room.

Step7. Advising guests on special request services

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment

<b>LAP test</b>	<b>Practical Demonstration</b>
-----------------	--------------------------------

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

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

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

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

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 10 minutes.

Task 1: perform locate and deliver guest special request service in the guest room

Task 2: prepare lost and found format and record/ register the necessary information?

## Unit two: Advise guests on room facilities

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Advise guests on correct use of equipment
- Report malfunction equipment
- Collect malfunction equipment

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Courteously advise guests on correct use of equipment.
- Apply promptly report malfunctions equipment
- Perform collect malfunctions equipment on Suitable times.

## 2.1. Advising guests on correct use of equipment

Advice guests on room and housekeeping equipment for operation, procedures laid down for operations and policies to be followed. System procedures and policies followed properly the life span of equipment will be increased as well as avoid any breakdown maintenance.

Describe and explain the use of different types of housekeeping and front office equipment. Provide guest orientation on house rules and use of hotel tools, materials, equipment, and other amenities.

Some security and safety standards that need to be considered by hotels in serving the demand of guests:

1. Identification of the items to be borrowed by guests, on the condition of the items is in a state unfit for use. So that when used by guests, there will be no possibility of workplace accidents or other things that harm the guest and hotels.
2. Notice how equipment usage instructions listed on the tool and equipment body or by brochure.
3. Examine how the setting and laying of equipment in the guest rooms, so it does not interfere with traffic and guest comfort
4. Do not forget to pay attention to the usage time limit has been agreed upon, so that the quality of equipment maintained its quality and to avoid the use of omissions that may cause accidents.

## 2.2. Reporting malfunction equipment

### 2.2.1. Definition

There may be times when you will come across equipment that is malfunctioning either not working as intended, making too much noise, is unsafe, is damaged or not working at all.

All such equipment must be immediately tagged as “Out Of Order” or OOO and where possible and safe to do so, the item should be removed from the guest’s room and logged at the housekeeping department as being in need of repair.

Malfunction is a defect or something that detracts from perfection. It will lead in to risk. If it leads in to risk, the faults that are happening should be controlled in a safe and secured manner based on the establishment policy.

Where possible, a replacement item must be placed into the guest room so that required house service levels are maintained, and guest expectations continue to be met. Replacement items may come from storage or from a vacant room, in the immediate short term. Sometimes a new item may be purchased as the replacement.

### 2.2.2. Reporting malfunctions

You must do your best to immediately replace the item in the guest room by seeking a replacement from the housekeeping department, storage or substituting one from a vacant room.

Where the item is importance such as the fridge, the TV, the air conditioner or stove in a kitchenette situation front office must be notified so they take the room off the board and not sell it. If the room is occupied and a major piece of equipment is malfunctioning and can't be repaired or replaced immediately, the guest will have to be re-roomed (room change) to another room.

It is housekeeping staff who will have to move the guest's luggage and belongings in such as cases, and set up those belongings in the new room.

Reports communicate information which has been compiled as a result of findings and analysis of information and of issues. Reports usually focus on transmitting information with a clear purpose, to a specific situation.

Good reports are documents that are accurate, objective and complete. They should also be well-written, clearly structured and expressed in a way that holds the reader's attention and meets their expectations.

### 2.2.3. How might be report these problems

The traditional ways of reporting these equipment problems are:

- **Verbally:** face-to-face or over the phone with the floor housekeeper, maintenance department or the executive housekeeper.
- **Completing a relevant in-house report form:** these are pro forma documents that detail record of item or equipment name, the room number the item came from, the problem that was identified, name of the person reporting it and date of report. Where establishments have their own in-house maintenance department it will be the executive housekeeper's responsibility to contact them for repairs or to make a judgment call about replacement rather

than repair. It is the executive housekeeper's responsibility because the expenses will be charged against the rooms division.

### Table: 2.2.3. Malfunction equipment report form

#### Damaged or malfunctioning equipment report format

This form is to report any broken or malfunctioning equipment. Return this form immediately to housekeeping department or maintenance department. Please clearly explain the problem and when and how it occurred.

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

MALFUNCTIONING ITEM: \_\_\_\_\_

ITEM'S SERIAL No: \_\_\_\_\_

NUMBER OF ITEM: \_\_\_\_\_

DATE PROBLEM OCCURRED: \_\_\_\_\_

DESCRIPTION OF MALFUNCTION ITEM:

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\_\_\_\_\_  
(Signature)

### 2.3. Collecting malfunction equipment

When collect malfunction equipment:

- Collect it from different working area.
- Store in the storage area
- Check and inspect the problem
- Identify simple and complex the problem
- Tag and sign the problem on the equipment
- Prepare the schedule to repair the equipment

### 2.4. Maintenance of malfunction equipment

Maintenance work order form used in housekeeping.

In hotels, engineering and maintenance personnel begin their shifts work by examining the log book for repair work orders. Usually, Housekeeping department reports problems to engineering which was reported by guests, staffs such as HVAC ( Heating ventilation and air-conditioning) problems, faulty equipment, electrical issues, broken furniture, TV not working etc.

Many hotels use multiple-part work order forms to report maintenance issues. Format no:1 shown below is a sample maintenance work request form.

Every organization should have a maintenance schedule for items of equipment, which specifies when each item of equipment should be checked for maintenance. It is important that this schedule includes cleaning equipment and that all items of cleaning equipment are regularly checked for damage. Sub-standard cleaning equipment increases the risk of a breach in the organization's hygiene standards



Table: 2.4. Maintenance request form

<u>Hotel Name - Logo - ( <a href="http://www.setupmyhotel.com">www.setupmyhotel.com</a> )</u>			
<b>www.setupmyhotel.com</b>			
<b>MAINTENANCE REQUEST FORM</b>			
DATE		TIME	
ROOM NO			
LOCATION			
REPORTED BY			
PROBLEM			
ASSIGNED TO			
DATE COMPLETED		TIME SPENT	
COMPLETED BY			
REMARKS			
SHIFT IN- CHARGE		SIGN	
<b>www.setupmyhotel.com</b>			

## Self-check-2

## written Test

**Direction: give answer for the following questions**

**Part-I Choice best answer the following questions**

- Housekeeping department reports problems to engineering department which was reported by: A. Guest B. staffs C. Room attendant D. Housekeeper supervisor E. All
- Maintenance work order form used in:  
A. Food preparation B. Food & Beverage service C. Housekeeping D. Laundry
- Face-to-face or over the phone report problem with the floor housekeeper, maintenance department or the executive housekeeper is :  
A. In-house report form B. Message pads C. Verbally D. Log book E. All
- It is a defect or something that detracts from perfection. It will lead in to risk means:  
A. Maintenance B. Function C. Malfunction D. Report E. All
- Malfunction equipment must be immediately tagged as;  
A. Do-Not-Disturb B. Functional C. On-the service D. Out Of Order E. All

**Part-II Discuss the following questions**

- Prepare malfunction equipment report form and fill information on the form?
- How do you report malfunctioning equipment and to whom report it?
- After collection of malfunction of equipment, what will you do the next in department?
- Prepare maintenance request form and fill information on the form?

### Unit three: Set up equipment and trolleys

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Equipment require for preparing room and servicing rooms
- Supplies for trolley loading
- Safely load trolley

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Selecting equipment require for preparing room and servicing rooms.
- Identifying supplies for trolleys loading
- Performing supplies safely load on trolleys

### 3.1. Equipment require for preparing room and servicing rooms

#### 3.1.1. Definition of equipment

Hotel Operating Equipment means linens, chinaware, glassware, silverware, uniforms, utensils and other non-consumable items of similar nature necessary to operate the Hotel. Specialized hotel equipment means such equipment as is used in the operation of kitchens, laundries, dry cleaning facilities, bars, special lighting and other facilities contained in the hotel unit from time to time.

Hotel equipment is industry equipment that provides services for hotels, including catering services, room services and public services. Among them, the basic equipment of hotel rooms include beds, wardrobes, coffee tables, and generally also have telephones, TVs, alarm clocks; and refrigerators, which contain various beverages, alcohol and snacks, all of which are charged and paid at checkout.

#### 3.1.2. Equipment require for preparing room

- **Cleaning agents:** The different types of cleaning agents used in housekeeping and how housekeepers should use them in houses and hotels. These common cleaning agents are:
  - A. Detergents: are substances that contain soaps and/or surfactants (any organic substance/mixture). Use them for washing or cleaning jobs for the household, institutional or industrial purposes, including: dishwashing, hand washing, laundry washing, fabric softeners, all-purpose cleaners and bleaching.
  - B. Degreasers: You can use degreasers for heavy-duty work to remove grease, grime, dirt and oil from hard surfaces. Commercial kitchens generally use them. To remove grease from grills, ovens, and other metal surfaces. As well as from heavily soiled floors.
  - C. Abrasives: are either powders or liquids you can use to wear off dirt from hard surfaces. Think of things such as sinks, floors, kitchen, and bathroom surfaces.
  - D. Acids: Acid cleaning agents are often highly concentrated solutions. Use them for the toughest cleaning jobs to dissolve mineral deposits (descaling) and ingrained grime. Acid cleaners can be dangerous and highly corrosive. Make sure to handle them with extreme care. And dilute them according to the manufacturer's instructions.

Uses for acid cleaning agents: descaling mineral deposits, rust removal, tough stain removal, dissolving, cleaning masonry, mold removal, bathroom tile cleaner and restoring tarnished or discolored metal.



**Figure: 3.1.2. Four types of Cleaning Agents**

- **Chemicals:** comprehensive range of high-quality industrial maintenance and commercial cleaning chemicals has been scientifically formulated to deliver significant performance benefits, improving the speed and efficiency of many cleaning and maintenance activities. Housekeeping cleaning and sanitation chemicals deliver superior performance and include heavy duty and highly concentrated commercial quality detergents, hand soaps, sanitizers, disinfectants, air fresheners, descales, floor cleaners, bathroom cleaners, multi-surface cleaners, stain removers and more.



**Figure: 3.1.2. Types of cleaning chemicals**

- **Vacuum cleaners:** different types of vacuum cleaners used in housekeeping.
- A. Dry vacuum cleaners: are used for removing dust and small pieces of debris from the floors, upholstery, furnishings walls and ceilings.
- B. Cylindrical vacuums: The dust-bag is inside the cylindrical body of the vacuum cleaner. A flexible hose along with the different type of attachments is used to clean a variety of surfaces. These are the type of vacuum cleaners which are commonly used by housekeeping attendants in guestroom cleaning.
- C. Upright Vacuum: Upright vacuums are the ones more frequently seen in hotels. The main body of the vacuum lies horizontal on the floor and is driven by a single motor. The dust-bag is outside the machine's main body.
- D. Wet-and-dry vacuum cleaners: Wet and Dry Vacuum are extremely useful in hotel housekeeping operations. They can pick up spills and excess wash water when on the wet mode. When on the dry mode, they help in removal of dust and debris. In hotels, these machines are usually used in their wet mode to pick up spills. Such types of vacuum cleaners are also required when large areas of floors are being stripped of polish and cleaned. They have a flexible hose with attachments such as a squeegee head. The waste water collects in a tank that needs to be emptied after use.



**Figure: 3.1.2.Vacuum cleaner machine**

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- **Mops:** There are different types of mops. These are: flat mops, sponge mops, dust mops, string mops, strip mops, steam mops, spin mops, microfiber mops, static mops, brush mops, and robot mops.



**Figure: 3.1.2. Mops**

- **Brushes:** There are 7 types of brushes used in housekeeping cleaning that can deal with any mess (dirt) large or small. The brushes are: Scrub brush, Soft brush, Carpet brush, Floor brush, Toilet brush, Stove brush and Bottle brush.



**Figure:3.1.2.Brushes**

- **Buckets:** A triple bucket cleaning method consists of three buckets system. This is a procedure for washing, dirty rinsing, and sanitizing where a different bucket and sponge or mop is used for each cleaning task.



**Figure:3.1.2.Bucket**



- **Cleaning and polishing cloths:** there are different varieties of cloths which are used in the housekeeping department for performing various cleaning activities like wet and dry cleaning by the housekeeping staff. **E.g.** swabs, wipes, dusters, cloth mittens, floor cloths, scrim, glass cloths, chamois leather, dust sheets, drug gets, rag, hearth and bucket cloths and polish applicators.
- **Gloves:** Promoting safety on a job site should be a regular routine for any organization. Housekeeping or household cleaning gloves, also known as domestic cleaning gloves and rubber gloves.
- **Protective clothing:** is a type of PPE (personal protective equipment). Protective clothing is any clothing specifically designed, treated, or made to help minimise risk to a worker's health and safety while working. Examples of protective clothing include: safety boots, gloves, hard hats, high visibility clothing and overalls and protective aprons.

### 3.1.3. Servicing rooms

- **Bathroom:** A bathroom is a room in a hotel that contains a bathtub or shower, a sink, and sometimes a toilet. A bathroom is a room in a house or hotel that contains a sink and toilet.
- **Bedroom:** There are three basic types of bedrooms based on the occupants' namely master bedroom, children's bedroom and guest bedroom. The sizes vary according to the arrangement and types of furniture that are placed in the bedrooms. The sizes also depend on the style of the bedroom, contemporary, traditional or modern.
- **Lounge/living area:** a room in a hotel, airport, theatre, etc. where people can relax or wait: from an airport lounge and a cocktail lounge.
- **Kitchen:** is a room or part of a room used for cooking and food preparation in a dwelling or in a commercial establishment. A modern middle-class hotel kitchen is typically equipped with a stove, a sink with hot and cold running water, a refrigerator, and worktops and kitchen cabinets arranged according to a modular design. Many households have a microwave oven, a dishwasher, and other electric appliances. The main functions of a kitchen are to store, prepare and cook food and to complete related tasks such as dishwashing.



- **Balcony area :** is a narrow floor that is attached to the outside wall of a hotel building above the ground, usually with sides or bars, or an area of seats at an upper level in a theater. Many hotel rooms has a balcony that looks out over the pool.
- **Lobby or vestibule:** The hotel lobby is the nerve center of almost any hotel. It's where guests come to check-in, checkout, and pose questions to the front desk staff or concierge, wait for taxis or shuttles, and engage in a whole host of other activities.

### 3.2. Supplies for trolley loading

The number of toiletries you offer may be different depending on the type of hotel you operate, but the basic items that every hotel needs are the same. Start stocking a cart from the bottom to up/top, beginning with **linens and towels**, then **paper products**, and ending with **amenities and cleaning supplies**. Keeping the cart organized and clean is important because it will be in plain view of your guests as your cleaning staff is working.



Figure: 3.2. Supply trolley/cart

## A. Linens and Towels

Keep your guests comfortable by providing clean linens on a daily basis. Towels and sheets are usually placed on the bottom shelves of the cart.

- Bed Sheets
- Pillowcases
- Bath Towels
- Hand Towels
- Bath Mats
- Washcloths
- Robes

## B. Paper Products

Paper products like tissues and toilet paper should be replaced as needed. These items can be placed on the upper shelves of the cart where there is ample room.

- Toilet Paper
- Tissue Boxes
- Paper Towels

## C. Cleaning Supplies

Your housekeepers use hotel cleaning supplies frequently, so it helps to place them on top of the cart for easy access. A top-shelf organizer keeps spray bottles and cleaners right-side up while the cart is moving.

- Cleaning Spray / Sanitizer
- Cleaning Cloths / Sponges
- Cleaning Gloves
- Toilet Brush
- Toilet Bowl Cleaner
- Window / Mirror Cleaner
- Dusting Polish
- Dusting Cloths
- Trash Can Liners

## D. Bath Products

Your guests will appreciate the availability of hotel bath products in their bathroom. These small items can be placed in organizers on top of the cart to keep them from rolling around.

- Shampoo
- Conditioner
- Lotion
- Hand Soap
- Face Soap
- Razors

## E. Amenities

Amenity items like coffee and tea are usually replaced on a daily basis, so keeping them in an easy-to-reach place on top of the cart is convenient.

- Coffee Cups
- Coffee and Filters
- Tea Bags
- Sugar, Creamer, and Stirrers
- Ice Bucket Liners
- Drinking Cups

### 3.3. Safely load trolley

When heavy loads need to be moved safely and securely, trucks and trolleys are ideal. By utilizing trolleys in your workplace, you can be assured that all necessary safety precautions are taken, and work efficiency rates are kept high.

#### 3.3.1. The procedures of load trolley

The workers can do this follow the necessary procedures:

1. Follow procedures for using lifting and moving devices.
2. Always push a trolley forward, and don't pull the trolley.
3. Position the trolley as close to the items as possible.
4. Use the foot brakes while loading, if the trolley has them.
5. Use a semi-squat position to load the items.

#### 3.3.2. Techniques for safe handling

After loading up your trolley with supplies, the practice of moving it safely is critical. There are some techniques that the operator must be mindful of for their own safety and the safety of others.

- **Loading the trolley:** Ensure the goods are secure when placing items onto your trolley. This is important because your products could topple during transit if placed unsafely.
- **Pushing the trolley:** To move your trolley from A to B, force must be applied. You need to apply 2% of the total weight for it to move. By leaning your total body weight into the trolley instead of using your arms and shoulders, you can reduce any chances of injury.
- **Sloped ground:** By having an evenly distributed load, you are decreasing the risk of toppling on a slope. If your load is concentrated on one side, be aware that the trolley may tip over on a steep slope.

- **Uneven ground:** Hard ground types such as wood, tile, or concrete require much less pushing force than soft ground types such as sand or mud. Choosing the correct type of wheels or castors for your trolley and ground type can decrease the effort you need to put in to keep your trolley moving.
- **Unloading the trolley:** After reaching your destination, gently unloading your supplies from a low height keeps you and your items safe and secure.



**Figure: 3.3. Safely load trolley**

### Self-check-3

**Direction: give answer for the following questions**

**Part-I choice best answer the following questions**

- Which one of the following is a not bathroom product?  
A. Shampoo B. Coffee cup C. Conditioner D. Razors E. all
- Which is a type of personal protective equipment?  
A. Balcony B. lobby C. bathroom D. protective clothes E. All
- Which one of the following is cleaning agents?  
A. Detergents B. Abrasives C. Acids D. Degreasers E. All F. All, except “D”
- Which vacuum cleaner is extremely useful in hotel housekeeping operations?  
A. Back-pack vacuum B. cylindrical vacuum C. upright vacuum D. wet-and-dry vacuum
- Which one of the following is paper product supplies  
A. Bath towels B. Hand towels C. Bath mats D. Tissue Boxes E. All F. All, except “D”

**Part-II matching**

- |                        |                                  |
|------------------------|----------------------------------|
| 1. Cleaning agent      | A. Personal protective equipment |
| 2. Vacuum cleaner      | B. Detergent                     |
| 3. Brushes             | C. wet-and-dry cleaner           |
| 4. Protective clothing | D. nerve canter of hotel         |
| 5. Lobby               | E. Toilet brush                  |

**Part-III gives short answer.**

- List and explain three parts of trolley or carts?
- Write four types of cleaning agents in housekeeping department that used to clean?
- List down personal protective equipment?

### Operation sheet-3

**Operation Title:** Set up equipment and trolleys

**Instruction:** make the operation based on the topic.

**purpose:** To prepare the room and providing rooming service to satisfy guests and maximize the wealth of organization

**Conditions or situations for the operations:** well organize housekeeping services and provide full services to guests.

**Required tools and equipment:** computer, iron and ironing board, television, telephone, weak-up calls, printer, photo copy and other related materials (in general housekeeping equipment, facilities and amenities).

**Precautions:** must be full fill necessary equipment and materials.

: You should provide the service based on the guest request.

**Procedure :**

Step1.Select and set necessary equipment

Step2. Preparing the required equipment to clean guest room and servicing rooms.

Step3 Identify Supplies for trolley loading.

Step 4. Adequate supplies safely load on trolley

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment

<b>LAP test</b>	<b>Practical demonstration</b>
-----------------	--------------------------------

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

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

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

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

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 10 minutes.

**Task 1:** Perform public area cleaning?

**Task 2:** Perform dining room cleaning by using agent and cleaning chemicals?

**Task 3:** Perform clean and access room supplies in the guest room?

## Unit four: Access rooms for servicing

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Identify rooms require servicing
- Access rooms
- Turndown Service
- Room status report

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Perform identify rooms require servicing
- Perform access rooms
- Apply turn down services
- Use room status report



## 4.1. Identifying rooms require servicing

### 4.1.1. Check-out rooms

Check-out room is the guest has settled his or her account, returned the room keys and left the hotel. Check-out rooms are clean first. You need to check with your employer for their preferences in this regard but the general rule is that the departing rooms/check-out rooms are clean before the stay rooms.

This is to allow the check-out rooms to be placed back on the board by reception for sale to guests and to enable guests with bookings to be shown directly to their rooms rather than have them wait while the room is readied, or be re-roomed.

You can be contacted during your shift and asked to clean a specific room immediately as the guest is waiting at reception for their room.

You can be contacted during your shift and asked to attend a certain room and perform supplementary cleaning duties. These may be required because the initial room preparation was not up to standard or because there has been an accident or spillage in the room that requires immediate attention.

### 4.1.2. Stay rooms

Stay room is a guest currently occupied in the room. Stay room is occupied room and cleaned by the housekeeping room attendant you must always respect Do Not Disturb (DND) signs. Where a Do Not Disturb sign has been displayed on a room throughout your entire shift you must notify the head housekeeper of this so they can take the appropriate action.

There may not be a problem, but a check may be made to ensure that the guest is not ill. Please Make-up My Room signs can provide some guidance as to what rooms can be cleaned. Please Make-up My Room signs is a sign that a guest in a hotel hangs outside their room to tell the cleaner the room is available for cleaning. It is standard procedure to clean these stay rooms before trying to clean stay rooms that do not display this sign.

You should monitor use of rooms that are shown on your list as “Vacant”. If you see guests using these rooms then the relevant internal procedures must be followed. These may include notifying the Floor Housekeeper or head Housekeeper, notifying Reception or notifying Security.

It is not your job to challenge guests who are using these rooms. Not only is this rude as the person could be a legitimate walk-in guest who has just been checked in and roomed, but it may jeopardize your personal safety.

You may be required to check guest numbers in occupied rooms for example, you may be required to advise Reception or Housekeeping if a room designated as “S” (single appears to be occupied by two or more people).

#### 4.1.3. Accessing and entering guest room

All guest rooms must only be accessed after following the house procedures that apply. These procedures relate to service delivery and security. They also function to help avoid embarrassment to both guests and staff.

- **Keys and cards:** Keys or cards using magnetic strip or RFID technology are commonly used to access guest rooms. RFID means Radio Frequency Identification Device. It is used to identify information on a hotel room key card. The RFID device in the door serves the same purpose as a bar code or a magnetic strip on the back of a credit card or ATM card. It provides a unique code for that object. And, just as a bar code or magnetic strip must be scanned to get the information, the RFID device must be scanned to retrieve the identifying information.

Keys or cards can be produced to open one or more doors. For the purpose of this manual the term “key” will refer to either a key or card.

Commonly the following are produced:

- ✓ Guest key: provides access to guest’s rooms and some restricted public areas.
- ✓ Floor master key: opens every door on a particular floor or in a particular corridor.
- ✓ Department specific master: opens every door in the housekeeping area.
- ✓ Venue master: opens every door in the property.

Room attendants usually receive a Floor master key. Where cards are used they may be issued with a wristband instead of a card.

- **Security:** After the room attendant has signed for their keys, they are responsible for their security until returned to the housekeeping department, and signed back in. The room attendant should never let the key out of their sight. The key must never be lent to another

room attendant, employee or guest without the correct official authorization. Keys should never leave the premises.

Keys must never be used to let a guest into their room. This is one of the oldest tricks used by thieves! “Oh dear” I have forgotten my key. Would you please let me in to my room?

## 4.2. Accessing rooms

Every establishment will have its own standard procedures for accessing and entering a guest room. Even if these are not provided in writing, they will nonetheless exist in practice. You must find out what applies where you work and adhere to their protocols.

The process for entering a room listed on your work sheet as a vacant room or a departed room should be the same as for entering a Stay room. Just in case someone is in the room: we don’t want to disturb or embarrass anyone in any room just be entering without notice or entering with almost no notice.

### 4.2.1. Standard procedures to access rooms

The following describes the procedures for entering a guest room:

- Knock on door quite loudly: use knuckles not keys or any other item as it could mark the door and call out, “Housekeeping!”
- Count to three (3) times.
- If no answer, knock again, and then use your key to enter.
- Take one step into the room and announce out “Good morning/afternoon, Housekeeping to service your room.”
- If the guest is still in bed, undressed or distressed, quickly and quietly leave the room.
- If the guest is awake and up, say “Housekeeping, would you like your room serviced?”
- Comply with their request: you may be invited to service the room, just do a quick tidy, replace the towels, soap and leave, or asked to come back at a later time.
- Once you have gained access to the room, the door should be left wide open to provide notice to a returning guest that someone is in their room.
- The trolley should be parked across the entrance, or near the entrance to the room according to house policy. This allows the Floor Housekeeper or other management staff to identify where room attendants are and makes it easier to obtain items from the trolley.

- It is standard procedure in the majority of establishments for trolleys to be left outside the room being cleaned, and never to be taken inside a guest room.
- Where the trolley is allowed to be taken into the room, a large sign should be placed outside the door, reading „Cleaning in Progress“. This prevents the guest from returning to their room and being startled to find an employee in there and again to enable easy location of staff by management.

### 4.3. Turndown Service

#### 4.3.1. Definition of turndown service

Turndown service is a service offered in the hospitality industry that involves readying a guest's room for the night. The service is performed in the evening while guests are out for dinner or another activity, allowing them to easily go to bed when they return to their room. Offering guests a turndown service promotes a luxurious and comforting environment, allowing guests to feel at home. Below, we'll teach you everything you need to know about turndown service and show you how to implement the service into your establishment.

The term turndown service refers to a specific procedure done to ready a guest's room at night. The practice is a several-step process that involves cleaning and readying multiple areas of the room. Although turndown service may vary from location to location, here is what a typical turndown service looks like:

- **Turn down the Bed**- Ready the bed by removing excess pillows and folding both the duvet and top sheet down.
- **Clean the Room** - Remove loose items such as trays and empty bottles from the room.
- **Replace Towels** - Change out used hotel towels with new dry towels.
- **Place Turndown Amenities** - Many turndown services leave behind a small amenity such as a chocolate or breakfast menu for guests to enjoy.
- **Close Curtains and Turn off Lights** - All curtains and blinds in the room should be closed, and all lights except a bedside lamp should be turned off.



**Figure: 4.3. Turndown service**

#### **4.4. Room status report**

The Room Status report from Resort Data Processing (RDP) includes a list of all rooms on property and the current occupancy of each room. This report is useful for not only the front desk or management, but the maintenance or housekeeping staff.

Room status reconciliation is defined as ensuring that rooms are properly designated by their current status, and assigned new status as it changes. Both housekeeping and the front desk maintain room status. Each coordinates with the other to make sure that rooms are assigned, cleaned, and assigned again to maximize room revenue while avoiding a missed assignment.

- **Vacant / Inspected (V/I):** Available for sale. V/ I room status is used when a Vacant Ready room is inspected by the housekeeping supervisor or executive housekeeper. Normally, this status is used in a full service or five-star hotel operations.
- **Vacant / Ready (V/R):** Available for sale. V/ R room status is the only status a room can be sold in.
- **Occupied / Clean (O/C):** Guest currently occupies the room, and the room has been serviced by housekeeping. Typically, there is no inspection for rooms cleaned during the length of an individual guest's stay. The expectation is that all rooms are cleaned well, but an occupied room is generally easier to clean than one from which the guest has checked out.
- **Occupied / Dirty (O/D):** Guest currently occupies the room, the night has passed, but the room has not yet been serviced by housekeeping.



## Self-check-4

**Direction: give answer for the following questions**

**Part-I choice best answer the following questions**

1. In the general rule of housekeeping department which rooms are clean first?  
A. Stay room    B. Vacant room    C. Out-Of-Order room    D. Guest room    E. all
2. Please Make-up My Room signs can provide some guidance as to what rooms can clean?  
A. Guest room    B. Vacant room    C. Stay room    D. Out-Of-Order room    E. all
3. Which type of key or card key open every door on a particular floor or in a particular corridor?  
A. Guest key    B. Department specific master    C. Venue master    D. Floor master key
4. Which type of keys or cards the room attendants usually receive?  
A. Guest key    B. Venue master    C. Floor master key    D. Department specific master    E. All

**Part II gives answer for the following questions**

1. Write the difference between stay rooms and vacant rooms/
2. Write four common keys or cards that can be produced to open one or more doors?
3. Write standard procedures to enter and access rooms?
4. How many times knock the door to entering and accessing the guest rooms? Explain the reason?



## Operation sheet-4

**Operation Title:** Access rooms for servicing

**Instruction:** make the operation based on the topic.

**purpose:** To prepare the room and accessing room service to satisfy guests and maximize the wealth of organization

**Conditions or situations for the operations:** well organize housekeeping services and provide full services to guests.

**Required tools and equipment:** computer, iron and ironing board, television, telephone, weak-up calls, and other related materials (in general housekeeping equipment, facilities and amenities).

**Precautions:** must be full fill necessary equipment and materials.

: You should provide the service based on the guest request.

### Procedure :

Step1. Knock on door quite loudly

Step2. Count to three (3) times.

Step3 Take one step into the room and announce out “Good morning/afternoon, housekeeping.

Step 4. If the guest is awake and up, say Housekeeping, would you like your room serviced

Step 5. Comply with their request

Step 6. Where the trolley is allowed to be taken into the room, a large sign should be placed outside the door, reading and cleaning in Progress

Step 7. Finally, accessing the necessary room facilities

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment



<b>LAP test</b>	<b>Practical demonstration</b>
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Name: \_\_\_\_\_

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

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

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

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 10 minutes.

**Task 1:** Performs Please Make-up My Room signs and Do Not Disturb activity?

**Task 2:** perform turndown service in the guest room?

Task 3: Develop and perform room status report?

## Unit five: Make up beds

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Strip bed and mattress
- Remove Stains or solid linens
- Replace bed linens

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Performing properly stripping the bed and mattress.
- Checking stains and damage linens.
- Apply removing the stains and damage linens.
- Performing replenish bed linens to guests.

## 5.1. Stripping bed and mattress

The room attendant should follow house procedures to strip a bed. These can be individual to the property depending on whether one or two staff is being used, and what linen is involved.

The following is a representative guide of what is involved:

1. **Remove bedspread or duvet:** inspect and air, or replace as required. All bedspreads etc. are washed or dry-cleaned periodically.
2. **Remove blankets:** inspect and air, or replace as required. All blankets are washed or dry-cleaned periodically.
3. **Remove pillowcases:** place into soiled linen bag. Inspect pillow and pillow protectors to determine if they require attention or replacement.
4. **Remove sheets:** place into soiled linen bag.
5. **Check mattress protector:** spot clean as necessary or replace if required due to staining or damage.
6. **Inspect electric blanket:** safety check and for signs of staining. Replace as per house protocols.

Items that have been stripped from the bed should not be placed on the floor. Check what applies in your establishment but options include placing them on chairs, tables, couches in the room.

## 5.2. Removing Stains or solid linens

When damaged items are found they must be replaced, with the damaged item either forwarded to the appropriate department for repair or by notifying the appropriate person so that they can pick it up.

If damage appears intentional contact your supervisor so that a decision can be made about charging the guest for the damage.

Where what appears to be deliberate soiling of items has occurred, the same procedure applies. A similar arrangement may also apply where “excess” mess is left by guests. There are many approaches taken by different establishments to the removal of stains or solid in guest rooms.

Some properties will require you to remove the stained or solid item replace it and forward it to the Laundry or some other nominated department for their attention.

Some venues will ask you to identify what the stain or solid is and follow their established guidelines for stain or solid removal and other establishments will ask you to involve the Head Housekeeper and obtain their advice about what to do.

### 5.2.1. Types of stains or solids

Common stains or solids found on carpets, mattresses, bed linen and chairs and couches made with fabric are:

- Urine and faeces
- Blood
- Tea, soft drinks, alcohol of all types
- Shoe polish
- Food
- Mud, dirt, grease and oil.

#### What action to be taken?

The first step is to develop the ability to identify the stain. Trial and error coupled with some coaching from experienced staff are the keys to this.

In most cases a stain will require bed linen to be exchanged for fresh items. There are virtually no occasions when spot-cleaning of these items is appropriate for room attendants.

Where spot cleaning appears suitable, the appropriate cleaner from those stocked on the trolley is selected and applied according to manufacturer's instructions, which can commonly be via a spray bottle applicator, or rubbed directly onto the stain.

The stained area is then rubbed/ brushed to remove the stain, rinsed and then dried.

Most establishments will have a chart to guide in the removal of stains. These charts are specific to the chemicals provided by the chemical supplier being used at the property, and will identify which cleaner is to be used for which stain on which fabric or surface, together with how to apply the cleaner, and other relevant tips and information.

**Remember that the correct action to take when dealing with stains or solids will depend on interaction of:**

- The type of material where the stain has occurred.
- The cause of the stain
- The chemicals available to remove the stain.

This essentially means that providing generic advice on stain removal is not only impossible, but potentially misleading as it can prove dangerous, damaging and expensive

**You need to know to the best extent possible:**

- What the material or surface is that has been stained
- What the stains
- What chemical options you have for treatment

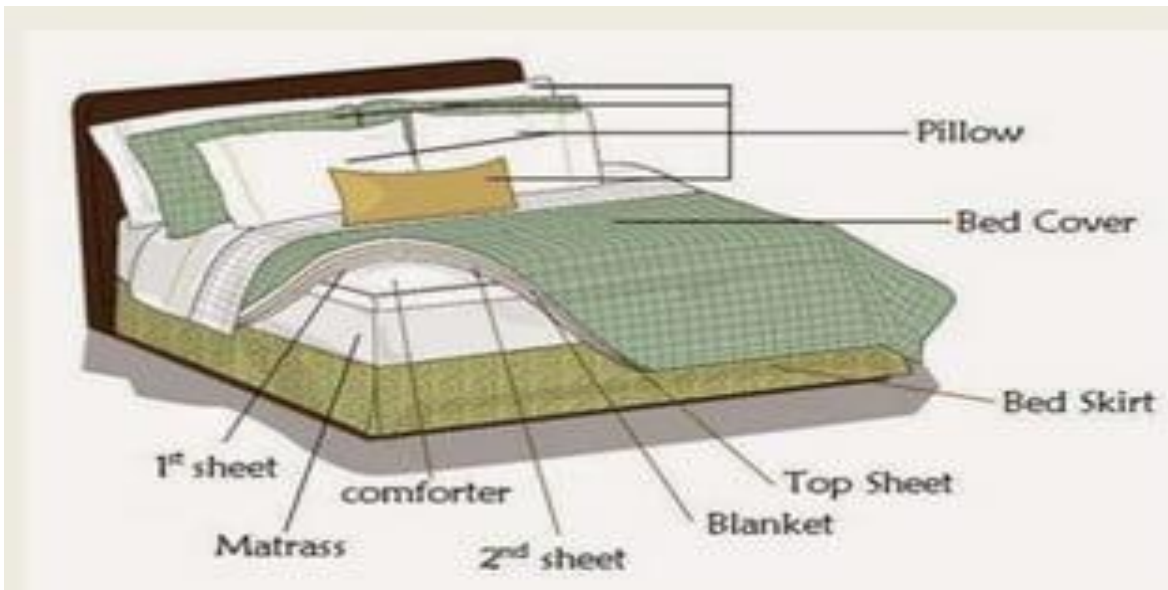
### **5.3. Replacing bed linens/bed making**

Bed making is the technique of preparing different types of bed to make a guest comfortable or his/her position suitable for a particular condition.

#### **5.3.1. The procedures / steps of Bed making**

1. Remove soiled sheets and pillow cases and shake out individually. Check linens for dentures, hearing aids, jewelry, glasses, face tissues, or anything else belonging to the guest before stripping the bed.
2. Turn the mattress side-to-side on succeeding days followed by end-to-end turning. Smooth out the mattress to air it out.
3. Shake out the mattress protector and relay it on the mattress. Change the protector that is soiled or smelling.
4. Open out the fresh lower sheet evenly and puck it securely at the head, foot and the sides.
5. Open out fresh top sheet and distribute it evenly over the lower bed sheet. Ensure that the laundry creases are in the same line as the inner sheet for even distribution. The sheet hem should be evenly pulled up to the headboard. Tuck this sheet at the foot.
6. Open out the blanket and place it evenly on the top sheet using the crease as described earlier for even distribution. Ensure that the blanket labels are at the foot. Pull the blanket 4 inches from the headboard.
7. Fold the top sheet, at the head of the bed over the blanket and fold the sheet and blanket once again.
8. The blanket and the top sheet are together tucked uniformly on both sides while the comers at the foot of the bed are neatly mitered.
9. Cover pillows with fresh pillow slips. Fluff the pillow and even out pillow slips to look neat and tidy. Since pillow slips are larger than the pillow the excess slip should be neatly folded downwards. The side of the pillow which has the fold should be away from guest view.

10. Cover completed bed with the bed spread / bed cover ensuring that it is right side up and is falling evenly all around the bed. Keep extra bed spread toward the headboard to crease in between the pillows so as to make the bed look appealing. The bed spread corners should be aesthetically done.



**Figure: 5.3.1. Bed making procedures**

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## Self-check-5

**Direction: give answer for the following questions**

**Part-I choice best answer the following questions**

- Which one common stains or solids found on carpets, mattresses, bed linen, chairs and tables made with fabric are:  
A. Blood    B. Food    C. Urine and Faeces    D. Beverage    E. all    F. All, except "C"
- The following is a representative guide of what is involved the house procedures to strip a bed?  
A. Remove bed spread    C. Remove sheet  
B. Remove blanket    D. Check mattress protector    E. All    F. All, except "D"
- Which correct action to take when dealing with stains or solids will depend on interaction of:  
A. Type of material where the stain has occurred.  
B. The cause of the stain  
C. The chemicals available to remove the stain.  
D. . All of the above

### Part II Matching

- |  |                          |
|--|--------------------------|
| 1. Remove soiled sheets and pillow cases             | A. 5 <sup>th</sup> steps |
| 2. Turn the mattress side-to-side                    | B. 4 <sup>th</sup> steps |
| 3. Shake out the mattress protector                  | C. 3 <sup>th</sup> steps |
| 4. Open out the fresh lower sheet evenly             | D. 2 <sup>nd</sup> steps |
| 5. Open out fresh top sheet and distribute it evenly | E. 1 <sup>st</sup> steps |

Over the lower bed sheet

**Part III gives answer for the following questions**

- List and explain the necessary steps/ procedures of bed making?

## Operation sheet-5

**Operation Title:** Make up beds

**Instruction:** make the operation based on the topic.

**purpose:** To prepare the room and bed making service to satisfy guests and maximize the wealth of organization

**Conditions or situations for the operations:** well organize housekeeping services and provide full services to guests.

**Required tools and equipment:** television, telephone, weak-up calls, linen materials and other related materials in general housekeeping equipment, facilities and amenities.

**Precautions:** must be full fill necessary equipment and materials.

: You should provide the service based on the guest request.

### Procedure :

Step1. Remove soiled sheets and pillow cases

Step2. Turn the mattress side-to-side

Step3 Shake out the mattress protector and relay it on the mattress.

Step 4. Open out the fresh lower sheet evenly and puck it securely at the head, foot and the sides

Step 5. Open out fresh top sheet and distribute it evenly over the lower bed sheet

Step 6. Open out the blanket and place it evenly on the top sheet using the crease

Step 7. Fold the top sheet, at the head of the bed over the blanket and fold the sheet

Step 8. The blanket and the top sheet are together tucked uniformly on both sides while the comers at the foot of the bed are neatly mitered.

Step 9. Cover pillows with fresh pillow slips.

Step 10. Cover completed bed with the bed spread

**Quality criteria:** asses and evaluate the trainees based on:

Knowledge assessment

Practical assessment

Oral assessment



<b>LAP test</b>	<b>Practical demonstration</b>
-----------------	--------------------------------

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

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

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

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

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 20 minutes.

**Task 2:** Perform the removals of Stains or solid linens in the guest rooms?

**Task 3:** Demonstrate or show the procedures of bed making?

## Unit six: Clean and clear rooms

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Clean guest rooms in correct order
- Clean furniture, fixtures and fittings
- Replenishes or replace room supplies
- Pests control
- Check and report defect rooms
- Record damage items
- Report suspicious items or situations
- Collect and store lost and found items in vacant rooms

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Using minimum disruption and in correct order clean guests rooms.
- Apply safety and hygiene practice by clean all furniture, fixtures and fittings.
- Performing replenish or replace room supplies in the guest rooms
- Promptly identifying the pest to control its expansions
- Checking and reporting for any defects rooms
- Applying record damaged items
- Promptly report unusual or suspicious items or occurrences in the hotel
- Collecting and storing lost guest items in the vacant rooms.

## 6.1. Cleaning guest rooms in correct order

The different sections in this manual will explain in detail the correct steps required in cleaning different aspects of a room; however a “correct order” for cleaning must be determined.

### 6.1.1. Cleaning in the correct order

The “correct order” may be determined as a result of one or more of the following:

- As directed by the Executive Housekeeper
- As requested by guests
- Vacated rooms can be put back on the front office board for sale/occupancy as soon as possible.

### 6.1.2. Factors impacting on the correct order

**Case1.** Room attendants from different floors may be required to go to a nominated floor and combine their efforts to clean rooms on that floor. For example, a group has just vacated the rooms on that floor and another group is expected in to fill them. This will delay the cleaning of their allocated rooms on their floors.

**Case2.** Guests may be late check-out so the “going rooms” may not be able to be cleaned when anticipated.

**Case3.** There will be guests who affect your intended order of cleaning rooms by displaying a “Do Not Disturb” sign on their door.

### 6.1.3. Cause of disruption to guests

When cleaning rooms you must always strive to keep the disruption caused to guests to an absolute minimize.

Cleaning duties can disrupt guests:

- Loudly noise during the cleaning activities and when moving on corridors.
- Through unwanted interruption to their activities in the room when you knock to offer Housekeeping.

### 6.1.4. Ways to minimize disruption to guests

When you understand the causes of a problem you are better placed to solve the problem. So, practical ways in which to minimize interruptions to guests are:

- Always respect “Do Not Disturb” signs.
- Keep noise when moving around the floor to a minimum.

- Converse quietly with other staff and guests.
- Avoid knocking equipment into things.
- Keep trolleys and equipment away from guest traffic areas.
- Always allow guests right of way in a corridor or lift.

### 6.1.5. Preparing guest room prior to cleaning

When you have entered the guest room following the steps described in later sections which will provide a guide as to what should take place in order to clean a room.

#### 1<sup>st</sup>. Cleaning a Check-out room

If the guest is still there after check-out time and in the process of leaving, use your discretion about whether to leave and come back later, or whether to excuse yourself and begin cleaning.

In a check-out room the following procedures are applicable:

- Turn on all lights and check the bulbs. Replace where necessary.
- Open all blinds and curtains.
- Open windows or doors to let in fresh air.
- Turn off fridge for defrosting purposes and leave door open.
- Collect and remove dirty towels, dishes, bottles and rubbish, any broken glass should be wrapped safely in newspaper or similar.
- Remove any room service trays and cover them with a napkin as exposed stale food is not a pleasant sight. These trays are usually placed in the corridor outside the room for collection by the porter or room service staff.

#### Preparing a check-out room for cleaning:

As soon as you have completed the above tasks the cleaning properly can begin. This procedure should be the same for every room.

Following a standard procedure and routine helps to avoid any areas being missed, and is more time effective.

Although the exact procedure may vary from establishment to establishment, there are eleven general steps to cleaning any guest rooms. These are:

1. Enter and prepare room
2. Strip and bed making
3. Clear and clean bathroom
4. Replenish all bathroom supplies
5. Dust and polish
6. Replenish guest supplies

7. Clean bins
8. Clean fridge
9. Vacuum
10. Deodorize
11. Do a final inspection.

## 2<sup>nd</sup>. Cleaning an occupied room

Key points to remember when cleaning an occupied room:

1. Never throw out any items like magazines and newspapers belonging to the guest, no matter if them old.
2. Always replace items where they were found.
3. If business papers are out on the desk or table and obviously being used, avoid cleaning or tidying that area, apart from emptying the waste paper bin.
4. Respect the guest's privacy and don't be nosy.
5. Take special care with all guest's items.
6. Hang guest's clothing up appropriately
7. All cloths used in cleaning should be housekeeping issued; room towels and linen should never be used for cleaning but check your house practices relating to the use of bath towels for drying bathroom areas.

For detailed information how to perform different tasks by a room attendant when cleaning a room please refer to the appropriate section in this manual.

## 6.2. Cleaning furniture, fixtures and fittings

All rooms will have furniture, fixtures and fittings to some extent. These relate to all the items in the room that may be used by a guest during their stay.

- **Furniture:** commonly refers to items in the room that are movable including beds, couches, desks, television, clock radios etc.
- **Fixtures:** refer to items that are attached that are used by the guest including air conditioning and light switches.
- **Fittings:** refer to taps, pipes and electrical aspects of the room.

This section will explain some methods used to clean fixtures and fittings.

The main purpose of dusting is to collect small particles of dust.

The main purpose of polishing is to clean the item and leave a shiny, reflecting finish.

Dusting may be done with a duster or a damp lint-free cloth.

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The following areas will need either dusting or polishing. Some will need cleaning on a daily basis, while others may only need to be cleaned weekly.

Remember that check-out rooms will need more intensive cleaning than occupied rooms, however all rooms must be cleaned to establishment standards, including the following:

- Air conditioning vents.
- Doors: including top ledge and handles.
- Picture frames: facing glass as well as frame.
- Mirrors: frame and mirror, glassware
- Skirting boards.
- Dressing table and drawers
- Side tables and ledges.
- Wardrobe and internal shelving.
- Windows: glass and frames.
- Window sills.
- Walls; check for cobwebs and marks.
- Televisions.
- Refrigerators.
- Lamps: base, shade and cord.
- Telephone: main unit and hand receiver.
- Seat furniture: don't forget to remove cushions and check sides, legs, back and underneath.
- All furniture: top, sides, legs, and underneath each item; don't forget to clean inside the drawers.
- Floor surfaces.
- Outside/balcony areas: furniture, ash trays.
- Desks
- Light fittings

### 6.3. Replenishes or replace guest room supplies

**Definition:** Guest supplies are an important part of many guest's stay with a property, and an ongoing source of concern for venue owners and managers.

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The simplest definition is any small item that can be used, and in some cases taken, by a guest is a guest supply or room supplies

Examples of room supplies are:

- Room service menus: in traditional menu format and doorknob hangers
- Basic cups, mugs, saucers, glasses, tea-spoons, bottle opener.
- Discretionary supplies and gifts such as fruit, beverages and chocolates.
- Stationery
- Linen
- Bathroom supplies
- Envelopes
- Fax or e-mail forms
- Enterprise promotional material.
- Local tourist information
- Mini-bar supplies
- Glassware
- Sewing and shoe polishing kits.
- Guest dry-cleaning bag
- Guest laundry list
- Tea, coffee, milk and biscuits
- Iron
- Fly spray
- Additional blankets and pillows
- Remote control units
- Hair dryer
- Electric jug

As mentioned in a previous section, where the room has a kitchen/kitchenette, the concept of room supplies expands enormously to include:

- A set number and range of cutlery and crockery.
- Pots, pans and general cooking utensils.
- Cleaning materials: detergent, scourers, cloths etc.
- Serving plates and bowls.

#### 6.4. Pests controlling

All properties should have some form of standard and establishment-wide pest control program in place. This program usually combines the services of an external, professional pest control company with regular internal efforts at pest control.

Regular checks of rooms done by the external pest control service with their vehicle parked around the back of the building; most people see the presence of a pest control vehicle as

evidence of a pest problem as opposed to regarding it as prevention should be at the center of this program.

#### 6.4.1. Types of pests

- Flies
- Cockroaches
- Silverfish
- Fleas
- Spiders
- Mice, rats and ants.

#### 6.4.2. Signs of the presence of pests include

- Seeing them
- Hearing them
- Seeing evidence of their presence such as droppings, spots on walls and surfaces, eggs, webs and cocoons.

#### 6.4.3. Prevention methods

An effective pest control program requires you to do whatever you can to keep the pests out in the first place. in practice this means:

- Keeping doors and windows to guest rooms closed
- Making sure fly wire screens are fitted and in good condition
- Making sure that anything provided to a guest room is free from pest
- Control any pests you see: using aerosol sprays or other approved internal or external methods

Apply good housekeeping techniques to deny food and drink to pests and maintain hygienic conditions. This includes:

- Never leaving food out on benches or tables.
- Checking to ensure food scraps are not laying on the floor anywhere in the room, in the kitchen under the stove and under the bed.
- Keeping bins clean and in good repair.
- Cleaning premises thoroughly and disinfecting when necessary.
- Removing all rubbish on a regular basis.



## 6.5. Checking and reporting defect rooms

Another task when servicing a guest room is to check the room for any defects in equipment, appliances, furniture or fittings.

Defects or damage can result from normal wear-and-tear, accidental damage or deliberate and malicious action by guests.

Where you suspect damage has been intentionally caused by guests and even guests that have already checked-out, you should report your beliefs to your supervisor and ask them to view the damage for themselves to make a decision about what action or claims may need to be made.

In some cases, guests may be charged for the damage and cleanup costs and placed on a Do Not Room List that automatically flags a guest for refusal when their name is entered into the reservation system as a result of a query or a booking.

When a defect or damage to fixtures or fittings is identified, two courses of action present themselves.

The two possible courses of action are:

1. The item must be taken out of service immediately and replaced if possible; for example, it may be possible in the immediate short-term to replace a hair dryer that is not working or is missing in an occupied room with one from the floor housekeeping store or from another room that shows as vacant on your room list.
2. The item is reported on a maintenance report and submitted to the appropriate person for action to be taken. Where the item presents a physical danger to guests it must be removed from the room, tagged as “Out Of Service” (OOS) according to house procedures and stored appropriately so that it will not be returned to service before being serviced.

## 6.6. Recording damage items

Every property will have its own procedures for recording damaged items and room attendants are expected to comply with these where they identify such items in any guest room, and regardless of who damaged the items and how they were damaged.

Properties need to be aware of damaged items for the following reasons:

- Monitoring costs
- Determining supplies that need to be ordered

- Evaluating the usefulness of products and determining whether or not to continue using a certain item or whether a better alternative needs to be sourced.
- Identifying high damage products: to develop policies and procedures to reduce and prevent damage.
- Removing them from service for OHS and duty of care reasons.

#### **6.6.1. Reporting the damage items**

1. Speaking face-to-face with the supervisor, Floor Housekeeper or relevant other person.
2. Using the in-room phone to contact and notify directly either the maintenance department or the housekeeper.
3. Using other internal communication methods (pager, mobile phone) to contact and notify directly either the maintenance department or the housekeeper.
4. Using the in-room phone to contact reception and leave a message.
5. Completion of a Maintenance Report identifying the damaged item, the room number, your name, and the nature of the damage.

Table: 6.6.1. Damage items reporting format

## Equipment Loss / Damage Report

Re  
Techn

---

1. Staff/Faculty Member: \_\_\_\_\_

2. Date of Loss/Damage: \_\_\_\_\_ RISD# \_\_\_\_\_

3. Place Loss/Damage Occurred (circle one):

Classroom    Lunchroom    Gym    Home    Other: \_\_\_\_\_  
(please specify)

4. Individual(s) involved:

\_\_\_\_\_

\_\_\_\_\_

5. Briefly describe the loss/damage and the circumstances surrounding it:

\_\_\_ Accidental    \_\_\_ On Purpose

\_\_\_\_\_

\_\_\_\_\_

(Use the back for additional comments if needed.)

6. Staff / Faculty Comments:

\_\_\_\_\_

\_\_\_\_\_

### 6.7. Report suspicious items or situations

Accommodation establishments are the setting for many illegal activities and all room attendants must be alert for signs this is happening or may take place.

The role of a room attendant in this regard is only to report; it is not to intervene, take action or put them in harm's way.

#### Suspicious items or situation may include:

- a. A package left unattended in corridor or stairwells.
- b. An item that is heavily bloodstained.
- c. A package left in a check-out room.

- d. A weapon found in a room: whether the room is a stay room or a departed room.
- e. Drugs or packages thought to contain drugs.
- f. Explosives.
- g. Evidence of drug taking in a room: including the presence of drug paraphernalia.

**Suspicious occurrences or people may include:**

1. Person behaving nervously or anxiously in a corridor, stairwell, near a store room, in the guest laundry etc.
2. Person in an area they shouldn't be in such as areas members of the public in areas restricted for "Staff Only" access.
3. Person using excessive force against another person.
4. Loud voices and swearing.
5. Sounds that indicate damage is being done.
6. Person seeming to loiter on a floor, along corridors, in public areas.
7. Person asking you to let them into a room.

**If you see or hear anything that is suspicious, unusual or appears illegal you should:**

- Not say anything to the persons involved.
- Try not to alert them to the fact you have noticed something suspicious or unusual.
- Try to remember as much detail as possible write down notes when safe to do so.
- Alert the relevant person as soon as possible in such a way that others those involved and other Guests cannot hear what is being said.

NB: It is rare for you to have the authority to call police so you should refrain from doing this in all but the most extreme cases of actual or imminent danger.

## 6.8. Collecting and storing lost and found items in vacant rooms

All such items should be taken to the housekeeping department and recorded in the Lost and Found log book. It is the housekeeping department's responsibility to keep accurate records of all items found in vacant guest rooms or public areas.

**Information that needs to be recorded about the item may include:**

- I. Date and time of found.
- II. Room number or other location as appropriate (corridor, guest laundry etc.)
- III. Exact location in room where item was found under the bed or in the bathroom.

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- IV. Description of item such as Gent's briefcase, brown, locked, Avon brand, ladies Seiko watch, gold with leather strap.
- V. Name of person who found the item.
- VI. Name of the guest.
- VII. Date item was returned to the owner: after item has been claimed or sent to the rightful owner.

Generally, lost property is kept for three months, however during that time the establishment may attempt to contact the owner, especially if the item appears valuable or the guest is a regular. Where forwarding address or phone number is available, the guest is contacted and asked if they would like the item returned. With Compliments letter generally accompanies the return of the item and a copy of this letter should be filed in the lost property correspondence file.

Some items that have not been claimed within a three-month period, after all channels to contact the owner have been exhausted, will be given back to the finder or handed to police depending on the value of the item. Lost property should never be taken off the premises without the correct authorization.

**Table: 6.8. Lost and Found register format**

Lost and Found Register										
Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature

## Self-check-6

**Direction: give answer for the following questions**

**Part-I choice best answer the following questions**

- Which one is a suspicious item or situation in the guest rooms?
  - An item that is heavily bloodstained.
  - A weapon found in a room
  - Drugs
  - Explosives.
  - All
- When you report the damage items to your supervisor by:
  - Speaking face-to-face with the supervisor
  - In-room phone to contact reception
  - by internal communication
  - By standard report format
  - All
- The properties need to be aware of damaged items for the following reasons:
  - Evaluating the usefulness of products
  - Monitoring costs
  - Removing them from service for OHS
  - Identifying high damage products.
  - All
- The lost and found property is kept for \_\_\_\_\_ months.
  - 4 months
  - 2 months
  - 3 months
  - 5 months
  - Not at all
- Which one of the following are signs of the presence of pests in the hotel?
  - Seeing them
  - Hearing them
  - Seeing evidence of their presence
  - All
- Which room status will need more intensive cleaning?
  - Check-out room
  - Occupied room
  - Out-Of-Order room
  - Stay room
  - All

**Part II matching**

- |                        |   |
|------------------------|---|
| 1. Pest                | A. Taps, pipes and electrical aspects in the room |
| 2. Guest room supplies | B. Attached items                                 |
| 3. Furniture           | C. Movable items                                  |
| 4. Fixtures            | D. Room service menu                              |
| 5. Fittings            | E. Cockroaches                                    |

**Part III gives answer the following questions**

- List the types of pests?
- List and explain the types of room supply items?

## Operation sheet-6

- ☐ Operation Title: Clean and clear rooms
- ☐ Instruction: make the operation based on the topic.
- ☐ purpose: To prepare the room and furnishing the room with furniture, fixtures and fitting with all necessary service to satisfy guests and maximize the wealth of organization
- ☐ Conditions or situations for the operations: well organize housekeeping services and provide full services to guests.
- ☐ Required tools and equipment: iron and ironing board, television, telephone, weak-up calls, linen materials, air conditioner, lighting system and other related materials in general housekeeping equipment, facilities and amenities.
- ☐ Precautions: must be full fill necessary equipment and materials.

: You should provide the service based on the guest request.

### ☐ Procedure :

Step1. With minimum disruption clean room in correct order

Step2. Apply safety and hygiene guidelines to clean furniture, fixtures and fittings

Step3 replenishing/replacing room supplies.

Step 4. promptly identify the pest

Step 5. Checking and reporting defective rooms

Step 6. Recording damaged items.

Step 7. promptly report Any unusual or suspicious items or occurrences

Step 8. Collect and store lost items in the vacant rooms

Quality criteria: asses and evaluate the trainees based on:

- Knowledge assessment
- Practical assessment
- Oral assessment

<b>LAP test</b>	<b>Practical demonstration</b>
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Name: \_\_\_\_\_

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

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

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

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 10 minutes.

Task 1: perform record defected item?

Task 2: perform report damaged items?

Task: develop and perform lost and found register format?



## Unit seven: Clean and store trolleys and equipment

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Clean and store trolleys and equipment
- Store trolleys and equipment
- Replenish cleaning supplies and items

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Performing after uses of trolleys and equipment safely clean.
- Properly store all cleaned items at the right place with at the right time.
- Performing check, replenish and record all supply items.

## 7.1. Cleaning and storing trolleys and equipment

### 7.1.1. Cleaning and storing housekeeping trolleys

This Section looks at the need to clean your housekeeping trolley that was used during the room servicing procedures. After every use you are responsible for cleaning and restocking the trolley you have used during the cleaning activities.

The intention is to remove any marks that the trolley may have and to maintain its attractive appearance. You may need to replace used or dirty linen and rubbish bags that are provided at end of the trolley to maintain eye appeal.

Attention should also be paid to:

- Removing any soiled items.
- Removing any empty packages.

#### Restock the housekeeping trolley

The trolley is not unloaded at the end-of-shift. Items that are on the trolley when it returns to the store room are left on it .It is important that you restock your trolley so that it is ready for the next shift. Each organization will have different items that need to be placed on the trolley.

### 7.1.2. Cleaning and storing housekeeping equipment

Now that the storage areas are maintained and restocked it is important to ensure that all housekeeping equipment is clean and ready for the next shift.

Following is a brief description of how different equipment can be cleaned and stored.

#### • Mops:

Procedures for cleaning of the three main types of mops are as follows:

- ✓ **Dusting mops:** after use, shake thoroughly in appropriate location (outside) then wash in hot soapy water, and hang out to air dry
- ✓ **Polishing mops:** on a regular basis, remove fluff and rinse mop in turpentine, which will remove the polish after the mop has been squeeze-dried, re-coat with polish.
- ✓ **Washing mops:** on a regular basis mops should be washed in hot soapy water, rinsed thoroughly, squeeze-dried, and then hung up to air dry.

#### • Dusters:

Cleaning of dusters involves:

- ✓ Shaking clean regularly in an appropriate outside location.

- ✓ Washing in accordance with the manufacturer's instructions.

- **Brooms and brushes:**

Cleaning of brooms and brushes may vary with special items but the general approach is:

- ✓ Shake clean in an outside location.
- ✓ Wash with designated detergent: some properties will also require sanitizing.
- ✓ Hang to air dry.

- **Cloths and sponges:**

Clothes may be given to the laundry for cleaning, or you may have to do your own: the increasing use of disposable cloths has reduced the need to clean these.

Where you have to clean your own:

- ✓ Wash with designated detergent: some properties will also require sanitizing
- ✓ Air dry.

- **Buckets:**

Cleaning involves:

- ✓ Tipping out the dirty water into the sink or gully trap identified for this purpose. Buckets should not be emptied in the guest room.
- ✓ Removing or rinsing out any dirt and material
  - Washing with designated detergent: some properties will also require sanitizing
- ✓ Checking rollers and removing debris as required – clean rollers with cloth.
- ✓ Turning upside down and leaving to air dry.

- **Vacuum cleaners:**

- ✓ All vacuum cleaners must be cleaned out at the end of the shift and the bag replaced if required.
- ✓ The machine and its attachments must be wiped clean using a damp cloth.
- ✓ The power cord should be wrapped correctly and safely.
- ✓ All cleaning of vacuum cleaners must be done in accordance with manufacturer's instructions.

## 7.2. Storing trolleys and equipment

When storing trolleys and equipment, check the following points:

- All minor or major faults and repair needs have been identified and acted upon.

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- All equipment has been cleaned and where appropriately dried.
- Electrical cords are rolled up and positioned safely and securely.
- Every piece of equipment, trolley and every cleaning item are stored safely in the appropriate location.
- The door to the store room is locked when you leave.

### 7.3. Replenishing cleaning supplies and items

It is reordering stock and supplies.

When supplies in the floor housekeeping store room run low, further supplies can be brought up from the housekeeping department where there is usually some form of central store purely for housekeeping supplies.

When requesting supplies you may be required to complete a requisition form.

The requisition form is an internal stock ordering form that you fill in and give to the head housekeeper or other nominated person.

It will identify:

- Person requesting the items
- Type of items needed
- Quantity
- Date

The majority of housekeeping departments will have a standard order/requisition form.

Requisition forms that are completed and forwarded to the Head Housekeeper at the end of shift today, should result in the supplies that have been ordered or requisitioned being supplied to the appropriate floor housekeeping store/linen room later that day or early the next day before the next shift starts work.

#### What should be checked to replenish or reorder?

The housekeeping store often contains a multitude of items over and above the room and guest supplies that have been mentioned elsewhere in these notes.

It is not uncommon to find one or a few of the following in most housekeeping stores:

- Light globes
- Batteries for remote controls
- Ash trays

- Glasses
- An assortment of cutlery and crockery: plus an assortment of cooking items where rooms have a kitchenette.
- Safety pins and drawing pins
- Spare electric blankets, irons, ironing board covers, hair dryers, electric jugs etc
- Ice cube trays

Where you have run out of any of the above or you suspect stocks are below what can reasonably be needed, you should requisition or reorder them.

**Table: 7.3. Internal stock ordering requisition form**

### In-House Stores Material Requisition Form

	A	B	C	D	E	F	G
					Out of		
	Min/Max				Stock	Radio	Supervisor
	Quantity	Stores Want List -Item Name & Description	Manufacturer	New Items	Items	Number	Initials
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

**Note: All new items must be cleared via upper management**

**Date**

## Self-check-7

**Direction:** give answer for the following questions

**Part-I choice best answer the following questions**

1. Which one of the following is the type of mops?
  - A. Dusting mops      B. Polishing mops      C. Washing mops      D. All are
2. When storing trolleys and equipment, check the following points?
  - A. All equipment has been cleaned      C. Trolley safely & securely positioned
  - B. All equipment has been dried      D. Minor & major faults repaired      E. All
3. The requisition form is an internal stock ordering form that you will fill in and give to the head housekeeper. What you will fill the necessary information on the format?
  - A. Quantity of item      C. Types of items
  - B. Date of request      D. Request person      E. All      F. All, except “D”

**Part II gives answer the following questions**

1. What should be check to replenish or reorder of cleaning supplies and items?
2. Write the three (3) main types of mops?
3. Briefly describe different housekeeping cleaning equipment?

## Operation sheet-7

Operation Title: Clean and store trolleys and equipment

- ☐ Instruction: make the operation based on the topic.
- ☐ purpose: To clean and store all cleaning materials, trolleys and equipment in housekeeping storage area to give quality service and to satisfy guests and maximize the wealth of organization
- ☐ Conditions or situations for the operations: well organize housekeeping services and provide full services to guests.
- ☐ Required tools and equipment: iron and ironing board, trolleys, necessary equipment, weak-up calls, linen materials, air conditioner, lighting system and other related materials in general housekeeping equipment, facilities and amenities.
- ☐ Precautions: must be full fill necessary equipment and materials.

: You should provide the service based on the guest request.

☐ Procedure :

Step1. After uses trolleys and equipment clean with safely.

Step2. Store all cleaned materials, trolleys and equipment

Step3. Check replenish and record all supplies and items

Quality criteria: asses and evaluate the trainees based on:

- Knowledge assessment
- Practical assessment
- Oral assessment

<b>LAP test</b>	<b>Practical demonstration</b>
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Name: \_\_\_\_\_

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

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

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

**Instruction I:** Given necessary templates, tools and materials you are required to perform the following tasks within 10 minutes.

**Task 1:** Prepare and perform internal stock ordering requisition form?



## Unit eight: Reduce negative environmental impacts

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Efficiently use energy, water and other resources
- Safely dispose waste and hazardous substances

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Efficiently use Energy, water and other resources to reduce negative environmental impacts.
- Safely dispose waste and hazardous substances to minimize negative environmental impacts.

## 8.1. Efficiently use energy, water and other resources

### 8.1.1. Definition

Resource efficiency means getting the most value out of your resources such as energy, water and materials. The benefits for your hotel business include increased profits, improved environmental performance and a positive reputation amongst your customers. It means “doing more and better with less by obtaining more value with the available resources, by reducing the resource consumption to reduce negative environmental impacts.

Improving energy efficiency can not only save your business money, it can also enhance your hotel's reputation and help in the fight against climate change. You should aim to get the most out of the energy you use on a daily basis as opposed to simply trying to reduce energy use overall, as this mainly depends on occupancy numbers.

- **Save water in your hotel:** The first step in improving water efficiency in your hotel is to identify all the areas that use water. This will include water use in food preparation, swimming pools, toilets, showers, grounds maintenance, cleaning and laundry. Next identify how much water your hotel is using. You can check your water bill if it is metered or use sub-metering to track usage. The best way to achieve water efficiency is to avoid using water when it is not required.
- **Material efficiency and reducing waste in your hotel:** Material efficiency and reducing your waste are directly linked. If you are more efficient with materials in your hotel, less waste will be produced. There are many ways to improve material efficiency to reduce waste. First you should identify materials used in your hotel. These will be in areas such as guest bedrooms, kitchen, office materials, bar/restaurant and maintenance. Also establish the kinds of waste you produce and identify whether this waste is hazardous or must be separated from other waste.

## 8.2. Safely dispose waste and hazardous substances

### 8.2.1 Dispose of rubbish

Housekeeping is all about cleanliness and tidiness and this should not stop at the end of the day. The general cleanliness and hygiene of a hospitality business is vital to the health of all stakeholders including staff, guests, owners and the community in general.

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In reality, taking care when handling and disposing of rubbish is vital for a number of reasons including:

- A clean environment is aesthetically pleasing
- Reduction of accidents caused by people tripping and falling over
- Reduction of the chance of contamination
- Reduction of unpleasant odors
- Attraction of fewer insects and rodents
- Reduced likelihood of contamination.

All staff has a responsibility to dispose of rubbish in a way that poses minimal hazards to all stakeholders. Anyone who handles rubbish is at risk of injury and illness if it is not handled correctly.

### 8.2.2. Types of rubbish

There are two main types of rubbish in hospitality environments:

1. **General Rubbish:** This is similar to household rubbish and is the type of rubbish most found in hospitality organizations and guest rooms. It includes:

- Paper and boxes
- Bottles
- Plastic containers
- Food and beverage related trash.

2. **Hazardous Rubbish:** This is rubbish that can be harmful and should be treated carefully. It includes:

- Chemicals
- Broken glass
- Cleaning products
- Disinfectants
- Unknown bottles and liquids

### 8.2.3. Handling rubbish

Staff should handle rubbish as little as possible before disposal. Special care must be taken when handling hazardous rubbish. It may require special bags or boxes in the case of broken glass. It is always advisable to:

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- Wear gloves when handling rubbish
- Not overload rubbish bags or bins
- Use safe manual handling techniques
- Use a trolley to move rubbish where necessary
- Dispose of rubbish in a timely manner
- Move rubbish to disposal areas during quiet times or on quiet routes
- Place rubbish in suitable disposal areas: this includes the separation of paper, glass and plastic based products.

NB: The efficient and effective removal of rubbish is the key to maintaining a clean and tidy workplace.

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## Self-check-8

**Direction: give answer for the following questions**

**Part I: Choice the best answer the following questions**

1. Special care must be taken when handling hazardous rubbish?  
A. Wear gloves B. Use trolley C. Not overload rubbish bin D. use safe techniques E. All
2. The efficient and effective removal of rubbish is the key to maintaining a clean and tidy workplace.  
A. False B. True
3. Which one of the following is hazardous rubbish?  
A. Chemical B. Broken glass C. Disinfectants D. Cleaning products E. All
4. Which one of the following is general rubbish?  
A. Paper and boxes B. Bottles C. Plastic containers D. Food and beverage E. All

**Part I gives answer the following questions**

1. List and explain the reason why you dispose waste and hazardous substances?
2. List and explain the two main types of rubbish in hospitality industry environment?
3. Write the types of general Rubbish in hospitality industry?
4. Write the types of Hazardous Rubbish in hospitality industry?
5. Explain what you take the special care when handling hazardous rubbish?

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