

Housekeeping and Laundry Service

Level-II

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Activity

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Acronyms

TVET -----Teaching,Vocational ,Educational and Training

TTLM -----Teaching ,Training and learning materials

NCL -----National Certificate Level

NIOSH----- National Institute for Occupational Safety and Health

NTQF -----National TVET Qualification Frame Work

(MSDS) -----Material Safety Data Sheets

(GHS).----- Globally Harmonized System

COGS -----Costs of goods sold

OOO-----Out Of Order

Introduction to Module

This module deals with the skills ,knowledge and attitude required to carry out general cleaning duties, remove stains from linen, clothing , carpets and soft furnishings and stain removal chemicals within a range of tourism and hospitality enterprises. Understand how to Select and set up equipment and materials, know how to clean and treat floors , wet and dry areas and associated equipment , Maintain and store cleaning equipment and chemicals and Reduce negative environmental impacts.

This module is designed to meet the industry requirement under the House keeping & Laundry Service occupational standard, particularly for the unit of competency: Follow Workplace Grooming, Hygiene, and Sanitation.

This module units:

- Select and prepare cleaning supplies
- Clean floors
- Clean furniture and furnishings
- Repair and Recycle damaged linen
- Remove stains from linen and surface
- Store cleaning equipment and chemicals

Learning objectives of the Module:

At the end of this session, the students will able to:

- Understand types of cleaning supplies
- Perform floor cleaning activity
- Differentiate furniture and furnishings
- Repair damaged linen
- Spot stain of linen areas and surface
- Know maintenance and storage of cleaning equipment and chemical

Module Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information Sheets
4. Accomplish the Self-checks
5. Perform Operation Sheets
6. Do the “LAP test

Unit one: Select and prepare cleaning supplies

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

- Cleaning Equipment
- Cleaning agents and chemicals
- Personal protective equipment's

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

- Select and prepare cleaning supplies
- Clean floors
- Clean furniture and furnishings
- Repair and Recycle damaged
- Remove stains from linen ,carpets and surface
- Understand cleaning equipment and chemical

1.1.Cleaning Equipment

Cleaning is the process of removing dirt or unwanted item from the surface. In order to remove the dirt or unwanted items from the surface we use different cleaning equipment for different purpose. This unit explains about different cleaning methods, equipment and supplies that are used in the different establishments.

To keep the hotel clean and hygienic, various equipment and supplies are used because no work can be done without the use proper equipment. It is important that the housekeeper makes a careful selection of equipment based on necessity and suitability for use in a hotel industry, appropriate design and required size, rugged construction and finish, ease and availability of maintenance, low initial and operating costs, on-the-job tested performance, safety, and overall efficiency. Supplies should also be studied, and basic procedures developed to use these supplies most effectively in maintaining desired standards of cleanliness.

There are many different types of cleaning equipment and each piece has a special purpose. When using cleaning equipment we have to follow manufacturers instruction and used according to their purpose of the cleaning equipment .The cleaning equipment used depends on what areas a business has and what they are made of.

Smaller businesses may only have domestic cleaning equipment (what you use at home) kept in a cupboard. Bigger establishments have commercial or industrial equipment because it is more powerful and is built for constant use. They may also have a purpose-built cleaning storeroom where equipment, cleaning chemicals and protective clothing is kept.

1.1.1. Advantage of cleaning equipment

The cleaning equipment are advantageous in multiple ways –

- Equally effective for general as well as tougher cleaning tasks.
- High cleaning capability.
- Reduce work fatigue and increase productivity.
- Save the time of domestic workers.

- High maneuverability. They can reach any corner or height of the room, which is otherwise difficult to reach.
- Eco-friendly, widely available, and easy to operate.
- They give protection from injuries occurring while cleaning when they are handled by using proper instructions.

Cleaning equipment or equipment used for cleaning are very high in number as well as their type. Example: The cleaner's or housekeeper's trolley, Vacuum, cleaner, etc/

A cleaner has a trolley to hold all the equipment and cleaning products that are needed for cleaning tasks so they can easily be moved around.





Fig 1.1.1. Housekeeper's/cleaner's trolley






Here are some things to be careful about when you are using the trolley. The attention should be given when performing different types of activity by using trolley. Follow the considerations listed below.







Table :1.1.1.Shows how to operate the equipment






When you are	Make sure you.....
loading the trolley	Check the equipment, cleaning products and other supplies you need for cleaning are on the trolley before you start load everything safely and make sure nothing will fall off have nothing sticking out over the trolley edges put things in the right place on the trolley.
moving the trolley	check the trolley is working properly – report any problems push the trolley – do NOT pull it! keep the trolley near the wall so it is not in the way of guests.
finishing up	replenish cleaning products and other supplies clean the trolley and put it away

Table 1.1.2 cleaning equipment and their use

S.no	Name of Equipment	Image	Use
1	Microfiber cleaning cloths and pads		<p>For general cleaning.</p> <p>Very small synthetic (not natural) fibers catch the dirt. No chemicals are required. Just rinse out after use.</p>
2	Brooms		<p>For sweeping dirt and other rubbish off floors and other surfaces, both inside and outside</p>

3	Buckets		Hold water and cleaning products when mopping or other cleaning. Mop buckets have rollers to squeeze water from the mop head.
4	Cleaning cloths		For wiping and polishing wet or dry hard surfaces such as benches, furniture and washbasins.
5	Cleaning safety sign		To warn people that cleaning is in progress or there is a cleaning hazard, such as wet floors.
6	Dusters		For cleaning surfaces where there is dust, light dirt or cobwebs. Extender handles let you dust up high.
7	Dustpan and brush		For sweeping up small spills and collecting dust and dirt swept into a pile

8	Mops		For washing smooth floors such as tiles or vinyl with water after sweeping or vacuuming.
9	Scrubbing brushes		To scrub off dirt where it is hard to remove. Scrubbing brushes could include: · carpet brush · sink brush · silk brush · wall brush.
10	Toilet brush		Used ONLY to clean toilets. Must NOT be used for anything else.
11	Window squeegee mop		To clean windows.
12	Wear when cleaning and handling chemicals to protect your hands.		Wear when cleaning and handling chemicals to protect your hands.
13	Rubbish bin and heavy-duty bags		For putting food and other waste in before it is collected.

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

Cleaning equipment typically used in hospitality establishments includes: Buckets, brushes, dusters, garbage receptacles, brooms, pans, scrubbers, vacuum cleaners, polishers, mops.

Before you start work, check the equipment and other items. Make sure that:

- there are no jagged parts or sharp edges
- the equipment looks clean and presentable
- buckets do not leak, are not smelly and have secure handles
- you have enough cleaning cloths, disposable gloves and other supplies so you don't run out before your shift ends
- you have the right tools and attachments for your tasks – you will waste time and effort if you have to go back to the storeroom
- the electrical equipment does not have frayed cords or exposed wires
- any battery-operated equipment is fully charged.

What are the procedures in cleaning equipment?

The cleaning regime of different tools is influenced by their purpose or use.

Use, care & maintenance of cleaning tools and equipment procedures are :

- Dry clean. Remove visible and gross soils and debris.
- Pre-rinse. ...
- Wash (soap and scrub). ...
- Post-rinse. ...
- Inspect. ...
- Sanitize. ...
- Dry. ...
- Verification.

1.1.2.The basic processes of cleaning

There are two basic processes used in professional cleaning. These are :

A. Cleaning

Cleaning is also a part of the regular routine of a hospitality business rather than something that happens when people feel like it or cleaning means getting rid of the dirt and debris you can see.

This could be grease, food scraps, dust or something split. Cleaning may be done by sweeping, dusting, scrubbing, vacuuming, mopping or wiping a surface or item.

However, there may still be germs on the surface, so you might need to take another step called sanitizing.

B. Sanitizing

Sanitizing means reducing the number germs by spraying, rinsing or wiping the surface or item with a germ-killer, called a sanitizer. This is particularly important for areas that people touch, such as bathrooms.

1.1.3 The cleaning schedule

The cleaning schedule contained within the Standard designed to produce a clean and odor-free environment that fit for purpose. This means that all surfaces are free from foreign matter such as dust, dirt, litter, cobwebs, , fingerprints, streaks, stains, greasy marks and residues.

A well organized business has a list of schedule when everything needs to be cleaned and who is going to do it. Without schedule , things might not get cleaned often enough. This list is called a cleaning schedule. According to the scheduled the correct equipment are used for assigned place to make the environment clean by using different cleaning agents and chemicals correctly and appropriately.

The cleaning schedule should be applied in planed manner and it tells about:

- what to clean
- when to clean it
- how to clean it
- who cleans it.

1.1.4. Preparation for cleaning

When we prepares ourselves before cleaning different working places of the establishment , the items that to be considered by every person or the employee are:

- Wear the correct PPE for the job.
- Choose the correct equipment and products for the task.
- Put up ‘Cleaning in Progress’ signs.
- Put up barriers to stop people going into the area e.g. witches’ hats, furniture across a doorway, fluorine-tape or put the cleaning trolley across the doorway.
- Pr-clean if necessary by removing dirt and things you can see, e.g. sweep floors or wipe food waste from benches.
- Treat any stains or spills using the correct product.



Fig,1.1.4.Preparation for cleaning

Here is what to do before your house cleaner arrives in the establishment :

- Clear the floors. It is greatly appreciated if you could do your best to pick as many items off of the floor as possible. ...
- Tidy up the counters. ...
- Put away valuables and important documents. ...
- Secure any pets. ...
- Leave specific instructions, if necessary

1.1.5. Emergency procedures of cleaning area

Emergency is sudden, unexpected, or coming situation that may cause injury, loss of life, damage to the property, and/or interference with the normal activities of a person or firm and which, therefore, requires immediate attention and remedial action. During emergencies the domestic security guard must ensure that appropriate personnel are notified immediately. Your workplace induction should include emergency procedures.

Each workplace will be a little bit different, but here are some typical guidelines.

- Report any accidents or incidents to your supervisor or first aid representative immediately.
- Emergency telephone numbers - know where the list is (e.g. ambulance, medical centre and poisons information centre).
- If there is a fire caused by chemicals - don't try to put it out yourself. Someone at your workplace will be trained to use the fire extinguishers.
- If you get chemicals on yourself or in your eye - know the first aid to use on yourself e.g. eye bath or chemical shower.
- If chemicals are splashed or spilled onto food – report it to your supervisor immediately. The food must be destroyed.
- If you spill chemicals in a food preparation area – the area must be cleaned and sanitized so that the chemicals can't get into the food.

1.2. Selecting cleaning agents and chemicals

1.2.1. Cleaning Agents

Cleaning Agents-are substances, usually in liquid form, that are used to remove dirt, including dusts, stain, bad smell and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria & other microbes and clean at the same time.

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

Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. The procedure should be followed to dilute different cleaning agent to correct concentration .

Dilution is the process of decreasing the concentration of a solute in a solution, usually simply by mixing with more solvent like adding more water to a solution. To dilute a solution means to add more solvent without the addition of more solute application.

For example :For ordinary maintenance of all surfaces: dilute fill cleaner at 1:200 (25 ml in 5 liters of water).

- Do not rinse.
- Used for more stubborn dirt,
- Used by more concentrated solutions when washing .
- Used for after laying washing of delicate surfaces (Example :marble, travertine, granite, polished agglomerates etc



Fig .1.2.1. Cleaning agents

There are four main types of cleaning agents used in different hotel and hospitality industry. Among them, some of the cleaning agents that give different types of service for different purposes are:

A. Detergents

Detergents are the most common type of cleaning agent and are used in home and commercial kitchens. They work by breaking up dirt or soil, making it easy to wash it away.

The detergents used in commercial kitchens are usually synthetic detergents made from petroleum products and may be in the form of powder, liquid, gel or crystals.

B. Degrease

Degrease are sometimes known as solvent cleaners and are used to remove grease from surfaces such as oven tops, counters and grill back splashes.

Mentholated spirits or white spirit were commonly used as greasers in the past. Most food businesses now try to use non-toxic, non-fuming degrease in their operations to prevent chemical contamination.

C. Abrasives

Abrasives are substances or chemicals that depend on rubbing or scrubbing action to clean dirt from hard surfaces. In commercial kitchens, abrasives are usually used to clean floors, pots and pans.

Abrasives should be used with care as they may scratch certain types of materials used for kitchen equipment such as plastic or stainless steel.

D. Acids

Acid cleaners are the most powerful type of cleaning agent and should be used with care. If they are not diluted correctly, acid cleaners can be very poisonous and corrosive. Acid cleaners are generally used to remove mineral deposits and are useful for decaying dishwashers or removing

rust from restroom facilities. Here are the main types you will find in a hospitality business. They may have different brand names.

Table:1.2.1 Cleaning Agents

Type of cleaning agents	Use
Abrasive cleaners	Used for scouring and cleaning ceramic or enamel surfaces e.g. toilet bowl or shower basin. Don't use on surfaces that scratch easily. They can be hard to rinse away, so wipe and rinse as soon as possible after you use them.
Detergents	Come in different strengths, so always follow dilution instructions on the label. Some detergents are for heavy-duty cleaning e.g. fat, grease and oil on steel, most plastics, glass, ceramics and concrete.
Solvent cleaners	Used to dissolve heavy grease and oil, but can damage surfaces such as leather. Rinse the surface thoroughly after cleaning with a solvent.
Chlorine or bleach	Used to disinfect, bleach and deodorize. They can attack rubber, plastic and aluminium. They should never be mixed with toilet cleaners or ammonia as they will give off toxic fumes.
Disinfectants	Used to destroy germs. They should be used in toilet, bathroom and change areas
Sanitizers	Used to reduce germs on a surface. Use them on food preparation surfaces.




Deodorizers	Used to cover up or get rid of unpleasant smells. They are often aerosols. You should spray only a little so they don't overpower.
Specialist cleaning agents	Used for a specific cleaning task e.g. removing carpet stains, or cleaning windows and glass, stainless steel, leather, timber or rubbish bins.
Spot cleaning agents	Used to clean stains from small areas that other chemicals generally can't remove.
Polishes	Used to protect surfaces and form a barrier against liquids that may harm the surface. Floors can be slippery after they have been polished.

The different types of cleaning agents used are discussed and clarified by picture below: There are many different types of cleaning products. Different products are used for different purposes according to the establishment procedures.


Table:1.2.1. Another additional cleaning agents clarified by picture

<p>Wood polish</p> <p>To polish wood surface, leather and imitation-leather surfaces Spray it sparingly and evenly on the surfaces.</p>	 <p style="text-align: center;">Wood polisher</p>
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<p>Insecticides</p> <p>To be used in fumigation and to eliminate insects and pests.</p> <p>In as much as the chemical is toxic, avoid spraying unto food containers and food items. Remove food within the affected areas during the fumigation.</p>	 <p>Intercedes</p>
<p>Air Freshener</p> <p>To be sprayed in the room in order to remove foul odor in guestrooms, comfort rooms or any area with foul odor. Use sparingly.</p> <p>Air fresheners are <u>consumer products</u> that typically emit <u>fragrance</u> and are used in homes or commercial interiors such as restrooms, foyers, hallways, vestibules and other smaller indoor areas, as well as larger areas such as hotel lobbies, auto dealerships, medical facilities, public arenas and other large interior spaces</p>	  <p>Air freshener</p>

<p>Carpet Stain Remover</p> <p>like Atomizer use to remove stain or spot on carpets.</p> <p>Follow direction to use seen on the container or bottle.</p>	 <p>Carpet stain remover</p>
<p>Metal Polish</p> <p>To be used for polishing brush copper and metal surfaces. Apply small amount on a cleaning towel and rub metal surfaces until the tarnish will disappear.</p> <p>Rinse immediately and remove left over polish with hot water</p>	 <p>Metal polisher</p>
<p>Vinegar</p> <p>It is used in removing light stains in the bath</p>	 <p>Vinegar disinfectants</p>

<p>Vim disinfectant Specially formulated, with powerful foaming action, to remove tough bathroom dirt with ease</p>	 <p>Vim disinfectant</p>
<p>Ditto I</p> <p>Used to disinfect surfaces at home. It kills the majority of bacteria. It is one of the few disinfectants useful against viruses</p> <p>Detox Power</p> <p>and Pure Advance Bathroom Spray is ideal for tackling tough bathroom cleaning tasks. Its active oxygen ingredient powers through stains and breaks down so there's no need to rinse afterwards. As well as being tough on dirt, it kills 99.9% of bacteria</p>	 <p>Detox disinfectants</p>
<p>Furniture polish Spray onto a lint-free cloth and wipe onto furniture for light polishing. For a more substantial gloss, spray directly onto furniture and buff to a shine. Store your homemade furniture polish in a dark, cool cupboard to keep the oil from turning rancid.</p>	 <p>Furniture polish</p>

<p>Neutral detergents</p> <p>Delicately cleans all types of floors and surfaces.</p> <p>Does not affect treated and delicate surfaces.</p> <p>It's essential for washing natural stone floors after being laid particularly those with polished finish that are sensitive to strong detergents.</p>	 Natural detergent
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1.2.2. Cleaning chemicals

It is crucial to select the correct cleaning chemical to produce a hygienically clean

establishment. Prior to using the chemical, check whether it can be harmful to the user and or environment. Cleaning products can be dangerous chemicals. Always follow the manufacturer's instructions and wear correct PPE. This information may be obtained from the manufacturers' instructions. Cleaning Chemicals include but are not limited to: neutral detergent, acid and alkaline-based detergents, disinfectants, degreasers./stain remover

Cleaning products or chemicals typically used in hospitality establishments include:

- Spot cleaning agents – used to clean small areas
- Disinfectants and sanitizers – reduce harmful micro-organisms
- Pesticides – remove or kill pests, e.g. .rats, mice and cockroaches

- Deodorizer – create a pleasant smell in the air by being sprayed or absorbed
- Furniture and floor polish - protect and finish furniture and floors
- General cleaning agents - including detergents, abrasive cleaners and solvent cleaners

Cleaning agents for specialized surfaces, e.g. fabric, vinyl, leather, carpets, metal, timber, glass. Many of the chemicals listed above are available in either wet or dry forms.

Example: **Disinfectants**

Are antimicrobial agents that are applied to the surface of non-living objects to destroy microorganisms that are living on the objects.

Are a chemical substances used to destroy viruses and microbes (germs), such as bacteria and fungi, as opposed to an antiseptic which can prevent the growth and reproduction of various microorganisms, but does not destroy them.

1.2.3. Using cleaning chemicals

It's especially dangerous when your employees mistake high-risk chemicals for low-risk chemicals. It can be a good idea to categorize the containers to reflect their level of hazard. For example, you could use the following categorization:

Caution: the chemical should be used carefully but is relatively safe.

Warning: the chemical is moderately toxic.

Danger: the chemical is highly toxic and may cause permanent damage to skin and eyes.

Chemicals include but are not limited to:

- neutral detergent
- acid and alkaline-based detergents,
- disinfectants
- degreasers./stain remover

Manufacturers' instructions and recommendations should be followed carefully when using chemicals. These instructions are often found on packaging but detailed information can also be

found on Material Safety Data Sheets (MSDS). Users will obtain safety pointers, correct dilution guidelines and what type of surface the cleaner may be



Fig.1.2.3 Safe use, storage and disposal of cleaning chemicals

1.2.4. Using Cleaning equipment safely with chemical

- When used properly, both conventional and green cleaning chemicals are relatively safe. However, these products are not always properly handled and accidents do happen. This is one reason why the U.S. Department of Labor continues to list cleaning and custodial work as one of the most dangerous jobs in the country, mainly because of the many accidents involving chemicals that occur each year.

- To cut down on such accidents, Environs-Solutions encourages cleaning professionals to develop a Cleaning Chemical Safety Program.

Key components of a Cleaning Chemical Safety Program include the following:

- A complete list of all cleaning chemicals used in the facility; this documentation should include details such as how many gallons (and multiple-gallon containers) are stored, where they are stored, and the potential hazards of and necessary precautions for each specific chemical (for instance, whether or not a chemical needs to be kept away from direct sunlight).
- Safety Data Sheets (formerly referred to as Material Safety Data Sheets) for each chemical used or stored.
- Keeping all cleaning chemicals in their original containers and never mixing chemicals, even if they are the same "type" of chemical.

- Storing chemicals in well-ventilated areas away from HVAC intake vents; this helps prevent any fumes from spreading to other areas of the facility.
- Installing safety signage in multiple languages (or, even better, using images and no words) that quickly conveys possible dangers and precautions related to the chemicals.

This signage and training must follow new requirements outlined in OSHA's Globally Harmonized System (GHS).

Making sure all cleaning workers know exactly what the following "signal words" mean

Caution: the product should be used carefully but is relatively safe

Warning: the product is moderately toxic

Danger: the product is highly toxic and may cause permanent damage to skin and eyes.

Cleaning Chemical Safety Programs should also include getting rid of chemicals that have not been used for a prolonged period of time," says Jennifer Meek, Director of Marketing and Customer Relations for Environs-Solutions."A good rule of thumb is to consider disposing of any chemical product that has not been used for six months, and disposing of any product that has not been used for a year."

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

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

- injure yourself
- injure other people
- damage the equipment and whatever you are cleaning

1.3 Personal protective equipment (PPE)/Protective clothing

PPE is equipment that will protect the user against health or safety risks at work. Personal protection comes first for all household services that may need direct or indirect attention of human being. The protection items start from the clothing that people put on to the shields that are used around other parts of the body to protect any hazard that may exist. All the PPE in household services must be health approved and maintained in a hygienic state to avoid any

further complication. Whether you are considering the same for commercial or personal use, personal protective equipment should always be given a priority.

1.3.1. Personal protection for cleaning staff

All custodial employees should be provided gloves, goggles and protective uniform specifications such as long sleeves and rubber-soled safety shoes or shoe covers.

“OSHA regulations and your facility safety guidelines should determine the minimum PPE an employee should use for specific tasks,” Harsh man says. “If a restroom has as biohazard inside, then additional PPE would be required, such as a dust mask and a biohazard suit. Most companies have a written safety plan and written task procedures for employees to follow when performing assigned duties.”

In-house custodial managers should consider PPE requirements as a best practice. It may be difficult to convince employees to wear certain items, such as goggles, but workers should be encouraged to move past concerns about how they look and consider the safety they provide. Besides, today’s safety glasses have more of a “cool factor” than the goggles many remember from chemistry class, Schlesinger says.

Cleaners should wear the following PPE:

- Face mask
- Eye protection (goggles)
- Single use gloves
- Disposable plastic apron to avoid any contamination of clothes.

The purpose of PPE is to minimize direct contact with surfaces and to protect the eyes, nose and mouth from splashing and dust generated while cleaning as well as from any chemicals used in the cleaning process.

Tips for using PPE safely and effectively:

- Wash your hands either with soap and water for a minimum of 20 seconds or use alcohol-based hand sanitizer.

- Once you have entered the guest room, don't adjust your face mask or eye protection and avoid touching your face.
- Your mask should be either on or off completely and not dangle from your neck. Ensure your mask always covers both your nose and mouth.
- Ensure disposable PPE is immediately disposed of after use in a single use bag, tied securely and placed in the general waste

Care should be taken when removing PPE as the outside may be contaminated:

- Peel back your gloves first and ensure the outside of the gloves does not touch anything.
- Wash or sanitize your hands.
- Remove your apron next, ensuring you do not touch the front of your apron with your hands.
- Wash or sanitize your hands.
- Remove your eye protection (goggles), wipe over it with a 2-in-1 detergent/disinfectant wipe, place wipe in the bin, place eye protection (goggles) in a clean area to take with you.
- Wash or sanitize your hands. Remove your face mask and dispose of it in general waste.

1.3.2 Types of personal protective equipment

Personal protective equipment, commonly referred to as “PPE”, is equipment worn to minimize exposure to a variety of hazards. Examples of PPE include such items as gloves, foot and eye protection, protective hearing devices (earplugs, muffs) hard hats, respirators and full body suits.

Selecting the right PPE to sufficiently reduce exposure to hazards is essential to laboratory safety. The purpose of this section is to provide resources allowing researchers to identify and classify various types of PPE so the appropriate safety precautions are taken when conducting research.

For the purpose of this site, PPE will be classified into categories: eye and face protection, hand protection, body protection, respiratory protection, and hearing protection. Each category includes its own corresponding safety equipment that will be described below.

There are different types of personal protective equipment. Among them some they are:

- Face masks
- Footwear
- Gloves and aprons/uniform
- Hairnet
- Safety goggles

A. Safety glasses -They are forms of protective eyewear that usually enclose or protect the area surrounding the eye in order to prevent particulates, water or chemicals from striking the eyes. They are used in chemistry laboratories and in woodworking.

-are the best way to protect your eyes from accidental splashes of cleaning fluids. -They are made from strong plastics and rubbers that make them comfortable to wear whilst giving you reliable protection. Goggles offer more protection when using chemicals as they have a surround that hugs your face, leaving no gaps for liquids to get in.



Fig .1.3.2.Safety goggles

B. Hand Gloves - is a garment covering the whole hand. Gloves usually have separate sheaths or openings for each finger and the thumb

Cleaning staff should also use rubber gloves to protect their skin from burns and irritation. These are available in a range of lengths and thicknesses to offer different levels of protection.



Fig 1.3.2. Gloves

C. Aprons-An apron is a garment that is worn over other clothing and covers mainly the front of the body. It may have several different purposes and is today perhaps most known as a functional accessory that protects one's clothes and skin from stains and marks.



Fig. 1.3.2. Apron

Waterproof aprons prevent damage to your clothing and add a layer of protection on top of your lab coat or overalls. They are available in both heavy and light duty variations for different tasks and environments; from washing dishes to bleaching floors. You can also use tabards rather than waterproof aprons. These often come with pockets for storing cleaning equipment, such as cloths and sprays. These aren't waterproof however, so are best suited to general cleaning duties such as dusting, polishing and vacuuming.

D. Footwear-Footwear refers to garments worn on the feet, which originally serves to purpose of protection against adversities of the environment, usually regarding ground textures and temperature. Footwear in the manner of shoes therefore primarily serves the purpose to ease the locomotion and prevent injuries.

Footwear Calf-length rubber boots give protection against a wide range of dilutes pesticide products. Leather footwear is unsuitable because it absorbs some pesticide products and cannot be decontaminated. Trousers should be worn outside the boots so that spills and splashes do not fall into them



Fig 1.3.2.5. Footwear

E. Face masks - Face masks are loose-fitting, disposable masks that cover the nose and mouth, such as surgical masks and nuisance dust masks. Face masks are not approved by the National Institute for Occupational Safety and Health (NIOSH) protection against any regulated hazardous material.



Fig.1.3.2.Face masks

F. Hair net

Hairnet or something simply a net or caulk is small elasticized, fine net worn over long hair to hold it in place. It is worn to keep hair contains net worn over the hair to keep it in place



Fig. 1.3.2.7.Hair net

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

Items that could be worn as protective clothing include:

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

PPE should only be provided where other control measures determined by the risk assessment provide in adequate protection i.e. it should be only be considered as a last resort or as an interim measure to reduce the risk while other measures are put in to place. The reason for this include:-

PPE only protects the users but also other people nearby are not protected from the risks

PPE is only effective if it is worn and used properly, i.e. anyone who forgets or otherwise fails to use PPE is not afforded protection

The person wearing the PPE may have a false sense of security and take more risks

PPE may be awkward or cumbersome to wear e.g. Protective gloves often reduce hand dexterity and give rise to additional health and safety risks

PPE has to be well maintained in order to remain effective i.e. any defects will increase risks to the worker

Employers must assess any PPE that they plan to provide to make sure it is suitable, i.e.

It is appropriate to the risk it is intended to protect against

It is manufactured to an approved standards(in many cases , this means that it must be "CE" marked)

It is suitable for the individual who will be using it and for the job for which it is intended

It will not create additional risk, as far as reasonably practicable. Once the PPE has been provided by the employer, it must be stored correctly and regularly maintained.

Maintenance will involve regular checks and repair or replacement as necessary.

The PPE regulations require employees to report any lost or defective item of PPE to their employer as soon as possible

Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page: Answer the following questions Time Alloted: 30 min

Part I. Say True or False

- 1.The Food and beverage service waiters can wear the housekeeping department uniform while serving customers.
- 2.Following manufacturer's instruction when using chemical is unnecessary.
- 3. Maintenance will involve regular checks and replacement as necessary.
- 4. Personal protective equipment protects the other people nearby us from the risks when we wore it.
- 5. The protective eyewear that usually enclose or protect the area surrounding the eye is safety shoes.

Part II: Choose the best Answer

- 1.Which one of the following is an equipment used to clean the floor,Except-----
- A. Brush B. Broom C. Mop D. Va cum
- 2.One of the following is a type of personal protective equipment.
- A. Face mask B. Hand glove C. Hair net D. All
- 3.The best equipment used to protect your eyes from accidental splashes of cleaning fluids is ----A. Glove B. Shoes C. Safety glass D. All
- 4. One of the following is the most powerful type of cleaning agent .
- A. Detergent B. Abrasives C. Chemicals D .Acids
- 5. -----is unsuitable because it absorbs some pesticide products and cannot be decontaminated.
- A. Face mask B. Leather footwear C. Hair net D.None

Part III: Write short answer

- 1.Write four main types of cleaning agents. (5 marks)
- 2.Define the word cleaning.
- 3.Write the use of chemical.

Operation Sheet 1	Practical Demonstration
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Operation Title: Cleaning equipment.

Instruction: Perform the activity by carefully following the instruction and first understand the task given below

Purpose: to do the activity in the proper manner and to keep the safety of ourselves.

Required tools and equipment: enough amount of water, broom for cleaning, mop, bucket, bucket wringer, cleaning supplies, etc.

Precautions: 1.Never use equipment if you are not sure how to use it.

2. Put equipment away in its correct place after you have finished the activity.

Step 1. Report any accidents or incidents to your supervisor

Step2. know about emergency solution cases .(e.g. Telephone, ambulance, e.t.c).

Step3. If there is a fire caused by chemicals -use the fire extinguishers .

Step4. If you get chemicals on yourself or in your eye - know the first aid to use on yourself .

Step 1.If chemicals are splashed or spilled onto food – report to supervisor immediately..

Quality criteria:- The trainee will be assessed and evaluated based on :

-Knowledge assessment

-Practical assessment

-Oral assessment

LAP Test	Practical Demonstration
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Name: _____ Date: _____ Time Alloted : 40 min

Time started: _____ Time finished: _____

Instruction I: Given necessary templates, tools and materials you are required to perform the following tasks within 4 hours

Task 1: perform cleaning equipment activity of the guest room based on procedure.

Task 2: Perform the equipment cleaning activity by following cleaning procedures

Unit two: Clean floors

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

- Placing signage
- Cleaning chemicals
- Correct usage of equipment
- Cleaning floors
- Disposing garbage and wastes

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

- Understand signage
- Select cleaning chemicals
- Understand correct usage of equipment
- Perform floor cleaning activity
- Dispose garbage and wastes safely

2.1. Placing signage

A good signage system can perform multiple functions. On the most basic level, it provides effective information and direction for people to find their way around a downtown, a building complex, park, or other public space.

The main purpose of signs is to communicate, to convey information designed to assist the receiver with decision-making based on the information provided. Alternatively, promotional signage may be designed to persuade receivers of the merits of a given product or service.

Signs serve as a type of silent salesperson for your business. Exterior signs draw attention to your place of business. Knowing how signs function can be beneficial for your business to find out where you need signage and why it is going to be beneficial and help differentiate it from others on the street. Interior signs help customers locate merchandise and can lead to impulse sales when added to special displays.

There are three basic functions of sign. These functions are the core effectiveness of signage and explain how to best communicate your company to potential customers.

Identity: Signs identify where your business is located and tells the world you're located there. The sign should be recognizable far enough away to give people time to get over and pull into your establishment.

Signs identify where your business is located and tells the world you're located there. The sign should be recognizable far enough away to give people time to get over and pull into your establishment. This is not only done by having the correct sign height and size but creating a consistent brand image across all your signage. The stronger your trademark or brand, the easier it is to recognize from greater distances

Having your sign clearly visible from the street and easy to read, makes it simple to identify. This leads customers or clients to the correct location and bringing in new customers who are looking for something in the area.

Advertise: You want customers to be aware you exist.

You want customers to be aware you exist. If prospective customers don't know your location or what you provide, it's hard to sell. A high quality and well-designed sign can convey a powerful message about the company and the products or services you provide.

The constant exposure of your brand will strengthen the awareness passerby have of your business. A well-designed sign also entices customers to come in and make purchases. This can be more than your big pole sign outside though too. You can set up signs for discounts, grand openings, and other events to attract people and prompt impulse buys. Your new signage can also complement all of your other marketing efforts. If a customer sees your print ad, having a signage that compliments it in style can cause them to recognize your ad and stop in. This is great for brand building and expanding your customer base.

Give direction: Direct customers into your store! Navigation apps can get you close, but the last few feet can be assisted by your sign. You can also set up directional's that provide navigation for motorists. These signs can say things like drive-thru and entrance and create ease for the customer while being inexpensive to you.

Your business can also set up signs down the road, so potential customers are aware of your business and look for it as they drive by.

Build a great sign and start building your business's awareness, recognition and success. Any sign no matter the size or function will help create a consumer-friendly experience and help advertise your business to the masses. Persona can help you with your signage needs. May it be a pole sign or a directional we can help.

Indicates the cleaning precautions, procedures and techniques relating to surfaces such as glass, painted/polished wood, steel, iron, plastic, rubber, brass, silver, aluminum, fabric, leather, concrete (paved, painted)

The items to be considered at preparation time for cleaning after placing signage are:

- Wear the correct PPE for the job.
- Choose the correct equipment and products for the task.

- Put up ‘Cleaning in Progress’ signs.

Put up barriers to stop people going into the area e.g. witches’ hats, furniture across a doorway, fluorine-tape or put the cleaning trolley across the doorway.

Pr-clean if necessary by removing dirt and things you can see, e.g. sweep floors or wipe food waste from benches.

Treat any stains or spills using the correct products such as cleaning agents and suitable chemicals.



Fig.2.1. Placing Sign

2.2. Select cleaning chemicals

With so many different types of cleaning chemicals to choose from it can be difficult to choose the right product for your commercial cleaning needs. From eco-friendly cleaning products to Pro chemicals, at Janitorial Direct we offer a wide variety of cleaning chemicals so that you can buy exactly the product you need for your specific cleaning requirements.

If you are unsure about which is the right chemical for your cleaning needs, keep these factors in mind when choosing your cleaning supplies:

2.2.1.Strength of the clean

Different working environments will require different strengths of cleans. Kitchens and toilets, for example, need powerful cleaning chemicals to ensure they remain hygienic and safe for use. Other working environments, such as general office areas, often require less harsh chemicals for the clean or else the small can be overpowering for workers. Each cleaning chemical will have a different strength, normally those created by household known brands are less powerful than those that have been specially formulated by industry brands – often the description on the product will advise about the strength of the chemicals used.



Fig 2.2.1.Strength of the clean

2.2.2.Type of clean

Whether you are cleaning floors, worktops, walls or desks – the type of clean will impact the type of cleaning chemicals you buy. Some of the cleaning chemicals we supply at Janitorial Direct are formulated for specific use, for example search through our kitchen cleaning chemicals section and you will find a wide range of cleaning products that have been specifically designed for use in kitchens and which have the right hygiene rating for use in this area. This helps to ensure you choose the right type product for the type of clean required.

A. Health concerns

Some of the chemicals we supply are ideal for when industrial strength cleaning products are needed, however they also include strong chemicals that could cause problems in areas populated by those with health concerns. Hospitals, care homes and schools normally need specialized

cleaning chemicals that offer the strength of clean provided, but which are also safe to use in environments populated by vulnerable people. Before buying cleaning chemicals make sure that it is right for the type of environment that needs to be cleaned, particularly taking into account any health concerns that might arise from using the products.

B. Environmentally friendly cleaning products

At Janitorial Direct we supply a range of eco-friendly cleaning products that are ideal for businesses and properties that are focused on being environmentally friendly. As well as this eco-friendly cleaning products are often a popular option for areas that need to be cleaned and which are used by people with skin allergies that can be aggravated by some of the chemicals used in standard cleaning products.

When choosing your cleaning chemicals keep in mind if the property would benefit from using eco-friendly products and if so choose the one that would suit that particular clean.

When choosing the right cleaning chemicals for your business there are many factors you should take into account, however these will also help to ensure you buy exactly the right cleaning products for your needs.

2.3. Correct usage of equipment

'The set of things that you need for a particular purpose', such as tools or clothing. These equipments used in accordance with the establishment policy.

Any type of equipment which gives different types of service in different organization are used in correct manner. This means we should have to use right equipment for the right purpose due to the organizational rule and regulation.

In particular equipment must be:

- suitable for the job it's being used for.
- maintained to keep it safe at all times.
- inspected at suitable intervals if wear and tear might compromise safety.
- inspected before first use if the equipment's safety depends on installation conditions.

2.4. Cleaning floors

Floors get dirty very quickly. They can get slippery and dangerous, so they must be swept, washed and sanitized at least once a day. Sometimes they might need to be cleaned more often, such as when there is a spill.

Floors in areas such as a reception area or restaurant may not get as dirty as a kitchen, but they still need to be cleaned daily.

Different floor surfaces require different methods. Hard surfaces need sweeping, mopping and polishing, while carpets need vacuuming and shampooing.

2.4.1. Floor Types and Their Care

Whether for a facility under construction or for the remodeling of an existing property, the executive housekeeper is often called upon to assist in the selection of the floor or floor coverings.

There are a multitude of variables that must be considered when selecting the appropriate floor or floor covering. The floor must meet the aesthetic requirements of the architect and/or interior designer. Floors must coordinate with wall and window coverings. They must also coordinate with the room's furnishings. Floor and floor covering selection is not predicated only upon design and aesthetic considerations, however; many other factors, such as durability, installation cost, maintenance cost, and ease of maintenance should also be considered in the selection process.

The amount and type of traffic to which a particular floor will be subjected must be determined before selecting the flooring. Next, the durability of the proposed floor materials to be subjected to the expected traffic must be considered. In other words, one must project how long each floor material under consideration can be expected to last when it is subjected to the expected wear.

The executive housekeeper should then estimate the cleaning and maintenance costs for each of the prospective floor materials over the life of the floor. These costs will include labor, chemicals, and equipment.

2.4.2. Floor Care Methods

Effective floor care cleaning and maintenance method is the key to achieving clean, attractive looking floors due to regular maintenance (including using mats, mopping floors, etc.) and choosing the right floor cleaning products and supplies.

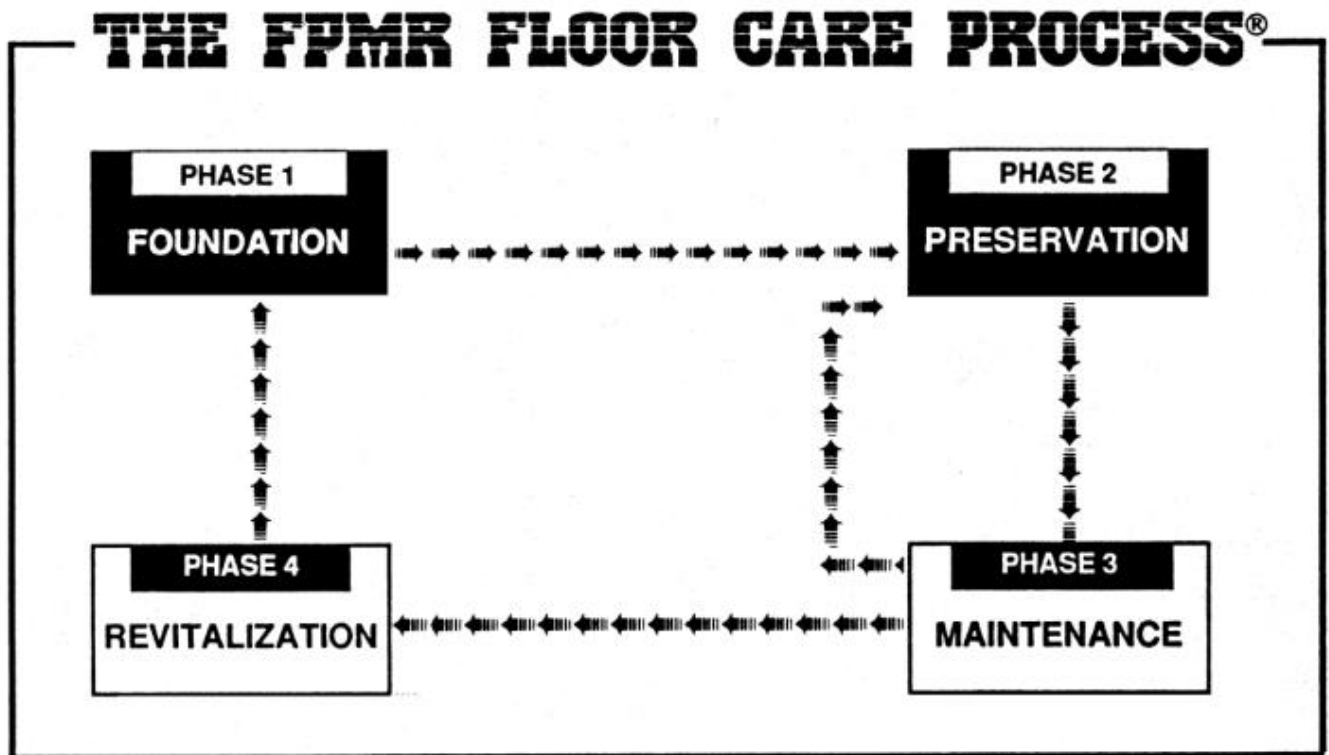


Fig.2.4.2. Floor Care Methods

The following methods can help keep finished floors looking great all year round. These are:

- **Prevention**

The term "prevention" is typically used to represent activities aimed at stopping or reducing an action or behavior, but can also be used to represent activities that promote a positive action or behavior while reducing risk.

The floor treatment or preventive methods include :

A. Floor Matting Program

Every floor care system starts at the door. Proper matting is the first step to keep grit and moisture off the floor. There are different types of floor matting program. These are:

- Outside Matting – Gross soil/moisture knock-off
- Foyer/Entryway – Further soil knock-off
- Inside Matting – Final moisture removal
- Daily/Routine Maintenance -is the type of maintenance that is performed in the day to day activities or in routine maintenance methods.

B. Dust Mopping

Dust mopping is the second most important step, keeping floors free of the dirt particles that can damage the finish and diminish the shine. Dust mopping should be performed daily or as often as necessary to keep grit off the floor.

Dust mopping should be performed daily or as often as necessary to keep grit off the floor.

- Remove larger debris
- Make damp mopping more effective

Always dust mop BEFORE damp mopping/auto scrubbing :

- Use a clean dust mop
- DO NOT USE oil-based dust mop treatments

C. Damp Mopping or Auto-Scrubbing

Removes particulate and oily soil and prevents finish from darkening or yellowing from embedded soil. Damp mopping should be performed daily or as often as necessary if soil load is extremely heavy. Damp mopping should be performed daily or as often as necessary if soil load is extremely heavy. Damp mop area daily to with a clean mop to remove soil. Mop water should be change when the water is dirty. Damp mopping picks up the particulate soil that causes the most damage to a finish.

Follow manufacturer's recommended dilution

- Use a clean mop head
- Start with clean water – change solution as needed

Cleaning with an auto-scrubber is a more effective method to clean floors if one is available. Because auto-scrubbing is more effective and more aggressive, it only requires half the amount of floor cleaner.

Auto-scrubbing is more effective for 2 key reasons:

- More aggressive agitation, with pads or brushes.
- Vacuum pick-up of cleaning solution & soil, similar to an 'extraction' from the pores of the hard surface floor.

D. Low Speed Buffing

Low speed buffing floors diminishes the surface scratches revealing a fresher, flatter surface. The surface will reflect light more evenly and give off a shinier glow. Buffing will repair the finish to a smooth shine and delay the need for re- coat. Consider the following when ,cleaning by low speed buffing method:

- Always clean floor first
- For durable finishes, use
- A spray buff to aid 'repair'.

This helps fill-in the scratches and abrasion marks to achieve a smooth surface.

A mop-on maintainer for efficiency. Provides same 'fill-in" benefit, but is a more efficient way to apply the spray buff. Choose pad appropriate for spray buffing

E. High Speed Burnishing

High speed burnishing is much more efficient than low-speed buffing in repairing the finish to a smooth shine and delay the need for recoat.

Normal burnishing removes 1/20th of a layer of finish by "shaving" off enough finish to smooth and remove light scratches which could the cause be of a "dull" looking floor.

- Always clean floor first
- Burnish frequency should match the requirements of the finish you have chosen for your facility

- Choose appropriate pad

H. Re coating

Re-coating the floor with two coats of finish will replace the finish that was scrubbed off to remove embedded dirt and light scratches. Adding a third coat will provide even more depth to the gloss.

Re-coat Considerations: It includes:

- Finish selection
- Choose a finish to match burnishing frequency
- Number of coats
- Dry time

2.4.4.Types Of Floors

A floor is the bottom surface of a room or vehicle. Floors vary from simple dirt in a cave to many layered surfaces modern technology. Floors may be stone, wood, bamboo, metal or any other material that can support the expected load.

There are seven different kinds of floors and how to clean them.

I. Concrete Floors

- Protect your concrete floors with a commercial sealer to prevent moisture and debris from seeping into the naturally porous surface.
- Dust the floor before washing with regular cleaner.
- Regularly scrub and wax concrete floors to maintain luster.



Fig.2.4.4. Concrete floor

II. Vinyl Floors

- Moisture is the number one enemy of vinyl floors. Never let spills sit long and wipe all moisture off completely with a smooth, non-abrasive wipe (like a dry microfiber towel) to avoid damaging the lamination as well as the adhesive of the vinyl.
- Deep-clean using a mild, neutral floor cleaner that is safe for vinyl surfaces and never, ever wash the floor.



Fig.2.4.4. Vinyl floor

III. Terrazzo Floors

Make sure that your terrazzo floors are sealed with appropriate terrazzo sealant. This ensures that the marble top's adherence to the concrete backing remains undisturbed, no matter how much foot traffic it gets or how often you clean it. Because it is naturally on the shinier side, all you

really need to do is clean it with water, mild neutral floor cleaner, and a mop to keep it in topnotch condition.



Fig.2.4.4..Terrazzo floor

IV. Linoleum Floors

For everyday cleaning, linoleum floors only really need dusting or vacuuming, capped off with a quick touch of a damp mop. For seasonal maintenance and removal of the inevitable heel marks and the occasional skids, use a linoleum-friendly floor wax applied liberally. Polish off with a very slightly damp cloth for a perfect sheen every time.

V. Ceramic Tile Floors

- Keep the sheen on your tiles with regular mopping using a wet mop and neutral, mild floor cleaner.
- Keep the grout clean with regular brushing.
- The right kind of sealer should prevent discoloration of the grout lines but good old scrubbing and regular dusting and mopping are still necessary.



Fig 2.4.1. Ceramic tile floor

VI. Marble Floors

- Make sure to use marble sealer to close off the micro-pores over this natural stone material. Its porous quality is what makes it vulnerable to moisture and makes it retain dust and dirt easily, so a good layer of sealant is absolutely necessary.
- To clean marble floors, use hot water and a pH-neutral cleaning agent to avoid discoloring the marble or damaging the sealer.
- Use soft mop heads to clean the surface.
- Keep it clean by dusting and damp-mopping on a daily basis.



Fig.2.4.1.Marble

VII. Wood Floors

- When it comes to wood floor cleaning, there's one important thing to know: water is the enemy! Water dulls your wood's finish and oftentimes leads to irreversible (and unsightly!) stains. Unless your wood has been treated with polyurethane, never use a wet mop or even think about washing your floors with water. Keep the floor dry and wipe off the smallest spills promptly.
- Dust and wipe with soft mop regularly and always use appropriate polishing material.
- Never use anything other than a wood-specific floor cleaner to deep clean and let it soak for a guaranteed sheen.



Fig .2.4.4.Wood floor

Everyday Things You Can Do to Protect Your Flooring

Aside from material-specific care, here are some things that you can (and should) do every day to keep your floors looking their best – no matter what type of flooring you have:

- Dust/vacuum every day. Letting dust sit longer will allow it to adhere to your floor surface, making it more difficult to remove.
- Wipe off spills right away. Moisture damages the sheen of indoor floors and discolours natural stone floors like marble. And it's the number one enemy of wood. Prevent damages and stains by wiping off spills promptly.
- Use the right matting. Prevent dust and debris from entering your premises and seeping into your floors by strategically placing mats around your property. Pick the right kind of mat for each area of your space to get the best results.

Invest in floor protection! Get the right kind of mats for your floor surface and commercial needs.

2.5. Floor and surface treatment /Interim Maintenance

Maintenance pending suit is also known as interim maintenance. It is money paid to you by your spouse which helps you to meet your living costs. The term “interim maintenance services” means the provision of methadone in a treatment program under the circumstances described.

- Scrub and Re-coat (Top Scrub/ Deep Scrub)
- Shine restoration when buffing/burnishing is not enough for a new finish look!

Top Scrub/Deep Scrub Considerations:

- Pad selection and duration of scrubbing are critical
- Cleaner selection and dilution-Deep scrub with 2-4X cleaner
- Clear water rinse before applying finish .

A high-quality floor care program can help protect your floor investment and make a great impression with customers. Commercial facilities should consider an end-to-end maintenance solution like the P&G Pro Line Floor Care System. This system ensures the stripper, finish and cleaner are all formulated to work in conjunction with each other to deliver superior results and extend the length of time between maintenance cycles.

Floor and surface treatment /Interim Maintenance / includes:

- anti-soil
- anti-static
- flame retardant
- mothproofing
- deodorizing
- anti-flea infestation

Floor Surface takes into account before cleaning includes the following items

- material and type
- position of surface form of stain

A. Maintenance /Treating Surface/

Maintenance- is the third phase of model that involves the periodic removal of stains, dirt, and scuffs that appear on the surface of the finish. Its purpose is to produce lustrous, shiny, clean floors. Maintenance encompasses damp mopping, spray buffing, and burnishing. These techniques are done sequentially, and each technique is often performed immediately after the preceding one.

The solution in the bucket should be changed when the water becomes dirty. A brush or a floor machine may be used for stubborn spots, and a squeegee may be used to help speed the drying of the floor. Baseboards should be wiped off immediately if solution is splashed on them.

As noted in the “Foundation” section, all equipment should be cleaned upon the completion of a task.



Fig. Cleaning methods and techniques of the floor

B. Carpets and Rugs

The use of carpets and rugs can be traced back three thousand years to the Middle Eastern kingdoms of Babylon, Sumeria, and Assyria.

Carpet is typically installed wall-to-wall to eliminate the maintenance of hard flooring surfaces around the edge of a carpet. Rugs, on the other hand, are often used to accentuate a tile or wood floor. In areas where there

Material Planning: Floors, Walls, and Windows is heavy foot traffic, rugs can be used to equalize wear and to help prevent tracking onto other floor coverings.

Carpet offers a number of benefits over hard and resilient flooring materials. Carpet prevents slipping; it provides an additional source of insulation—thus making it less expensive to heat an interior in winter; it has acoustical properties that can effectively lower noise levels; and it is the most resilient of all floor coverings, which is a major benefit to individuals who must remain on their feet for extended periods.

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2.6. Dispose garbage and wastes

Dispose garbage, wastes and excess chemicals in accordance with hygiene, safety and environmental legislation requirements. Follow the establishment waste handling technique and procedure while disposing garbage and waste .

A. Methods of Waste Disposal

Garbage accumulation has never been much of a concern in the past, but due to globalization and industrialization, there is a need for a more efficient waste disposal method. Following are some of the methods that are used today.

I. Land fill

In this process, the waste that cannot be reused or recycled are separated out and spread as a thin layer in low-lying areas across a city. A layer of soil is added after each layer of garbage. However, once this process is complete, the area is declared unfit for construction of buildings for the next 20 years. Instead, it can only be used as a playground or a park.

II. Incineration

Incineration is the process of controlled combustion of garbage to reduce it to incombustible matter such as ash and waste gas. The exhaust gases from this process may be toxic, hence it is treated before being released into the environment. This process reduces the volume of waste by 90 per cent and is considered as one of the most hygienic methods of waste disposal. In some cases, the heat generated is used to produce electricity. However, some consider this process, not quite environmentally friendly due to the generation of greenhouse gases such as carbon dioxide and carbon monoxide.

III. Waste Compaction

The waste materials such as cans and plastic bottles are compacted into blocks and sent for recycling. This process prevents the oxidation of metals and reduces airspace need, thus making transportation and positioning easy.

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IV. Biogas Generation

Biodegradable waste, such as food items, animal waste or organic industrial waste from food packaging industries are sent to bio-degradation plants. In bio-degradation plants, they are converted to biogas by degradation with the help of bacteria, fungi, or other microbes. Here, the organic matter serves as food for the micro-organisms. The degradation can happen aerobically (with oxygen) or an aerobically (without oxygen). Biogas is generated as a result of this process, which is used as fuel, and the residue is used as manure.

2.6.1.Waste handling

Dispose household waste in appropriate manner and follow environmental protection (Waste Management) Regulation 2000. However, it is still important that waste from these places is handled with caution before throwing it away.

Personal waste, such as used tissues, packaging and masks, should be put securely inside disposable rubbish bags in the same room where the person in isolation or quarantine is staying.

When dealing with waste, avoid touching the inside of the bag. Make sure the rubbish bag is not completely full, so the contents don't overflow and use two bags if the contents are wet in case it leaks.

This waste can be put with other general waste (not recycling or green bins) for your normal waste pick-up.

Waste bins inside the house should be kept clean and disinfected regularly. If a pedal bin or plastic bucket is used, it is a good idea to use a bin liner. Bin liners stop the bin from getting dirty and help make cleaning and sanitizing the bin easier.

It is important to always wash your hands well and dispose of any personal protective equipment after handling waste

Many different types of waste are generated, including :

- municipal solid waste,
- hazardous waste,
- industrial non-hazardous waste,
- agricultural and animal waste,
- medical waste,
- radioactive waste,
- construction and demolition debris,
- extraction and mining waste,
- oil and gas production waste,
- fossil fuel combustion waste

Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page: Answer the following questions Time Alloted : 35 min

Part-I. Say True or False

- 1.Waste such as food items, animal waste and organic industrial waste are known as biodegradable waste.
2. .In land fill waste disposal, a layer of soil is added after each layer of garbage.

Part I- Choose the best answer

- 1.The use of carpets and rugs can be traced back three thousand years to the Middle Eastern kingdoms of -----
A. Babylon B. Sumerian C. Assyria. D. All
- 2..Asphalt tile is cleaned by one of the following according to floor care method section,
A. Dust mopping B. damp mopping C. scrubbing D. All
- 3.A-----one of the following is the bottom surface of a room .
A. Terrazzo B. Floor C. Concrete D. None
- 4. The type of maintenance that pending suit is also known as -----
A. interim maintenance B. internal maintenance C. intra maintenance D. All

Part II- Write short answer.

- 1.List at least four main types of cleaning chemical. (5 marks)
- 2.What is the use of placing signage before starting cleaning/5 marks/
- 3.Write at least four main types of floor. (5 marks)

Unit Three: Clean furniture and furnishings

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

- Determine color, fastness of item
- Cleaning agents
- Furniture and fittings
- Cleaning doors, walls, floor, ceilings and windows
- Reporting repairs and malfunctions
- Maintaining and cleaning drapes/curtains

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

- Differentiate color fastness
- Select cleaning agents and chemicals
- Understand correct usage of equipment, furniture and fittings
- Perform doors, walls, floor, ceilings and windows cleaning activity
- Apply repair and malfunction report
- Dispose garbage and wastes safely

3.1.Determine color and fastness of item

Color fastness is one of the important indicators to measure product quality. During production and usage, textiles can be subjected to considerable stresses, resulting in color changes. Both color intake (bleeding into) and color loss (bleeding) are common. These effects are normally unwanted; hence it is of crucial importance to determine the colorfastness of textiles at an early stage.

Color fastness can be defined as the ability of the original color of the finished textile to resist any challenges that it may normally encounter during its working lifetime. High colorfastness is an essential property of all textile materials to render them fit for purpose. For apparel, the most common “challenges” are exposure to light, loss of dye during laundering, rub fastness, which measures whether color is lost from the fabric surface after mechanical rubbing, perspiration fastness, and thermal stability, at temperatures that may be experienced during ironing, for example.



Fig.3.1.Fabric color fastness

We can also define color fastness as, having color that will not run or fade with washing or wear. That means characterizes a material’s color’s resistance to fading or running. Clothing is colorfast if its colors and dyes do not bleed or run from the clothing. Clothing should be tested for colorfastness before using any type of bleach or bleaching solution, or strong cleaning product. Colorfastness is very important factor for buyer. Colorfastness properties of textiles are an important measure of quality of a product.

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To test for color fastness, find a hidden seam of the garment or an hidden spot. Apply the cleaner to the garment and then dab the area with a clean cotton cloth.

If the color removes itself from the garment onto the cloth, you should not use the cleaning product on the clothing.

3.1.1.Important Terms and Definitions on Color Fastness

Colorfastness: The resistance of color against outer influences is called colorfastness. It is distinguished between production colorfastness and usage colorfastness.

Change of color: During colorfastness tests, the change of the color within the visible spectrum between treated and untreated sample is measured. The color change can be caused by changes in color shade as well as color purity.

Bleeding: This term is used to describe the visible color difference between an undyed and untreated control fabric and a similar but treated fabric specimen. The difference is caused by dyestuff migrating from the treated fabric into the control fabric. Here, it is not important whether the dyestuff was exchanged via the aqueous solution or through direct contact between the fabrics.

Color fastness testing done by dry rub and wet rub tests. This tests are used for the determination of color fastness against rubbing, either under dry or under wet conditions. Rotary Crock meters are used for testing printed fabrics.

The test procedure for washing fastness the sample will be rinsed twice in cold distilled water and washed in running cold water for 10 minutes. Then the sample is squeezed carefully. Stitching is removed on two long sides and one short side. The sample is now dried at 60°C at tumble dryer.

3.1.2. Color fastness to wash

Colorfastness to wash is the resistance of a material to change in any of its color characteristics as result of washing with household detergent. Colorfastness to washing is very important for Lab-dip in dyeing factory. It is one of the most important and mostly used colorfastness test.

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There are varieties of testing procedure, because:

- Washing conditions may vary from one country to another.
- To evaluate repeated washing accelerated test methods are used.
- The methods on the use of dyed goods.

The accelerated washing tests are designed for evaluating the color fastness to washing of textile, which are expected to withstand frequent washing. The color loss and surface changes resulting from detergent solution.



Fig.3.1.1.Color fastness of fabric

Principle:

Specimens are tested under appropriate conditions of temperature, detergent solution, bleaching and abrasive action such that the color change is similar to that occurring in five hand, home or commercial launderings

Procedure:

A test specimen measuring 10 X 4 cm of the material to be tested is cut out. Yarn is knitted into a fabric from which a piece of the same dimensions can be obtained. The specimen to be tested is placed between two pieces of undyed fabric measuring 10 X 4 cm and the three pieces are held together by stitching round the edges. In the case of loose fiber the compressed mass is held in place by sewing it between pieces of cloth measuring 10 X 4cm. The composition of one the

colorless materials enclosing the specimen will be the same as the dyed sample and the other will be as indicated below:

3.2. Cleaning furniture and fittings

3.2.1. Cleaning Furniture

Furniture is a type of collectively used item usually in the room which enhances the room's characteristics ,functionally and decoratively. Furniture must be both functional and attractive. It should be well constructed and easy to maintain. The variety of furniture available for hotel use today is as great as the number of companies manufacturing institutional furniture. Furniture is obvious. It's all the moveable stuff (in German that's what it's called; mobile).

Most hotel furniture is a combination of wood and plastics made to look like wood. (Many times, close examination of the facades of what looks like French provincial carved wood will reveal a molded plastic exposure.) Hardwoods are scarce and expensive; therefore, substitutes such as surfaced plywood and pressed particleboard are used extensively in the manufacture of institutional furniture. Little if any metal furniture will be found in hotels. The executive housekeeper should examine samples to ensure that furniture is well designed, constructed with corner blocks to withstand hard and abusive use, well finished, and refinish-able. Joints are major factors in the strength and durability of well-made furniture.

Use mild dish soap and water to clean dirt and minor stains. Next, wipe down the dirty areas of your furniture. Finally, pat the furniture dry with a clean cloth. Always start with the mildest cleaning solution, then use a stronger cleaner if the dirt or stain remains. If mild soap doesn't work, you can use vinegar..

Mortise and tendon joints or double doveled joints are used in well-made furniture. Desks, Luggage racks, chests of drawers, and pieces that provide storage are known as case furniture or case goods, and are primarily constructed with dovetail joints. Some metal pieces will be used in the construction of case furniture for drawer guides and luggage receivers.

Standard junior suite furnishings with an English countryside flavor. Note the use of fabric on the end tables. construction in case furniture should always have concealed dovetail joints in the

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front piece to ensure that constant motion of the drawer will not cause the drawer front to




become detached. Laminated tops are an essential element of most institutional furniture. Spilled drinks and beverage rings would quickly mar the finish and stain ordinary wood furnitur



Fig. 3.2.1.Furniture Cleaning

Table:3.2.Different Furniture's

Name of the Furniture Equipment	Sample model
Refrigerator	

Oven with gas range	
Blender	
Table top kitchen aide or mixer	
Mijlise and sofa	 

Dining table



Cleaning method of the Furnishings may include :

To Clean a Telephone

- Dust daily and wipe ear piece free of grease
- Clean the dial / buttons and disinfect ear and mouth piece

To clean a Wash Basin

- Remove hair and any other waste
- Clean basin, base and surroundings with swath and scouring liquid, paying particular attention to soap wells and round the base of the tap
- Rub taps and dry basin

To clean a WC

- Flush bowl, brush well, apply cleaning chemicals and let them soak in. Then brush again and flush
- Wipe seat, water tank, outer toilet bowl and base well with disinfectant solution

To clean Mirrors and Glass Surfaces

- Wipe with damp cloth
- Spray on appropriate cleaner

- Polish with hair free cloth
- Polish frame according to material

Note: Hair spray marks can remove with a cloth moistened with mentholated spirit or spray on furniture polish.

3.2.2. Fittings

Fitting are the process of applying craft methods such as skilled filling to the making and assembling of machines or other products for different purpose. Fittings are generally components of systems. In the context of FF&E they are things like faucets, shower heads, thermostats, annunciators, sprinkler heads and other parts which are exposed to the building users. Other fittings such as elbows, couplings, junction boxes, etc. are of no concern in this context unless they are exposed.

Fixtures generally refers to the terminal parts of plumbing, electrical, and mechanical systems such as toilets, sinks, lights, radiators, etc.

Equipment consists of kitchen and laundry appliances, office equipment, machine tools, and other functional assemblies that typically connect to but are not part of the MEP systems.

Furniture and fittings may include but not limited to:

- paintings and other wall hangings
- door and window knobs and fixtures
- tables • chairs
- desks made of wood
- metal or synthetic materials
- linoleum
- carpets
- rugs drapes chandeliers and other lighting fixtures

Examples of Fittings that are used in the hospitality industry are :

- Beds.
- Sofas.
- Curtains.
- Blinds.
- Tables.
- Paintings.
- Mirrors.
- Fridges and freezer



Fig 3.2.2. Examples of fittings

3.3. Apply safety measures of furniture and fittings

The furniture industry is rapidly changing. As a result, furniture manufacturers and their supply chains face many challenges concerning safety and compliance. For example, as more people work remotely and e-learning opportunities expand, the need has grown for electrified furnishings, furniture that consumers can easily move and adapt for different uses and environments, and a new hybrid residential-commercial (or “resimercial”) furniture segment. With these trends come additional safety considerations, such as flammability, chemical content and chemical emissions.

Taking action to learn about the safety landscape surrounding these products helps you minimize furniture products’ potential safety hazards and build your customers’ trust in your products. Keeping safety considerations in mind when designing products and using certified components helps minimize recalls, lost sales and finances, and the damage to your brand reputation that may result from injury or property destruction.

Measurements continue to play an important role throughout everybody's life, for example, during a medical check-up, a sports competition, when building a house, when controlling temperature in appliances, or while cooking and different furniture and fitting areas.

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3.4. Cleaning doors, walls, floor, ceilings and windows

3.4.1. Cleaning door

Mix equal parts water with gentle dish soap or vinegar and lightly scrub the door using a soft sponge or cloth. If the door is wood, make sure to wipe the door in the direction of the grain. Dry with a heavy duty paper towel or dry cloth. Clean your door fixtures using commercial cleaner.

3.4.2. Cleaning walls

Cleaning the walls can be a delicate process, and what you use is dependent on what the wall treatment can hold up to and resist,” Fireman says. Luckily, you don’t need special supplies or expensive equipment to get the job done—just a few household items you already have and a little bit of time. Read on to learn how to clean walls with the best of 'em! This method is gentle enough for walls with paint *or* wallpaper.

Steps used how to clean walls with paint or wallpaper like a pro:

1. Gather your supplies. Some good news: Wall cleaning does not require any special wall cleaner.
2. Protect your floor from drips.
3. Dust the walls.
4. Mix water and dish soap.
5. Test a patch on the wall.
6. Gently wash in circular motions.
7. Tackle any stubborn stains.
8. Rinse the walls.

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Fig 3.4.2. Cleaning walls

3.4.3. Floors Cleaning

Sweep or vacuum the high traffic areas and get rid of just the things that you notice with a quick look. If you don't notice anything on the floor without getting down on your hands and knees, it's likely that no one else will either

The five steps to be followed when cleaning floor are:

- i) removing dry soil,
- ii) setting up for wet cleaning,
- iii) wet cleaning,
- iv) drying, and
- v) take down and sign removal.

Removing dry soil can be accomplished by sweeping, dust mopping, or vacuuming, depending on conditions and equipment available.



Fig,3.4.3.Cleaning floor/Floor cleaning/

3.4.4.Window Cleaning

Don't worry about all of the windows in your home. Just wipe the door(s) down that they'll be walking through. You can worry about the rest when you have time!

Window cleaning is one of the easiest tasks to perform if the housekeeping crew has the proper tools at its disposal. What is needed is a synthetic lamb's-wool window-washing tool, a bucket that will accommodate the tool (approximately 12 24), a squeegee, and a clean lint-free cloth. The better squeegees have quick release mechanisms and angled heads. The new microfiber cloths designed for the cleaning of windows and mirrors are simply amazing. The author witnessed a demonstration in which Vaseline was applied to a mirror, and with one wipe of a microfiber cloth

Window Washing or cleaning Process includes:

Step 1: Remove & Clean Screens.

Step 2: Wetting Windows.

Step 3: Scrubbing Windows.

Step 4: Wet Windows Again.

Step 5: Wipe The Edges.

Step 6: Squeegee The Window.

Step 7: Wipe The Windows Again.

Step 8: Wipe Down Sills

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Fig.3.4.4. Cleaning windows

3.4.5.Clean Ceiling

Ceilings are one of the parts of your home that you always see but seldom clean. The nature of ceilings makes them somewhat difficult to clean. Unfortunately, ceilings do get dirty and are rather unsightly when they are covered with dust or other stains. Thankfully, by removing debris, wiping down your ceiling, and knowing how to clean specific stains, you'll be better able to clean your ceilings.

Are rarely need to be scrubbed unless your home suffers smoke, soot, or water damage. So your cleaning routine means occasionally wiping the ceiling with a broom covered with a soft, lint-free cloth or T-shirt. Or try vacuuming the ceiling with a soft brush attachments. Ceilings rarely need to be scrubbed unless your home suffers smoke, soot, or water damage. So your cleaning routine means occasionally wiping the ceiling with a broom covered with a soft, lint-free cloth or T-shirt. Or try vacuuming the ceiling with a soft brush attachment.

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Fig.3.4.5. Ceiling cleaning

Finishing Touch: Light a candle or spritz some room spray so your home smells amazing. It will be the first things that your guests notice as soon as they walk in! A home that smells amazing automatically has the appearance of being “clean” – don’t ask why!

A bit of advice:

Don’t stress about your home! Your guests are coming over to visit with you, not inspect your home and write a report on it. You already have enough to worry about. Just relax and enjoy the time with your loved ones

The Six Stages of Cleaning generally includes:

- Pre-Clean. The first stage of cleaning is to remove loose debris and substances from the contaminated surface you're cleaning.
- Main Clean.
- Rinse.
- Disinfection.
- Final Rinse.
- Drying

Wall, floor, ceiling, door and window surfaces include but are not limited to:

- terrazzo
- ceramic
- paved concrete
- wooden
- rubber tiles
- parquet tiles
- glass
- Carpe

3.5. Reporting repairs and malfunctions

3.5.1. 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 O.O.O 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.

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.

3.5.2. Reporting malfunctions:

Malfunction is of a machine, piece of equipment, or organ to fail to work correctly. The equipment malfunctions at temperatures below freezing. So it should be reported immediately.

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.

3.5.3. 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.

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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.

3.5.4. 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

3.6. Maintaining and cleaning drapes/curtains

Drapes/curtains are washed on gentle method and made free of creases, wrinkles and damages, and can be freely opened and closed.

Use mild laundry detergent for the washer. Give the drapes or curtains plenty of room in the washing machine so they are not crushed, especially as they tumble or agitate. You'll also want to iron them while they are still slightly damp to keep wrinkles from setting into these natural fabrics.

Constant exposure to sunlight can render even sturdy fabrics fragile. So when machine-washing curtains and draperies, use the gentle cycle, cool or lukewarm water, and mild detergent. If possible, hang on a clothesline to dry, or put them in a clothes dryer on a no-heat or delicate setting.

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While draperies look clean they may really need cleaning! To ensure that your drapes last, regular cleaning is required. Curtains are fabric panels used to cover windows, and are generally cut to fit a window or drop a few centimeters below it. Drapes are also fabric panels but are generally made from thicker fabrics and cut to floor length or to slightly puddle on the floor. Curtains that are made of silk, linen or other sensitive fabrics will need to be professionally dry cleaned. The reason for this is that the hot water, detergent and constant rubbing action in the washing machine can easily cause damage such as fading or shrinking.

The three basic types of curtains :

- Block out Curtain Panels. Just to clarify, a curtain panel refers to any type of curtain that hangs from a curtain rod or hook, regardless of how the top of it is finished.
- Sheer Curtain Panels.
- Decorative Curtain Panels.

Master Dry Cleaners recommend the following approximate timeframes for the washing of curtains: Hypoallergenic family:

- Every 3 – 6 months. Living in a dusty area:
- Every 6 – 12 months. Living near the sea:
- Every 6 – 12 months.

Note:

DON'T: Hang them height Above the Window

Drapes that rest right above the frame stunt the window and let in less light, which can give the entire space a crowded look. Keep in mind that, when open, your curtains shouldn't fall more than 2 inches inside the frame on each side.

Styling your windows doesn't have to be a pane. Follow these tips to get the most out of your living room's window treatments.

Keep in mind: Price and stock could change after publish date, and we may make money from these affiliate links.

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Self-check-3	Written Question
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Direction: Try to answer the following questions

Part I-Say True or False

1. Curtains are fabric panels used to cover windows
2. Malfunction is of a machine, piece of equipment, or organ to fail to work correctly.
3. Rinsing is one of stages of the general cleaning at public area.

Part II-Choose the best answer

- 1.----- are fabric panels used to cover windows, and are generally cut to fit a window
A. Curtains B. Drapes C. Matters D. A and B
- 2.----- is of a machine, piece of equipment, or organ to fail to work correctly
A. Malnutrition B. Malfunction C. Report D. None
3. -----is one of the easiest cleaning tasks to perform if the housekeeping crew has the proper tool at its disposal .
A. Window cleaning B. Door cleaning C. Wall cleaning D. Ceiling cleaning

Part III-Give short answer for the following

1. What's the difference between curtains and drapes?

Unit Four: Repair and Recycle damaged linen

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

- Recycle linens
- Wise use of linens
- Selection of tools, equipment and supplies
- Assessing items for repair

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

- Understand method of recycling
- Select cleaning chemicals
- Understand selection of supplies
- Assign repairing items

4. 1. Linens for Recycling

Linen is one of the fabrics with a vast potential for recycling because it's 100% biodegradable. The fabric is strong, moth resistant, and made from flax plant fibers.

Donating linen clothing is one of the best ways to recycle. You can donate these used textiles to your local church, nonprofit, or community organization. By recycling your old textiles, you're giving the clothes a new chance with a new owner instead of dumping them in a dustbin to end up in landfills.

Linen recycling is among the leading industries fueling the textile recycling industry in the United States. An estimated 21% of the world population, especially in developing countries, relies on secondhand clothes. In this article, you'll discover vital facts about linen, the benefits of recycling, and how to recycle linen. Recycling is the process of converting waste materials into new materials and objects.

The recovery of energy from waste materials is often included in this concept recycling helps reduce garbage by being re made to a new material which means less energy is used during manufacturing, and fewer pollutants are emitted.

Less energy used, prevents the emissions of many greenhouse gases, helps reduce water pollution

- Internal recycling is the reuse in a manufacturing process of materials that are a waste product of that process
- External recycling is the reclaiming of materials from a product that has been worn out or rendered obsolete.

Explanation:

Your workplace probably has recycling rubbish bins where you put bottles and cans into one bin and food scraps in another. There may also be a separate bin for paper and cardboard. Things like paper, glass and plastic can be used again; food can be turned into compost and used on garden beds.

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It is good for the environment because it reduces the number of new things that must be manufactured and there is less rubbish sent to the tip

The following points need to be considered during linen control :

- Regular stocktaking
- Correct laundering procedure
- Purchase only as per requirement
- Proper supervision in the linen room
- Correct storage
- Re-cycling of linen
- Proper exchange procedure
- Controlling misuse
- Monogramming and Marking

4.2. Wise use of linen

To use linens wisely we have to know the Linen management for healthcare facilities and linen management services.

This fact sheet provides recommendations for the management of linen from healthcare facilities for people suspected or confirmed

4.2.1.General principles

The risk of disease transmission is very low if basic hygiene and common-sense storage and handling of soiled and cleaned linen is practiced. Good laundry practice requires that work procedures and guidelines for precautions are followed when handling all soiled linen regardless of source:

All onsite and offsite facilities that process or launder linens for healthcare must have documented operating policies consistent with policy of the organization.

All used linen should be handled with care to avoid dispersal of microorganisms into the environment and to avoid contact with staff clothing.

All linen used for a person with confirmed, probable or suspected infection should be managed as for heavily soiled linen.

4.2.2. Healthcare facility management of linen

At the point of generation, linen used for a person with confirmed, probable or suspected COVID-19 infection should be placed in an alginate bag and then into an appropriate laundry receptacle.

A long-sleeved fluid-resistant gown or apron and disposable gloves should be worn during handling of soiled linen to prevent skin and mucous membrane exposure to blood and body substances. The long-sleeved gown or apron and disposable gloves should be removed and discarded into the clinical waste repository. Hand hygiene must always be performed following the handling of used linen.

It's important to remove items of clothing before moving away from the site of possible transmission. This means taking off uniforms or clothes and laundering them in the original place where possible. If you're living with someone who has corona virus then follow these tips to reduce the risk for transmission via textiles.

If you're laundering fabrics at home, wash all items that may have been exposed together. Wash towels and sports kit in your washing machine at 60°C. Commonly used textiles that haven't been used by an infected person can be washed as normal. Clean your washing machine as usual, using an antibacterial washing machine cleaner.

If you're travelling to a launderette to wash your clothes or textiles, wait for 72 hours after the item was used. For people isolating with the virus, you need to wait an additional three days after your isolation period ends before taking clothing to a launderette.

Used hospital linen must not be rinsed or sorted in patient-care areas or washed in domestic washing machines.

I. Transport of linen

Routine established processes for the transport of linen should be used.

II. Laundry management of linen

Routine processes for laundry management of linen apply. There are no additional controls required for laundry management for linen used for patients with confirmed, probable or

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suspected COVID-19 infection. Laundry workers should wear the personal protective equipment that is normally used as appropriate to the task being undertaken. For example, laundry workers at the sorting station should normally wear personal protective equipment such as gowns and gloves.

III. Patient items

Domestic-type washing machines must only be used for a patient's personal items such as clothing (not hospital linens). Washing must involve the use of an appropriate detergent and hot water. Only loads of one individual patient's items should be washed at one time. Clothes dryers should be used for drying.

4.4.Tools, equipment and supplies

A. Tools- A tool is any instrument or simple piece of equipment that you hold in your hands and use to do a particular kind of work. For example, spades, hammers, and knives are all tools. I find the best tool for the purpose is a pair of shears. Synonyms: implement, device, appliance, apparatus

A tool can be any item that is used to achieve a goal

B. Equipment-The idea of equipment represents all sorts of machinery, functional devices or accessories which serve an individual, household or a community purpose.

Equipment usually denotes a set of tools that are used to achieve a specific objective. • A tool can be non-mechanical as well. However, when one says equipment, there is a certain mechanical aspect to it that cannot be ignored.

Usually, a set of tools that are designated for a specific task is known as equipment. This could be a small set of functional items in a finished product. For example, equipment of a car may be alternators, absorbers, optical, electronic boxes, etc. Equipment of a house may be appliances while equipment may also include all sorts of devices needed for a specific task.

What is the difference between Tools and Equipment?

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Tools and equipment are two words that are often used synchronously, mainly due to the similarities of their meanings. Because of this factor, they can be used interchangeably in most instances. However, in certain cases, this may not be so.

- A tool can be any item that is used to achieve a goal. Equipment usually denotes a set of tools that are used to achieve a specific objective.
- A tool can be non-mechanical as well. However, when one says equipment, there is a certain mechanical aspect to it that cannot be ignored.
- The usage of tools among human beings runs back to millions of years. However, the use of equipment is more of a recent development.
- Tools are often seen to be used by animals as well. Equipment is only used by human beings.
- Tools are usually multipurpose. Equipment is designed for a specific task

C. Supplies and materials:

Accurately recording purchased items used in the operation of a business as either supplies or materials is important for accounting purposes. Supplies include paper, ink, pens, pencils and notepads used in basic operation. The term "materials" is typically used to designate raw materials used in the production of goods for resale.

Materials used in manufacturing of retail goods become part of the costs of goods sold, or COGS. These are deductible expenses subtracted from revenue generated for income purposes. Supplies purchased are assets until used. At that point, they are recorded as supplies expenses, which are part of the company's operating costs.

Equipment/tools may include:

- cobweb broom
- hand-held vacuum
- paintbrush
- dust cloth ladder

4.5. Assess and repair damaged linen

4.5.1. Assess damaged linen

Nowadays, assessments are commonly used in almost every industry. For example, more than 80% of companies have used some form of skills assessments.

An assessment evaluates a person or an organization using a series of questions. The answers are used to calculate a score, categorization or another type of outcome that provides value for the respondent.

There are many types of assessments, categorized by industry, objectives, methodology, etc. Have a look at this guide to select the right assessment tool for your business.

An assessment report will give respondents clear insights into their profile, company or situation and provide relevant recommendations.

This is made possible by formulas and calculations behind the preset questions in the assessment. They will turn the answers into tangible results, presented in the assessment report in the form of text, numbers, graphs, charts and other representation.

The Characteristics of linens that are identified by assessment are:

- Linen fabric feels cool; it is also breathable and is stronger and more lustrous than cotton.
- The more it is washed, the softer it gets.
- Linen is stronger when wet than when it is dry.
- It is also resistant to clothes moths and dirt.

Ways use How to check /assess /linen fabrics:

1. Look for natural colors. ...
2. Because linen isn't very elastic, search for wrinkles throughout the fabric. ...
3. Linen fabric is very durable, resistant, long-lasting, and strong. ...
4. Linen is highly absorbent and moisture-wicking. ...
5. Imperfections are the sign of true linen and what makes it so appealing.

4.5.2. Repair damaged linen

One of the best things about linen fabric is its durability and long-lasting strength. But even the toughest fabric can tear, rip or get holes in. By mending holes and stitching up tears you're prolonging your garment's life, which is more sustainable than throwing them away. It is also possible to patch up your best-loved items without any noticeable repair, so they will look nearly as good as new.



Fig.4.5.2.Tools used to repair linen

How to repair a hole or tear in linen fabrics

Depending on the size of hole or tear you need to mend, you have two options.

I. Patching

II. Sewing up the hole with hand stitches or a sewing machine.

Patching torn clothing or textiles is also great if the fabric has worn thin around the hole and might tear in the future or looks threadbare.



Fig. 4.5.2.Sewing machine

- **Adding a patch**

- ✓ Cut a patch from a similar-color fabric to the one with the tear, making sure it's slightly larger than the hole you're planning to mend.
- ✓ Iron your garment so the fabric lies completely flat, then turn it inside out or to the reverse side.
- ✓ Pin the patch over the tear, then stitch around the edges with the zig-zag stitch on your machine.
- ✓ Alternatively, you can make a decorative feature of the patch by stitching a contrasting fabric onto the right side over the holes.

- **Sewing up holes**

- ✓ If you want your repair to be almost invisible, choose a thread in the same color as the fabric. If you want to highlight the repair, go for a complementary color, like pink on yellow or blue on tan. The thread should be the same thickness as the fabric – don't choose a heavy embroidery thread for mending linen fabric as it will be too bulky. A lightweight cotton thread is suitable for repairs to holes in lighter weight material.
- ✓ Your needle will also need to be appropriate for the fabric you're mending. Thicker garments like denim jeans, will need a robust, sharp needle. Thread with sufficient cotton to fix the hole or tear.
- ✓ Iron the item first. Begin sewing to the side of the hole, where the fabric is stronger. Pull the thread up from the wrong side of the cloth, but sew on the right side. Then carefully sew a running stitch across the tear. Once you've covered the hole, turn the garment 90° and go back over the stitches to reinforce the mend.
- ✓ To create a decorative mend on small holes, use embroidery thread and sew a star stitch.



Fig .4.5.2 .Needle equipment to sewing up

How to repair a hem on clothing?

It's not only holes that you may need to mend. Sometimes a hem may come loose on the seam of a piece of clothing. This is simple to repair.

Iron the clothing first to secure the hem in place. Choose a matching thread so the repair and stitches will be invisible, then secure the thread just to the right of the loose hem seam.

Begin stitching in a blanket stitch until you get just past the loosened hem. If using a sewing machine, use the zigzag or over locking stitch. Fix the thread and trim.

The procedures to be followed when assessing items of the hospitality industry and others are

- Identify the current situation of the item
- Study the case of the repair
- Check the problem if it is simple or complex
- Report to the appropriate personnel

Self-Check -4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page: Time Alloted: 30 min

Part I-Say True or False.

1. Equipment usually denotes a set of tools that are used to achieve a specific objective.
2. The usage of tools among human beings runs back to millions of years
3. A tool can be any item that is used to achieve a goal

Part II-Choose the best answer.

-----1. The idea of equipment represents all sorts of the following ,Except -----

- A. machinery B. functional devices C. accessories D. All

-----2. One of the following is a type of an equipment used for cleaning.

- A. Cobweb broom B. Hand-held vacuum C. Paintbrush D. All

Part-III. Give short answer

1. Define the word linen cycling? (3 point)
2. What is supply?
3. Write four main types of cleaning agents. (5 marks)
4. Write the difference between tool and equipment? (3 point)

Unit Five: Remove stains from linen and surface

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

- Work plan and time allocation
- Sorting stained fabric
- Nature and type of stains
- Methods and techniques of removing Stain
- Stain removing solutions and chemicals
- Handling irremovable stains
- Treating surface

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

- Apply work plan and time allocation
- Sort stained fabric
- Select nature and type of stains
- Understand methods and techniques of removing stain
- Identify Stain removing solutions, and chemicals
- Handle irremovable stains
- Treat surface and floor

5.1. Work plan and time allocation

Work plan should be Clarified to the employee or the staff who are going to do the job. Based on plan, standard and performance of employee any type of work should be accomplished at allocated time.

5.1.1. Definition or terms

Planning:- is the process of thinking about the activities required to achieve a desired goal. It is the first and foremost activity to achieve desired results. It involves the creation and maintenance of a plan, such as psychological aspects that require conceptual skills.

standard:- is a level of quality or achievement, especially a level that is thought to be acceptable.

5.1.2. Plan for domestic work

Planning for the domestic work begins with creating an inventory list of all items within each area that will need domestic worker within attention. Preparing area invention list ensure which domestic worker will be held accountable. Inventory lists are bound to be long & extremely detailed. Since most properties offer several different types of family rooms, separate inventory list may be needed for each room type. Inventory list enables the household as the basis for developing cleaning procedures.

5.1.3. Frequency Schedules

Frequency schedules indicate how often items on inventory list are to be cleaned or maintained. Items that must be cleaned on a daily or weekly basis become part of routine cleaning cycle & other items (which must be cleaned or maintained by weekly, monthly or according to some other cycle) are inspected on a daily or weekly basis, but they become part of a general (deep) cleaning program

5.2. Sorting fabric by degree of Stain

Sorting is an operation that segregates items in to groups according to a specified criterion. Or is the process of categorizing different items based on the levels of their type.

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Steps to be followed when Sorting fabrics or clothes and linens based on the degree of stain or dirtiness are:

So any type of fabric should be sorted or arranged based on the degree their stain/dirty/level.

- Sort By color
- Sort types of fabric
- Sort degree of soil-age
- Sort by check manufacturer
- Sort by Check pocket
- Sort by Check types of stains
- Sort Mend /repair
- Sort by weigh

instruction

5.3. Nature and type of stains

5.3.1. Nature of stain

Staining is a method of imparting color to cells, tissues or microscopic components, so they are highlighted and visualized better under a microscope. Stain is mark or discolor /muddy or dirty/with something that is not easily removed. Also it is discoloration that can be clearly disgusting from the surface, material, or medium it is found up on.

Generally it is a description produced by foreign matter penetrated in to or chemically reached with a material a spot not easily removed. Example: Food stain removal includes tricks that work such as grease, will thank us for this round of common food stains and how to tackle them. coffee, wine,-the spill-prone will thank us for this round up of common food stains and to tackle them.

Stains on clothing and linens can be annoyingly stubborn, but they don't have to remain a permanent feature on your garment. Even notoriously difficult stains like red wine or ink can be removed from most fabrics. For all fabric stains, it's important to act fast and treat the spot as soon as possible. It's also generally best to blot the stain rather than rub it. Blotting helps draw the stain out of the fabric, while rubbing pushes the stain deeper and can damage fibers. No matter which stain removal method you choose, take the time to test it on an inconspicuous part of the garment (for example, a seam allowance) before proceeding. This will let you know whether the cleaning method will damage the fabric.

The stain removal instructions for washable fabrics—including acrylic, burlap, cotton, denim, linen, nylon, polyester, and spandex—are fairly straightforward. Other materials—such as acetate, fiberglass, rayon, silk, triacetate, and wool—typically shouldn't be washed, but it's still possible to get the spots out with a few tricks. Follow our guide below to learn how to remove stains, even the toughest offenders. Thus a stain may be defined chemically as an organic compound containing both chromophore and auxochrome groups linked to its benzene ring.

The stains removed include:

- body emissions
- ink
- oil and grease based
- gums
- blood

The two methods and techniques used to remove stains include

- pre-soaking
- spotting

The natural stains are used mainly for histological purpose. Successful stain removal depends largely on the nature of stain, the type of fabric and the colorfastness of the dye.

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

- Urine and faces
- Blood
- Shoe polis
- Food
- Beverage
- Mud,dirt,greaseandoil

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.

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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 is
- What chemical options you have for treatment

5.3.2. Types of stain

There are a variety of staining methods like simple, differential and special staining, which are used for various purposes ranging from the study of microscopic organisms to cellular structures, metabolic processes, cytopathology to name a few.

Staining is carried out with the help of a reagent termed as “**stain**“. This method uses a wide variety of natural and synthetic stains, which is used to add colour to the colourless specimen to be studied. It can be done in **two ways**, namely in-vitro and in-vivo, that is explained below:



Chart:5.3.2 Division of stain

The protocol of staining generally involves three sequential stages:

A. Smear preparation: This is the primary stage, which involves the mixing of the inoculate with a drop of sterile water and spreading it until a thin film is formed over the glass slide.

B. Fixation of smear: It is the second stage, which involves drying and heat fixing the thin microbial layer formed on the glass slide.

C. Staining of the specimen: This is the final stage where the stain is applied onto the dried smear, which imparts color to the microscopic matter. This procedure is carried out prior to microscopic examination and biochemical tests.

In this article, we will discuss different types of stains, their chemical nature, mode of action and various procedures of staining technique.

Stains are chemical reagents or dye that imparts colour to cells and tissue sections of the biological specimens and aids in its visualization under a microscope. Stains work by increasing the contrast between different cellular components, thereby highlighting specific cell structures. Stains can be classified into the following types, depending upon its chemical nature and the type of staining methods.

Based on chemical nature of the stain: There are three kinds of stain.

- acidic
- neutral
- basic and

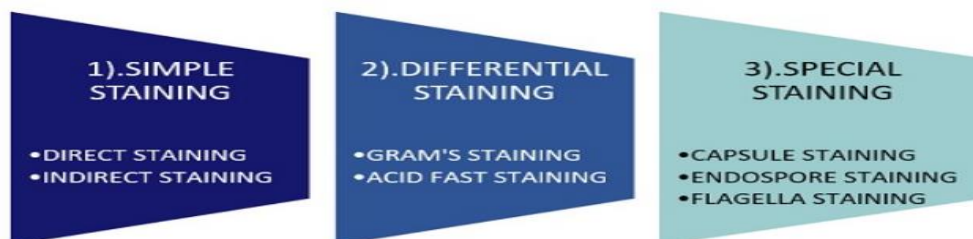
ACIDIC STAIN	BASIC STAIN	NEUTRAL STAIN
<ul style="list-style-type: none"> • Carries negative charge • Examples:- Nigrosin, eosin, carbol fuschin, india ink, malachite green etc. 	<ul style="list-style-type: none"> • Carries positive charge • Examples:- Crystal violet, methylene blue, safranin etc. 	<ul style="list-style-type: none"> • Carries both positive and negative charge • Examples:- Geimsa's stain, leishman stain, wright's stain etc.

Fig. : 5.3.2 Nature of chemical

Based on the staining method: There are four kinds of stain. These are

- direct
- indirect
- differential and
- selective

5.3.3.Types of Staining based on mechanism



A. Simple staining

It determines the cell shape, size and arrangement of the microorganisms. It is a very quick or simple method to perform and it makes the use of a single stain only. These are of two types, namely direct and indirect staining.

B. Differential Staining

It differentiates between the physical and chemical properties of two different groups of an organism, depending on the cell-wall characteristics. It makes the use of multiple or more than one stains. It can be categorized into two types that are given below:

C. Gram staining

It provides an important tool to differentiate the two major groups of bacteria, i.e. gram-positive and gram-negative. Dr Hans Christian Joachim Gram introduced this method in 1884. It is carried out by the use of differential stain known as Gram's stain.

- **Acid fast Staining**

It differentiates species of mycobacterium from the other groups of bacteria. Paul Ehrlich first developed it in 1882. And later, this technique was modified by a scientist named Ziehl Neelson.

- **Special Staining**

It helps in the identification of particular internal and external structural components of the specimen. It includes capsule, endospore and flagella staining.

- **Capsule staining**

It differentiates the capsule from the rest of the cell body. This is carried out by the use of both positive and negative dyes.

- **Capsule:**

It can define as the polysaccharide envelope, which surrounds the cell wall. Capsule performs many functions like cell protection against desiccation, phagocyte actions and also helps in cell attachment to the host. A capsule is responsible for the pathogen city or virulence of an organism. It can be seen in the cells of the gram-positive and gram-negative bacteria.

- **Applications**

Staining methods have wide applicability in both biological and biochemical research.

- ✓ It is used in staining of metal.
- ✓ Used in staining of the wood.

Various staining techniques are used for different purposes like to study bacterial morphology and to examine internal and external cellular components. It can also be used to identify the particular group of bacteria, after which we can further classify the type of specimen, based on their growth behavior and microscopic characteristics.

There are different types of stain. Among these some of them are:

- ✓ Blood stain
- ✓ Grass stain
- ✓ Grease or oil
- ✓ Coffee stain
- ✓ Chocolate stain
- ✓ Rust stain
- ✓ Red wine stain

5.4 .Stain removing solutions, and chemicals

Definition of stain -Stain is a spot or localized discoloration left on fabric by reaction with or absorption of a foreign substance. Stain removal or spot cleaner is skill that demand special attention, specific technique and long experience.

Preparation of stain removing /bleach solutions/ is household bleach that comes in a variety of strengths of the active ingredient (sodium hypochlorite) and you can find this information on the product label often listed as available chlorine.

5.4.1. classification of stain

Stains are broadly classified under six headings. Namely,

- Protein stain
- Tannin stains
- Oil – based stains
- Dye stains
- Combination Stains
- Stains require special treatment methods

A. Protein Stains:

Baby food, Milk, Blood, Cream, Cheese sauce, Pudding, Egg, Ice cream

Removal Techniques: Soak and agitate the fabric having fresh protein stains in cold water and rub it against itself to remove stains (use of hot water at first time is useful to remove the stain) If the built-up stains of old, scrape or brush off crusted matter, then soak in cold water using a detergent



Fig .-5.4.1.- protein stain remover

B. Tannin Stains:

Types of Tannin stains are as follows: - Alcoholic beverages, Beer, Berries, Coffee, Tea, Juice, Perfume, Washable ink, Soft drinks.

Removal of Tannin Stains: These are usually removed by laundering the cloth using detergent in hot water without any treatment. Natural soap should never be used due to tannin stain will be stayed permanent and more difficult to remove it.



Fig.5.4.2. Tannin stains Removal

C. Oil – based stains:

The following are known as oil- based stains: Automobile oil, Hair oil, Lotion, Butter, Grease, Cooking oil,

Removal of oil- based stains:

These stains are “built up stains” and can be used only by the use of hard removal substance like an spray petroleum based solvent pre-treatment spray, or a pump type detergent based spray is used on an oil stain surface. Even heavy-duty liquid detergents are more useful to remove oil stains.



Fig 5.4.3. oil stain remover

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D. Dye Stains:

Types of dye stains are as follows: - color bleeding in wash (dye transfer) Grass, Paint, pen ink.

Removal of dye Stains:

Using of heavy-duty liquid detergent, then rinse thoroughly. Soak the stained cloth / garment in a dilute solution of all fabric powdered bleach. A few highlighter (marker) stains also be removed by applying and rubbing gently with isopropyl alcohol and flushing with hot water is the quick & easy remedial measure



Fig5.4.4. Dye stain remover

Combination Stains:

Combination of these type of stains are grouped under A and B titles.

The following are the mentioned here under

- Group A -Candle wax, Carbon paper, Crayon, Eye make-up pencils, Floor wax, shoe polish.
- Group B -Lotion / tomato sauce, Cocoa or Chocolate, Face make up, Hair spray

Removal of group A mentioned stains:

Spray or sponge with dry cleaning solvent like perchloroethylene, trichloroethylene, after that gently rub with heavy – duty liquid detergent before washing. If fabrics are colorfast to bleach, use liquid chlorine bleaches for tough dye stains for the group B type or stains before washing.



Fig 5.4.5. Combination stain remover

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Stains require special treatment methods.

Chewing gum, Deodorants, Nail polish, Lead Pencil varnish, pesticide, Rust, smoke, water spots.

- **Removal techniques:** Removal techniques of light stains can be pre-treated with liquid laundry detergent and then launder. ✓ For heavy stains: Pre – treat with pre wash stain remover for 5 to 15 minutes. After that laundering is to be done using an oxygen bleach.
 - ✓ Nail Polish can be removed with acetone and spot treatment method.
 - ✓ Lead pencil, Spray with pre-treatment aerosol product, rub in heavy duty liquid detergent, rinse in warm water and then launder.
 - ✓ Mildew is removed with heavy duty liquid detergent and then launder in hot water. Bleach as safe for cloth.
- **Paint / Varnish:** using of thinner turpentine spot washing and then heavy-duty detergent work is recommended perspiration, stubborn stains may be responded to washing in an enzyme. Containing product or oxygen bleach in hottest water as safe for cloth.
- **Rust:** Hydrofluoric acid, oxalic acid
Smoke: Heavy – duty phosphate-based detergent or liquid. Applying stain removers are four methods namely, Dip method, Steam method, Drop method, Sponge method.

Stain removal products are divided into five types namely, Absorbent materials, Detergents, Bleach, Pre-treatment products, Odor reducing agent's pre-treatment products are, Aerosol sprays, Pump spray, squeeze bottle, stain stick.

Stain removal chemicals are Alcohol, Ammonia, color remover, color whitener, Dry cleaning fluid, glycerin white vinegars.

Precaution tips

The precautions are necessary to observe in spotting are as follows. Consider the kind and characteristics of material, color of the material, Nature of the stain, using of the simplest reagents first, using of medicine dropper, providing plenty of padding, and change frequently, place a stain downwards and work from the wrong side, always doing the stain removal much faster and quicker is yield the best result.

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5.5. Handling irremovable stains

Stains on clothing and linens can be annoyingly stubborn, but they don't have to remain a permanent feature on your garment. Even notoriously difficult stains like red wine or ink can be removed from most fabrics. For all fabric stains, it's important to act fast and treat the spot as soon as possible. It's also generally best to blot the stain rather than rub it. Blotting helps draw the stain out of the fabric, while rubbing pushes the stain deeper and can damage fibers. No matter which stain removal method you choose, take the time to test it on an inconspicuous part of the garment (for example, a seam allowance) before proceeding. This will let you know whether the cleaning method will damage the fabric.

The guide lines or methods or techniques used to remove irremovable items of the stain are:

- Pre-treat with a stain remover,
- Then let it soak in cool water
- Then launder according to the fabric care instructions
- Apply isopropyl alcohol to the stain and blot with a clean napkin or cloth

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Self-Check -5

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page: Answer the following questions Alloted time : 25

PART I-Say True or False

-----1. Stains can be annoyingly stubborn, but they **don't** have to remain a permanent feature on your garment.

-----2. Gum and deodorant are type of stains that require special treatment methods.

-----3.Oxygene bleach is the removal method of stains such as Nail polish, Lead Pencil varnish, pesticide, Rust, smoke, water spots.

PART II-Choose the best answer from given alternatives.

1.One of the following is a type of stain categorized under Group A ,**Except** -----

- A. Candle wax B. Carbon paper C. Crayon D. Lotion

2.For example: Baby food, Milk, Blood, Cream, Cheese sauce, Pudding, Egg, Ice cream .These are said to be -----

- A. Protein Stains B. Tannin stain C. Dye Ail based stain D. None

3. Tannin Stains are usually removed by----- the cloth using detergent in hot water without any treatment. A. natural soap B. laundering C. hand washing D. None

Part III-Give short answer.

1.List at least four types of stain removal chemicals. (5 marks)

2.List at least five protein stains.

Unit Six : Maintain and store cleaning equipment and chemic

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

- Routine maintenance of equipment
- Identifying and reporting faults
- Storage of cleaning equipment and chemicals

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

- Perform routine maintenance of equipment
- Identify and report faults
- Understand storing of cleaning equipment and chemicals

6.1. Routine maintenance of equipment

Routine maintenance refers to any maintenance task performed at regular, time-based intervals that keep facilities operating smoothly. Routine maintenance can be as simple as making sure all bathrooms are stocked with toilet paper at the end of every day or as complex as inspecting and adjusting heavy machinery.

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

6.1.1. Identify and report fault

Definition:

Fault 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.

Report 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.

Security risk is a person or situation which poses a possible threat to the security of something. Risk and how it is reported in a residential setting have been under a constant spotlight. Risk reporting needs to improve; better risk reporting is integral to better residential control.

6.1.2.Purpose

The reason for which something is done or created or for which something exists or to psychologists, purpose is an abiding intention to achieve a long-term goal that is both personally meaningful and makes a positive mark on the world.

To psychologists, purpose is an abiding intention to achieve a long-term goal that is both personally meaningful and makes a positive mark on the world.

The purpose of reporting security risk is:

- To describe the process for reporting and recording incidents.
- To encourage the prompt and consistent reporting of all incidents, and near misses.
- To ensure investigation of incidents and near misses.
- To provide a feedback mechanism and organizational learning from incidents and near misses.

6.1.3 Objectives/Aim

The reporting of a fault and risk situation is an important means of providing information.

All risks must be reported. This should be done as soon as practicable after the risks identified to ensure that the most accurate and complete information is recorded.

The risk reporting process helps to identify the information assets at risk and attach a value to the risks.

Additionally, it identifies protective measures that minimize the effects of risk.

The risk reporting process also determines whether the countermeasures are effective. After the report is complete, a report documenting the risk assessment must be prepared.

The risk report serves as the vehicle for presenting to the occupant, the findings of the risk report process and recommendations.

The report's details should include, as a minimum:

- Vulnerability levels
- Applicable threats and their frequency
- The use environment
- System connectivity
- Data sensitivity level(s)

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. Often reports are structured in a way that reflects the information finding process and the writing up of the findings: that is, summary of the contents, introduction or background, methods, results, discussion, conclusion and/or recommendations.

The scope and style of reports varies widely. It depends on three key factors:

- The report's intended reader,
- The report's purpose and
- The type of information to be communicated.

6.1.4.Types of Report

Report is a way that is given in a spoken or written account of something that one has observed, heard, done, or investigated.

Security risks before reporting should be verified according to procedural requirements.

A. Activity report

An activity report refers to a summary of activities performed over a given period of time. Such a report gives details about the security guard performance of the workforce.

B .Incident report

An incident report will be prepared in all cases where an incident arises which are not of a rout in nature. The report will be available within short period of the incident. An incident report will be prepared as a supplement report to the required entries in the post log in no cause will they be utilized of an entry in the post log. It is important that all available information be recorded.

C. Police report

Ask yourself the following questions:

Is this an Emergency or is there an immediate threat to you or others?

Is the crime in progress or just occurred within the last 2-3 minutes?

Did the incident just occur or the suspect has a felony warrant and you know where the suspect is?

Can you identify the suspect or were witnesses to the car breaking in?

Was there a weapon involved?

If you answered yes to any of the above questions, call to the concerned emergency immediately!

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If you answered NO to all of the above questions, filing an online police report is the quickest way to receive a report filed for a police officer to review.

6.1.5. Basic structure of reports

A key feature of reports is that they are formally structured in sections. The use of sections makes it easy for the reader to jump straight to the information they need.

A. Title

The title needs to concisely state the topic of the report. It needs to be informative and descriptive so that someone just reading the title will understand the main issue of your report. You don't need to include excessive detail in your title but avoid being vague and too general.

B. Executive Summary)

This is the 'shop window' for the report. It is the first (and sometimes the only) section to be read and should be the last to be written. It should enable the reader to make an informed decision about whether they want to read the whole report.

C. Introduction

In this section you explain the rationale for undertaking the work reported on, including what you have been asked (or chosen) to do, the reasons for doing it and the background to the report. It should be written in an explanatory style. State what the report is about - what is the question you are trying to answer?

D. Finding

This section has only one job which is to present the findings of your research as simply and clearly as possible. Use the format that will achieve this most effectively e.g. text, graphs, tables or diagrams.

E. Discussion

This is probably the longest section and worth spending time on. It brings everything together, showing how your findings respond to the brief you explained in your introduction and the previous report.

F. Conclusion

Your conclusions should be a short section with no new arguments or evidence. Sum up the main points of your research - how do they answer the original brief for the work reported on? This section may also include:

- Recommendations for action
- Suggestions for further report and references

6.2 .Storage of cleaning equipment and chemicals

Storage of cleaning equipment is stated in unit one module clearly. Now let us see how chemicals are stored in the work shop.

Store chemicals in a dry and clean area according to health and safety requirements .

Most cleaning chemicals must be stored in a cool, dry place away from direct sunlight, as cleaning products are mixed solutions that you shouldn't expose to extreme conditions.

The hazards of cleaning chemicals are easy to overlook and mismanage due to their commonplace use in our personal and professional lives. You don't have to be in the cleaning industry to be impacted by hazardous cleaning chemicals in your workplace. Their handling and storage must be planned for and organized to ensure the safety of your staff and work environment.

Ecospill has experience in helping businesses determine appropriate storage methods for cleaning chemicals. In this article, we help you answer “how should cleaning chemicals be stored?” in a way specific to your workplace and offer tips for optimal storage.

6.2.1.Storing cleaning chemicals

You may have considered how to store more obviously hazardous chemicals in your workplace, but how should cleaning chemicals be stored? You should store cleaning chemicals in an organized and structured method so that there's a uniform process that enhances safety in your workplace.

Below we provide a program to enhance storage and then provide tips for the safe storage of cleaning chemicals

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6.2.2. Create a cleaning chemical storage program

Before you begin implementing safe storage, you should create a programme to ensure you apply the correct handling and storage of cleaning chemicals. Complete these tasks to develop a comprehensive program:

A. Clearly label containers

One of the essential aspects of storing cleaning chemicals is ensuring they're clearly labeled so staff can access the correct chemical. Once labeled correctly, they can be placed in a dedicated space to ensure your staff use cleaning chemicals correctly. It's especially dangerous when your employees mistake high-risk chemicals for low-risk chemicals. It can be a good idea to categorize the containers to reflect their level of hazard. For example, you could use the following categorization:

- Caution: the chemical should be used carefully but is relatively safe.
- Warning: the chemical is moderately toxic.
- Danger: the chemical is highly toxic and may cause permanent damage to skin and eyes.

B. Use original containers

Keep cleaning chemicals in the containers they come in, as pouring them into new containers can be a dangerous operation and increases the chances of incorrect labelling. Chemicals can react to different materials, and mixing them into new containers can cause an adverse reaction.

C. Train your staff

Training your staff in the established storage program and teaching them how to store cleaning chemicals properly is critical to creating a safe work environment. Many cleaning chemicals can be flammable or corrosive, posing major hazards to people who aren't trained in the correct handling and storage of chemicals.

D. Obtain the material safety data sheet (MSDS)

Material Safety Data Sheet (MSDS) documentation specifies the hazards associated with a chemical and provides handling and emergency information. Obtain each chemical's MSDS documentation in your workplace and store them in a folder together. Place this folder near the

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storage of chemicals so staff can access their information when they use the chemical. It might not be practical to store MSDS documentation in the same containers that hold chemicals. In this case, assign one location in your workplace and inform staff of the location so they can access it conveniently in an emergency.

6.2.3.Optimize your cleaning chemicals storage location

Choosing the safest storage location is an essential part of helping you answer “how should cleaning chemicals be stored?” in your specific workplace. Some suggestions for optimal storage locations are listed below:

A. Store within organized safety cabinets

When providing a home for your cleaning chemicals, chose a safety cabinet that can allow for organized storage. Don’t overcrowd shelves, as this can increase the safety risks for staff who have to handle multiple products when searching for their required chemical. Label your storage cabinet with designated spaces for each chemical as this can enhance the organization of chemical storage and improves safety in your workplace. You should also leave your MSDS folder in the cabinet for easy access if possible.

B. Store in a dry and clean area

Most cleaning chemicals must be stored in a cool, dry place away from direct sunlight, as cleaning products are mixed solutions that you shouldn’t expose to extreme conditions. Cleaning chemicals should be stored indoors, in an area away from works and without much disturbance.

C. Store in a well-ventilated area

Well-ventilated areas are always ideal for chemicals, as fumes can be ventilated away and reduce the concentration of the chemical in the air. Well-ventilated areas may include large open spaces, areas near industrial fans or near windows and doors.

D. Store at the optimal height

You should store cleaning chemicals at eye level or below but not on the ground. Avoid storing them on the top shelf of a storage area where they are hard to reach. Never store cleaning chemicals on the floor, even temporarily, as it can increase the chances of chemicals spilling.

People may also move them out of the way in a hazardous location when staff leave them on the floor.

6.2.4. How ecospill can help

Ecospill stock a range of industrial cleaning chemicals to help sterilize your workplace and keep it in optimal condition. Our various stock includes sizes between one to 20 liters of gritted hand cleaner, heavy-duty degreaser, industrial-grade all in one cleaner and truck wash.

Depending on your needs, your cleaning chemicals may be toxic and must be stored correctly. To help businesses with safe storage, we also stock safety cabinets that can accommodate various sizes and types of chemicals you can install in different work areas. If you need help finding the right solutions for you, please don't hesitate to get in touch today.

When using and storing cleaning chemicals and equipment we should follow the Occupational Health and Safety procedures of the organization /the industry. Act and Environmental requirements must be followed precisely as these chemicals are potentially harmful to humans.

Store equipment and chemicals in accordance with health and safety requirements of the establishment.

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

- Carefully follow manufacturer's instructions, recommendations and guidelines.
- Store chemicals in a locked cupboard in original packaging.
- Follow dilution instructions recommended on packaging.
- When necessary wear protective clothing and wipe up spills and drips straight away.
- If injury or illness occurs, follow first aid procedures quickly and efficiently.

Unless manufacturers' instructions state otherwise, dispose of chemicals in clean sealed containers into a garbage receptacle. Chemicals should never be poured down the sink.

To maintain cleaning equipment and keep it in a good working condition, it must be thoroughly cleaned and stored correctly every time it is used. If regular maintenance does not occur, the equipment may, over time, become dangerous to individuals, eg electrical accidents through poor connections or frayed cords on a vacuum cleaner. Poorly maintained equipment may also cause

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damage to the area being cleaned, eg a mop which was used to clean glass particles may scratch a wooden floor if it is not properly cleaned before being used again.

6.2.5. Rules for the storage of equipment

To give equipment a longer life, they have to be handled with care. Any type of equipment used in the organization or the industry should be stored in the designated area and in a condition ready for re-use.

One criterion for proper care is their storage. Given below are some storage tips:-

- the store should be dry and well-ventilated as dampness causes rust and mildew leading to degeneration of equipment the store should provide enough space for easy access to shelves and to facilitate proper cleaning.
- The store should be properly locked to prevent pilferage
- The store should be accessible to all cleaning personnel without hindering other operations.
- Buckets and pails must be cleaned dry before storing them
- Brushes should not rest on their bristles.

All detergents and polishes must be properly sealed before storage to prevent evaporation and drying.

- Mops must be wrung and dried before storage
- There should be adequate racks and cupboards, properly labeled for easy identification
- Equipment must be cleaned thoroughly prior to storing them.
- Equipment accessories must be labeled and kept preferably in cupboards.

Stock records should be maintained showing the following :

- Date of purchase
- Kind of stock and quality
- Name of supplier

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- Cost per unit
- Date of issue in to service
- Remarks on suitability and durability
- The store must be subject to regular inspection and audit
- Expensive equipment must be covered in polythene to protect them from dust during storage
- For proper control of equipment their issues from the store must follow certain rules:-
- Equipment must be issued at definite times
- New issues must be made strictly against the worn equipment

Equipment must be labeled to show the information the person to whom it has been issued.
Eg. Floor, public area.

To reduce negative environmental impacts around storage area we should have to use resources efficiently. E.g. using energy, water, and other resources/

- Don't leave taps running when you are not using them.
- Rinse by filling up another container with clean water rather than rinsing under running water. If any taps are dripping, let your supervisor know so they can be fixed
- Only use as much water as you need. If you only need to wash a small thing, don't the sink full.
- Use cold water rather than hot if possible as this will save electricity .If you are using a hose to wash down outside areas, use a trigger nozzle.

Some things used in the hospitality industry must be disposed of (got rid of) properly or they can damage the environment (the land, sea, water and air) and cause pollution. Some examples are:

- cleaning chemicals
- corrosive products such as oven and drain cleaners used cooking oils aerosol containers insecticides and pesticides such as mouse bait flammable products.

6.2.6.Reduce use of chemicals

Many chemicals can't be put into normal rubbish bins or tipped down drains. Your workplace will have its own guidelines for disposing of toxic products safely. Chemicals are stored in accordance with health and safety requirements

Best of all is if the workplace tries to use fewer and less harmful chemicals, such as: using microfiber cleaning products that don't need chemicals using cleaning products that are not toxic using spray bottles rather than aerosol sprays using environmentally friendly methods to remove pests, such as mouse traps instead of bait, and insect screens on windows.

Table : 6.2.6.Use of chemicals

Hazardous waste	How to dispose of it
Unwanted concentrated chemicals, aerosol sprays and empty chemical containers	Your workplace should have them collected by a licensed industrial waste company who will dispose of them safely.
Diluted chemicals e.g. used cleaning water	Pour it down a cleaner's sink with a chemical waste trap that feeds into the sewer system, not the storm water.
Used cooking oil and grease	Your workplace should have it collected in a special kitchen grease trap and use a licensed company to take it away.
Unwanted concentrated chemicals, aerosol sprays and empty chemical containers	Your workplace should have them collected by a licensed industrial waste company who will dispose of them safely.

These substances must never be poured down on a sink or a gully trap, put into storm water drains or thrown out with normal rubbish.

There are federal, state and local laws about the environmentally safe disposal of chemicals and used cooking oil. Any business that does not follow these laws can be fined and get bad publicity.

Your workplace will have a procedure for disposing of hazardous waste. If you notice that this waste is being disposed of wrongly, tell to the concerned body.

Pest control

Guests will be upset if they find pests anywhere in the premises. Pests can cause discomfort and also spread diseases. Your workplace will have procedures for dealing with pests. Look out for pests and tell your supervisor if you see any signs of them.

Pests include: insects (flies, cockroaches, silverfish, fleas, ants and bed bugs) vermin (mice, rats and possums).

Signs of pests may include droppings, spots on walls and surfaces, eggs and cocoons.

If you see any of these signs, tell your supervisor immediately.

If you are cleaning guest rooms, you may be able to spray flies, ants or silverfish with an environmentally friendly insect spray. But only use a small amount and wear gloves and a mask.

Self-Check -6	Written Test
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Direction

s: Answer all the questions listed below. Use the Answer sheet provided in the next page: Time Allotement : 30 min

Part I-Say true or false

- 1.Using energy efficiently can reduce negative environmental impacts around storage area.
- 2. All detergents and polishes must be properly sealed before storage to prevent evaporation and drying.
- 3. Chemicals should never be poured down in the sink.
- 4. Most cleaning chemicals can be expose to extreme direct sunlight conditions.

Part II- Choose the best from the given alternatives.

- 1. Material Safety Data Sheet (MSDS) documentation specifies -----
- A. the hazards associated with a chemical B. provides handling and emergency information
- C. Protects material from safety D. A and B.
- 2.Which one of the following makes the report as good reports -----
- . A accurate documents B. objective C. complete D. All.

Part III-Give short answer

1. Write the five cleaning equipment used domestic house hold areas:- (5 marks)
2. Write the structure of report.
3. Write types of floors. (5 marks)

Reference

- Stephen P. Ashkin is principal of The Ashkin Group, a consulting firm specializing in greening the cleaning process. In the new book Environmentalism Unbound (The MIT Press, August 2002),
- Robert Gottlieb, a renowned expert on the janitorial industry, describes Steve Ashkin as the “leading advocate for a stronger environmental profile among cleaning product manufacturers and suppliers” and “the most visible industry figure advancing the cause of environmentally preferable products.” Stephen Ashkin can be reached at (812) 332-7950.
- Water Softening Is a Green Cleaning Strategy: Reduce Chemical Usage and IAQ Concerns through Water Treatment
- By Michael McCagg, Managing Editor
- (This article is presented through the generosity of CM B2B Trade Group, a division of National Trade Group, Inc.)
- From the February 2003 edition of Cleaning and Maintenance Management magazine.
- House Cleaning Professional Book -**Co-authored by:Raymond Chiu and** Updated: August 15, 2022

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