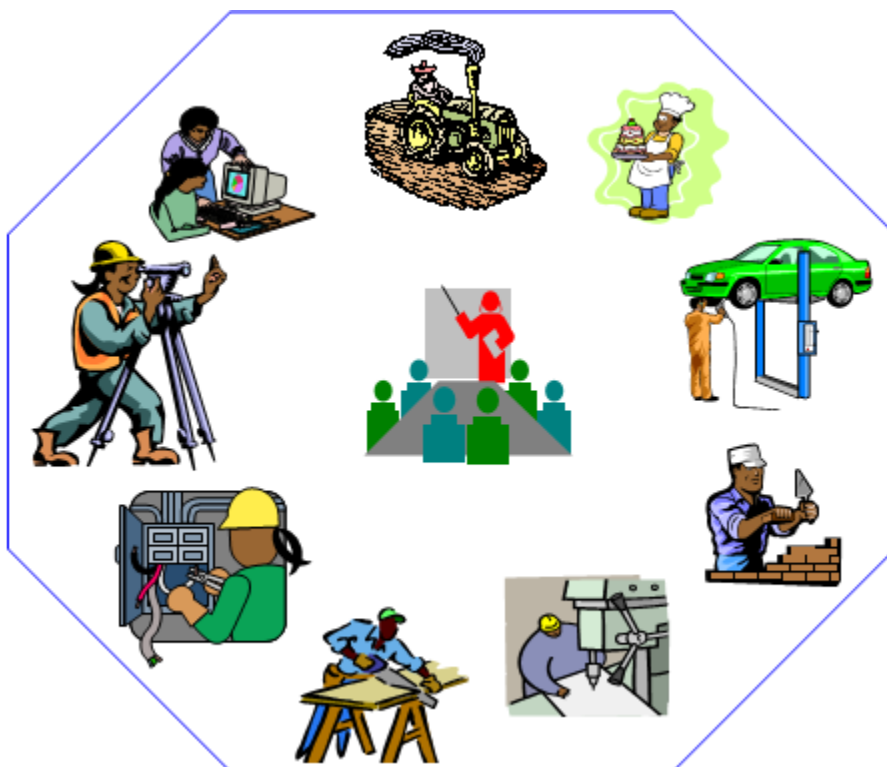




Food and beverage service Level-I

Based on March 2019, Version 3 Occupational standard



Module Title: - Providing Housekeeping Services to Guests

LG Code: CST FBS1 M03 0221 LO (1-8) LG (9-16)

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LG #9	LO #1- Handle housekeeping requests
Instruction sheet	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> • Handling guest requests • Acknowledge guests by his/her name • Agreeing with guests requests • Locating and delivering requested items • Setting up equipment for guests <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p>	
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- Handle **guest requests**
- Acknowledge guests by his/her name
- Agree with guests **requests**
- Locate and delivering requested items
- Set up **equipment** for guests

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”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).



Information Sheet 1- Handling *guest requests*

Introduction to housekeeping department

Housekeeping is an important and integral part of the guest experience and satisfaction. Although the staff providing this service do not necessarily interact directly with the public, the quality of their work is critical in shaping guests' pleasant memories of their stay. The impact of the housekeeping function on the success of a hotel's operations cannot be underestimated, since large revenue for hotel industry is generated mainly from the sale of rooms. Good housekeeping is the foundation of good infection prevention. The general cleanliness and hygiene of a facility are vital to the health and safety of guests, staff, and visitors.

From the time a guest checks-in in a hotel till he checks out, it is the housekeeping department which takes care of the guest by making his / her stay pleasant and comfortable. These imply that

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housekeeping department is responsible for most part of customer occupancy stage. In addition to this housekeeping department plays important role in the intangible part of service. In general, the housekeeping crew is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. Housekeeping also performs a minor security function by providing a “first alert” to potential guest problems while staff undertake daily guest bedroom cleaning.

Handle housekeeping requests

- ❖ Handle **guest requests** in a polite and friendly manner according to enterprise customer service standards and security procedures.

Could be for a range of items and services, including:

- roll away beds
- additional pillows and blankets
- irons
- hair dryers
- additional room supplies
- rectification cleaning
- repairs and maintenance
- lost property enquiries

For information relate to:

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- range of services and products offered by the establishment
 - availability, hours and location of meals, services and equipment
 - how various types of equipment work
 - Local services, attractions, transport, shops, entertainment, etc.
- ❖ Locate and deliver requested items promptly within agreed timeframes.
 - ❖ Collect items for pick-up within agreed timeframes.
 - ❖ Set up *equipment* for guests when appropriate.

Equipment for must include:

electric kettles and jugs
telephones
computers
televisions and videos
hair dryers

- ❖ Proactively offer information and advice about special services and benefits to guests or clients to ensure maximum take-up of services and profitability of guest's stay

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Self-check 1	Written test
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Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Test I Short Answer Questions

1. What are those guest requests we could handle? (2.5 pts)

Test II Write true if the statement is correct and false if statement is incorrect

1. Handle *guest requests* in a polite and friendly manner according to enterprise customer service standards and security procedures. (2.5 pts)

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2. Housekeeping is an important and integral part of the guest experience and satisfaction (2.5 pts)

Note: Satisfactory rating – 7.5 points

Unsatisfactory - below 7.5 points

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

Answer Sheet

Score:-----

Rating:-----

Name: Date:

Test I

1.....

Test II

1.2.

Information Sheet 2- Acknowledge guests by his/her name

2.1 Acknowledge guests by using of name

1. Address guests' service needs in a professional, positive, and timely manner.
2. Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
3. Thank guests with genuine appreciation and provide a fond farewell. Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process. To resolve issues, delight, and build trust. Assist other employees to ensure proper coverage and prompt guest service. Anticipate guests' service needs,

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including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible. Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines. Address guests' service needs in a professional, positive, and timely manner.

Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.

Thank guests with genuine appreciation and provide a fond farewell. Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process. To resolve issues, delight, and build trust. Assist other employees to ensure proper coverage and prompt guest service. Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible. Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines.

Self-check 2	Written test
---------------------	---------------------

Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Test I Short Answer Questions

1. How can we Welcome and acknowledge guests. (2.5 pts)

Test II Write true if the statement is correct and false if statement is incorrect

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2. Welcoming and acknowledging guest is not important (2.5 pts)

Note: Satisfactory rating – 5 points

Unsatisfactory - below 5 points

You can ask your teacher for the copy of the correct answers

Answer Sheet

Score:-----

Rating:-----

Name: Date:

Test I

1.....

Test II

1.....

Information Sheet 3- Agreeing with guests *requests*

3.1 Agreeing with guests requests

Need for items to service the room

A guest may request services or products such as: Additional equipment in their room – because they have needs during their stay that are not accommodated by the normal in-room items

Valet or laundry service – common among long stay guests Additional bed in where the existing bedding is unsuitable, uncomfortable or insufficient Extra tea, coffee, sugar and milk

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sachets – a common request where the guests spend a lot of time in their room Extra crockery or cutlery where the room features a kitchen or kitchenette this is also a common request especially where guests want to entertain in their rooms Vases – for flowers that have been delivered to them

Replacement items such as hair dryers, toasters, irons and electric jugs to replace items that are not working Extra bathroom guest supplies – another common request for long term guests: guests with long hair often ask for extra shampoo and conditioner Additional items in compendium – such as letterhead paper, envelopes, postcards, pens, note paper Additional towels – to accommodate extra showers or baths taken by the guests: where the property has a swimming pool this is a common request Extra hangers for clothes, extra pillows, extra blankets

A power conversion board – to adapt their electrical equipment to the power supply of the venue: common where the property caters to some international guests Ice and ice buckets.

Self-check 3	Written test
---------------------	---------------------

Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Test I Short Answer Questions

1. List products and services that a guest may request? (5 pts)

Note: Satisfactory rating – 5 points

Unsatisfactory - below 5 points

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

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Answer Sheet

Score:-----

Rating:-----

Name: Date:

Test I

1.....

Information Sheet 4- Locating and delivering requested items

4.1 Locating and delivering requested items

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- roll away beds roll away beds
- additional pillows and blankets
- irons
- hair dryers
- additional room supplies
- rectification cleaning
- repairs and maintenance
- Lost property enquiries.

IMPORTANCE OF HOUSEKEEPING

- ✓ **Comfort** Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner if applicable, attached bar etc. The comforts must be regularly maintained and should be properly functioning
- ✓ **Cleanliness and Hygiene:** Ensure a high standard of cleanliness and general upkeep in all areas. Clean and well maintained areas and equipment's create a favorable impression on the guest. Hygiene is maintained especially in the wash rooms, toilets, pool changing room, health club.
- ✓ **Safety and Security:** Security is one of the prime concerns of a hotel guest. The housekeeping department staffs should ensure the safety and security of the guests with the help of security services. They should also make sure that firefighting equipment and emergency alarms are functional at all times.
They should also ensure peace, quiet and noise free atmosphere in the in the area
- ✓ **Décor:** Creating a pleasant and classy ambience is also one of the major concerns for a guest. This is not easy and requires good eye for detail. This work is an art and the housekeeping staff is mainly responsible for creating a pleasant atmosphere.

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Self-check 4	Questions
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Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Test: 1 Matching items (2 pts each)

A

B

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1. Safety and security
 2. Comfort
 3. Décor
- a) creating pleasant atmosphere
 - b) quality of bed, mattresses
 - c) prime concern of a hotel guest

Note: Satisfactory rating – 6 points

Unsatisfactory - below 6 points

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

Answer Sheet

Score:-----

Rating:-----

Name:Date:.....

Test I

- 1.....
- 2.....
- 3.....

Information Sheet 5- Setting up *equipment* for guests



What guest supplies are needed for the guest room?

Extra towels, blankets and pillows. Everyone has different needs. ...

Wastebasket. ...

Clock. ...

Space for clothes. ...

Door hooks (over-the-door or door-mounted ones) ...

Iron. ...

Tissues. ...

Basic toiletries.

What items might be involved? The items that may need setting up could include:

1. Table and chair- for meeting or to assist with the provision of room service meal.
2. Internet connection
3. Television
4. DVD Player
5. Data projector
6. Portable bed
7. Portable cot

Most hotels will have items available for loan to guests up on request. Items that are commonly loaned to customers may include:

- Special pillows
- Extra bedding
- Extra cookery and cutlery
- Baby cot
- Extra bed/rollway bed
- Extra towel
- Telephone charger
- Power board
- Internet cable
- Children game and toy

What are guest essentials?

Whether your guests will be staying for the weekend or the whole week, you can create a comfy place to sleep and rest by providing these guest room essentials: a clean room, household and area guides, bathroom essentials, quality linens, reading material, a lamp and a fan.

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It is the most important duty of the housekeeping staff to prepare the guest room and the other places in the hotel so that the guest is most comfortable. Due to this, the housekeeping staff places some necessary supplies in the guest rooms and guest bathrooms. The idea behind is, the guest need not pack and carry each and every essential article while travelling.

As per the hotel policy, and the standard of the room, the lists of these supplies may change. The housekeeping staff needs to ensure that those supplies are kept in appropriate numbers and condition while preparing room for guest check-in.

List of Supplies for Guest Room

The guest room supplies are considered as guest essentials. The housekeeping staff places the following standard supplies in the guest room –

- **Furniture** – It includes bed, bedside table, chairs, wardrobe with locker facility, writing table, dressing table, center table, and a magazine holder.
- **Bedding** – It includes mattress, bed sheet, bed cover, quilt, quilt cover, pillows, and pillow cases.
- **Bedside Supplies** – They include non-slip mats on the either sides of the bed.
- **Bedside Table Supplies** – They involve a telephone device, and a printed compiled list of important intercom numbers such as reception, restaurant, and laundry of the hotel. The housekeeping staff also provides a copy of Bible, Geeta, or Koran, depending upon the prior knowledge of the guest's religious orientation.
- **Center Table Supplies** –It includes room service, laundry service, and spa and health club rate cards. It also has an ash tray and a small decorative center piece.
- **Clothing and Clothing Care** – It involves bathrobe, coffee table cover, rocking chair cover, and hangers for clothes and ties.
- **Hospitality Tray** – It is a small tray with compartments that holds sachets of coffee, tea, cocoa powder, creamer, and sugar. Some hotels also offer the sachets of condiments like black and white pepper powder, and salt. They also keep an electric kettle, a couple of cups, saucers, spoons, and water bottle so that the guest can make the beverage of his choice once in a day.
- **Mini Bar Supplies** – It includes a small personal refrigerator filled with a couple of soft drinks, alcoholic drinks, soda, and ice cubes. It also involves a couple of personal servings of salted peanuts, cashew nuts, or chips.



- **Writing Desk Supplies** – A writing pad, a pencil, an eraser, promotional brochures, La carte menu, and the short list of places of historical and commercial importance in the city for guest's reference.

List of Supplies for Guest Bathroom

They are also considered as guest essentials. The guests are expected to use these supplies or take them away on departure. Depending upon the type of room, the list of supplies for guest bathroom are –

- **Bathroom Attachments** – Bath area with shower and handheld shower attachments, a bath tub with hot-cold water mixer and handheld shower attachment, soap dispenser, toilet paper attachment, towel holder, and a basin with hot-cold water mixer attachment.
- **Towels** – The couple of pairs of a large and a small towels each for the guests to be used according to their requirement.
- **Dustbin** – A small dustbin with lid, which can be often, opened by the foot and lined with a plastic bag from inside.
- **Non-slip Foot-mat** – It is often, kept near the bathtub.
- **Slippers** – Flat non-slip slippers for the guest.
- **Mirror** – A large mirror is often, fit on the wall above the basin.
- **Hair Dryer** – A wall mounted fixed hair dryer for the guest is kept in the bathrooms.
- **Vanity Tray** – It contains small bottles of shower gel, shampoo, and conditioner. Some hotels also provide moisturizer, shower cap, hand and foot cream, ear buds, and a small manicure kit. It may also contain a couple of empty glasses, disposable toothbrushes, and a small bottle of mouthwash.



**Bathroom
Slippers**



Bath Linen



Bath Robe



Floor Mat



**Hair
Dryer**



**Vanity
Kit**

Self-Check – 5	Written test
-----------------------	---------------------

Name.....ID.....Date.....



Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List of Supplies for Guest Bathroom? (2pts)
2. What is Hospitality Tray? (2pts)
3. List of Supplies for Guest Room? 2pts)

Note: Satisfactory rating – 6 Unsatisfactory - below 6 points

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

Answer Sheet

Name.....Date.....

Score = _____

Rating: _____

1. _____

2. _____

3. _____

L G#10

LO #2- Advise guests on room and housekeeping



equipment

Instruction sheet

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

- Advising guests on room and housekeeping equipment

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Advise guests on room and housekeeping equipment

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”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).

Information Sheet 1- Advising guests on room and housekeeping equipment



1.1 Advise guests on room and housekeeping equipment

- electric kettles and jugs
- telephones
- computers
- televisions and videos
- hair dryers
- alarm clock

To keep the hotel clean and hygienic, various equipment and supplies are used. No work can be done without 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. Housekeeping property is broadly classified as either equipment or supplies. Items classified as supplies are consumables, and equipment is reusable. Thus, floor machines, brooms, mops, vacuum machines, etc., are categorized as equipment, whereas cleaning agents are supplies. There are mainly two types of cleaning equipment.

- (i) Manual cleaning equipment and
- (ii) Mechanical cleaning equipment's

Manual cleaning equipment

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✓Brushes

The brushes are devices with bristles, wire or other filaments, used for cleaning. Brushes used for cleaning come in various sizes, such as very small brushes for cleaning a fine instrument, toothbrushes, the household version that usually comes with a dustpan, or the broomstick. Hall brooms are even larger

and are used for cleaning large areas. Cleaning brushes also include brushes for cleaning the toilet, washing glass, finishing tiles, and sanding doors. There are mainly three types of brushes: -

Hard brush: have bristles that are stiff and well-spaced. These are most suitable for removal of litter. Example: upholstery brush, carpet brush etc. -

Soft brush: have bristles that are flexible and set close together. They can be used to remove loose soil and litter. Example: tooth brush, feather brush, shoe brush, coat brush etc. -

Scrubbing brush: can be used to remove heavy soiling from small areas or by the use of mechanical scrubbing machines, if possible. Example: deck scrubber, club shaped / hockey stick shaped toilet brush, etc.

Fig1. Different brush

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Mops

A mop is a tool generally used for cleaning floors, although when possible it is also used for cleaning other surfaces, for example tiled walls, to avoid unhygienic working conditions. The following are the different types of mops. .

Dry mop, dust mop

A dry mop or dust mop is designed to pick up dry, loose contamination like dust, earth and sand from the floor surface. It consists of yarn and / or microfiber and is used as a first step in cleaning a floor. Dry mops can be similar to the yarn wet mop, but with wider eyes and shorter hairs than wet mops. Professional dry mops consists of a flat sheet of micro fiber textile or sheets with a surface of looped yarn, usually about 15 cm wide, and comes in variable lengths (usually 30 to 100 cm). The professional type is intended for fastening on long handle with a flat pad with the aid of Velcro or a pouch on the mop, in which the pad on the handle fits. The dry mop can in many instances replace a broom and has the ability to hold a limited amount of dust or sand within itself. Ideally, it should be machine washed when it becomes saturated with dust

Fig 1.1 Different mops



2. Wet mop, moist mop

A wet mop or moist mop is, in professional cleaning, used as a second step in the cleaning of a surface. The wet mop is swept over the surface to dissolve and absorb fat, mud and dried-in liquid contaminations.

3. Yarn mop

In daily usage, a mop is usually equal to a yarn mop. The mop (eye) consists of thick strings of Long yarn (about 25 cm) or, in newer models, Soft strands of water-absorbing fabric. A yarn Mop is usually mounted on a long (about 1.5 m) Handle with a ganged end on which the mop can be fastened by turning it clockwise. To clean a floor, the mop is soaked in a bucket of water, usually mixed with a cleaning solution and swept against the surface. Some buckets include a wringer to strain excess water from the mop, so as not to saturate the floor and as not to leave excessive water on the floor. Leaving too much water on the floor will usually result in dust collection and thus result in a less clean floor. Yarn mops are also often used to clean up liquid spills.

Broom

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A broom is a cleaning tool consisting of stiff fibers attached to, and roughly parallel to, a cylindrical handle, the broomstick. A smaller whisk broom or brush is sometimes called a duster.

Fig 1.2 Different brooms



Melamine Foam

Melamine foam is a foam-like material consisting of a formaldehyde-melamine-sodium bisulfate copolymer. The foam, because of its micro porous properties, may remove otherwise "unclean able" external markings from relatively smooth surfaces. For example, it can remove crayon, magic marker, and grease from painted walls, wood finishing's, and grime from hub caps.

Squeegees

A squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning floors and small thin and flexible squeegee is used for cleaning windows.

Fig 1.3 Different squeegees



Cloths

1. Floor cloths it is a yarn fabric usually made from loosely spun yarn. They are used for removal of spillages from the floor

2. Wipes and swabs

These are cloths used for wet cleaning of surfaces above floor level.

3. Scrim It is a loosely woven linen cloth which is absorbent and does not leave stains. They are suitable for cleaning glazed area.

4. Rags / disposable cloths

This old discarded linen are obtained from the linen room and used for the purpose of general cleaning. They are discarded when heavily soiled.



5. Dust sheets these are thin cotton sheets used to cover furniture especially during special/ spring cleaning. They are also old discarded linen obtained from linen room.

6. Druggist is a sort of cheap stuff, very thin and narrow, usually made of wool, or half wool and half silk or linen; it may have been corded or plain. They are used for rugs, tablecloths, carpet square to protect the floor during bad weather and during redecoration.

7. Hearth and bucket cloths

These are thick fabric cloths placed under the buckets to prevent marking of the floor/ surface.

8. Chamois leather

It is a skin of chamois goat. They are used for cleaning windows and mirrors.

9 Carpet Sweepers

Carpet sweeper is a mechanical device for the cleaning of carpets in place. They were popular before the introduction of vacuum cleaners and have been largely superseded by them. However, some restaurants continue to use them (as they are

Light weight and very quiet, enabling the wait staff to quickly clean crumbs up from the floor without disturbing other diners. A carpet sweeper typically consists of a small box. The base of the box has rollers and brushes, connected by a belt or gears. There is also a container for dirt. The arrangement is such that when pushed along a floor the rollers turn and force the brushes to rotate. The brushes sweep dirt and dust from the floor and deposit the particles into the container. Carpet sweepers would frequently have a height adjustment that enabled them to work on different lengths of carpet, or carpet less floors. The sweeper would usually have a long handle so that it could be pushed without bending over.

Spray Bottle

A Spray Bottle is a bottle that can squirt, spray or mist fluids. A common use for spray bottles is dispensing cleaners and chemical formulation through a fine nozzle for cleaning.

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3 .MECHANICAL CLEANING EQUIPMENTS

Vacuum Cleaners

A vacuum cleaner uses an air pump to create a partial vacuum to suck up dust and dirt, usually from floors. Most hotels with carpeted floors possess a vacuum cleaner for cleaning. The dirt is collected by a filtering system or a cyclone for later disposal. Vacuum cleaners come in variety of models owing to their usage:

1. Upright vacuum cleaners take the form of a cleaning head, onto which a handle and bag are attached. Upright designs usually employ a rotating brush-roll, which removes dirt through a combination of sweeping and vibration. There are two types of upright vacuums; dirty-fan / direct air, or clean-fan / indirect air.
2. Canister (or cylinder) designs have the motor and bag in a separate canister unit (usually mounted on wheels) connected to the vacuum head by a flexible hose. Although upright units have been shown to be more effective (mainly because of the beaters), the lighter, more maneuverable heads of canister models are popular. Some up market canister models have "power heads", which contain the same sort of mechanical beaters as in upright units; such beaters are driven by a separate electric motor.
3. Wet Vases or wet / dry vacuums - a specialized form of the canister vacuum - can be used to clean up wet or liquid spills. They commonly can accommodate both wet and dry spoilage. Some are also equipped with a switch or exhaust port for reversing the airflow, a useful function for everything from clearing a clogged hose to blowing dust into a corner for easy collection.
4. Back-pack vases are commonly used for commercial cleaning: They allow the user to move rapidly about a large area. They are essentially canister vacuum cleaners, except that straps are used to carry the canister unit on the user's back.
5. Built-in or central vacuum cleaners move the suction motor and bag to a central location in the building and provide vacuum inlets at strategic places throughout the building: only the hose and pickup head need be carried from room to room. Plastic piping connects the

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vacuum outlets to the central unit. The vacuum head may either be unpowered or have beaters operated by an electric motor or air-driven motor. The dirt bag in a central vacuum system is usually so large that emptying or changing needs to be done less often. Since this central unit is usually

located outside the living area, no dust is recalculated back into the room being cleaned. In addition, because of the remote location of the motor unit, there is less noise in the room being cleaned than with a standard vacuum cleaner.

6. Robotic vacuum cleaners move autonomously, usually in a mostly chaotic pattern ('random bounce'). Some come back to a docking station to charge their batteries, and a few are able to empty their dust containers into the dock as well.

7. Small hand-held vacuum cleaners, either battery-operated or mains powered, are also popular for cleaning up smaller spills.

8. Drum vacuums are used in industrial applications. With such a configuration, a vacuum "head" sits atop of an industrial drum, using it as the waste or recovery container. Electric and Compressed Air powered models are common. Compressed air vacuums utilize the venture effect. Most vacuum cleaners are supplied with various specialized attachments, tools, brushes and extension wands to allow them to reach otherwise inaccessible places or to be used for cleaning a variety of surfaces.

fig 1.4 Vacuum cleaner



Scrubbing / Polishing Machines

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

Hot Water Extraction

Hot water extraction also known "steam cleaning" is the method of deep rinse cleaning of the entire carpet. But actual live steam (vapor created at boiling point of water) is not employed in the cleaning process. Hot water extraction is a deep cleaning process that removes embedded soils that have been carried or blown over the carpet. A hot water extraction machine, whether portable or truck mounted, has a pump which dispenses water, under pressure, through spray nozzles into the carpet and a high powered vacuum system that sucks the dirty water into a holding tank within the extraction machine. This system includes a three step process:



1. Pre-spray carpeted area with a detergent that is not too strong (or too alkaline). They may damage the carpet.
2. Agitate with a power scrubber which utilizes a rotary brush to loosen soils. This will not only loosen soils but help cleaning agents penetrate into carpet fibers to deep clean the entire carpet fiber.
3. A complete rinse with softened hot water is used. The clean, softened, hot water is sprayed onto the carpet fibers through spray nozzles. The spray rinses all added chemic dirt into an attached high powered vacuum shoe that sucks the dirty solution back into a holding tank on the extraction unit. The removed soil is held in the tank until it may be disposed of later in a sanitary drain, toilet, or proper waste facility. Solutions should not be dumped onto the ground outside, in storm sewers, or in the streets.

SELECTION OF EQUIPMENTS

As equipment is expensive, their selection is of utmost importance. The correct choice and quality of equipment could save costs due to break-downs, reduce fatigue and thereby demands on labor as also ensure efficiency in overall operations. In determining the purchase of equipment, the following need to be kept in mind. 1. Quality of equipment by usage history in other organizations.

2. Reliability of supplier to meet time deadlines.
3. Transportation on time to replenish stocks/ replacements.
4. Equipment should be light, well balanced and easy to manipulate.
5. Availability of future stocks.
6. Sturdiness in terms of usage.
7. Cost factors

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Self-Check – 1	Written test
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Name..... ID..... Date.....

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

- 1_____used for cleaning? (2pts)
- 2_____ absorb fat, mud? (2pts)
- 3_____ is cleaning tool with a fat smooth and thick rubber bland? 2pts)
- 4 Hot water extraction also known as? (2pts)

Note: Satisfactory rating – 8 Unsatisfactory - below 8 points

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

Answer Sheet

Name.....Date.....

Score = _____

Rating: _____

1. _____
2. _____
3. _____
4. _____



L G#11	LO #3- Set up equipment and trolleys
Instruction sheet	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> • Identifying supplies for trolleys • Loading trolleys <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> • Identify supplies for trolleys • Load trolleys 	
Learning Instructions:	
<ol style="list-style-type: none"> 1. Read the specific objectives of this Learning Guide 2. Follow the instructions described below. 3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 4. Accomplish the “Self-checks” which are placed following all information sheets. 5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 6. If you earned a satisfactory evaluation proceed to “Operation sheets 7. Perform “the Learning activity performance test” which is placed following “Operation sheets” , 8. If your performance is satisfactory proceed to the next learning guide, 9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”. 	

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Information Sheet 1- Identifying supplies for trolleys

A housekeeping room attendant can service the guest room with convenience, ease and speed by using the chamber maid's trolley. The guest room necessities can be stored in the trolley, preventing the room attendant running constantly back and forth. If the trolley is kept in an orderly manner at all times. It helps in fast ordered method of work.

A house man/ house maid sets his trolley as per the standard like bed sheets in one shelf towels in another bath room amenities in a separate drawer.

Maids cart can be compared as a giant tool box ,it should be stocked with all the required amenities to complete a complete shifts room cleaning.

The maids cart should be spacious enough to carry all the required supplies for one shifts work.the cart should be light weight ,easy to clean and easily maneuverable.

The cart has to be always well organized and well stocked before starting each shift.

A well stocked maids cart will avoid unnecessary trips to the floor pantry.the amount of supplies loaded on the cart depends upon the number of rooms, types of rooms to be serviced on the assigned floor. The carts are normally stocked from the floor pantry. Never over stock or under stock the cart. Over stocking will increase the risk of accidents or damage to the supplies.where as under stocking can slow down the Efficiency or cleaning because of the regular trips to the floor pantry to collect the required items.record the items loaded on the cart on the room assignment sheet.



Few examples of supplies loaded on the cart on the room assignment sheet.

- Shampoo
- Moisturizer
- Mouth wash
- Foam bath
- Sewing kit
- Shower cap
- Shoeshine
- Detergent
- Loofah
- Disposal bag
- Toilet rolls
- Tissue box
- Soap dish
- Bath towel
- Hand towel
- Face towel
- Bathmat
- Bed spread
- Pillow covers etc

The cleaning supplies are kept in a separate hand caddy. Below are few items stocked on the hand caddy.

- Toilet cleaning solution
- Bowl brush
- Toilet brush
- All purpose cleaner
- Cleaning cloth
- Rubber gloves

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- On the end of the cart there will be a bag for storing the dirty/soiled linens
- There will be a garbage bag in one corner of the maids cart with a lid on it
- Once the shift is over the maid cart/maids trolley to be moved back to the floor pantry and all the shelves to be locked

Fig 1.1 trolley





Self-Check – 1	Questions
----------------	-----------

Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Test: 1 Short Answer

1. What is trolley? (2pts)

Test: 2 True / False Statement

1. When a hotel has no chute, the dirty linen has to be collected in trolleys by the housemen and taken to the laundry.(2pts)
2. If the trolley is kept in an orderly manner at all times. It helps in fast ordered method of work.(2pts)

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6points

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

Score = _____

Rating: _____

Answer sheet

Test I

1.....

Test: 2

1.....2.....

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Information Sheet 2- Loading trolleys

2.1 Load trolleys

1. There are separate receptacles for dirty linen and garbage and this enables absolute separation of dirty from, clean which is essential and must be strictly adhered to.
2. Normally the top shelf contains all the supplies necessary like note pads, pencil / pen, other stationary, gargle glasses, emery paper, soaps, shampoo sachets, etc.
3. The first shelf has all bath linen like bath towels, hand towels, face towels, bathmats, etc.
4. The second shelf contains all bed linen like bed sheets, pillow cases / slips, etc.
5. The bottom shelf normally holds cleaning materials and equipment. If there is no bottom shelf then one can store this under the garbage bag and the laundry bag.
6. It is just as easy to keep the trolley tidy as it is a matter of the organization and its discipline.
7. At the end of one's shift one must clean the trolley and remove all garbage and dirty linen and re-set the trolley for the next day's shift.
8. When one is servicing a room one parks the trolley outside the door with the open shelves facing towards the room. Since the room attendant should leave the door open always of the room he will find it easy to remove the necessary requirements from the trolley.

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9. If the laundry bag or the garbage bag has become full, then the room attendant should empty the same and put another bag for the garbage as well as empty the soiled linen from the laundry bag.

10. After the shift is over, the room attendant should collect all the garbage from the service room and dump it in the garbage room of the hotel so as to prevent odors and germs to spread.

11. Some hotels have linen chutes; this is like a chimney which passes through every floor of the hotel and has its opening into the laundry room. It has a door and a locking system on each floor through which all soiled linen is disposed of. This saves time for the room attendant to go down with the soiled linen.

12. When a hotel has no chute, the dirty linen has to be collected in trolleys by the housemen and taken to the laundry.

- Always when you are going to make bed rooms:- Select and *equipment required for preparing room* and servicing *Rooms*.
- Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures.

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Self-Check – 2	Questions
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Name..... ID..... Date.....

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Mostly room med chambers trolley will have ----- layers?(2p)
2. Explain the items loaded in each layers of room med chambers trolley?(2p)
3. What are guest supplies/amenities?(2)

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6points

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

Score = _____

Rating: _____

Answer sheet

Test I

1. _____
2. _____
3. _____

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OPERATION SHEET-3

OPERATION TITLE:- setting up trolley

PURPOSE:- to attain the skills necessary for bed making

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:- Standardized trolley, full

Fully necessary materials

EQUIPMENT TOOLS AND MATERIALS : Standardized trolley, note pads, pencil / pen, other stationary, gargle glasses, soaps, shampoo etc ...

bath towels, hand towels, face towels, bed sheets, pillow cases / slips, cleaning materials and equipment

PROCEDURE:-1 there are separate dirty linen & use garbage

2 the top shelf contains all guest supplies

3 the first shelf has including bath towel, hand towel, face towel

4 the second shelf contains bed linen, bed sheet, pillow case

5 the bottom shelf normally hold cleaning material and equipments

PRECAUTIONS:- you do not lose necessary guest supply and cleaning material

QUALITY CRITERIA: The trolley will have four layers and load each layer



LAP Test -3

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

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: Mention the purpose of the trolley?

Task 2: Identify supplies for trolleys and loading?



L G#12	LO #4- Access rooms for servicing
Instruction sheet	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> Identifying rooms requiring service <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> Identify rooms requiring service 	
Learning Instructions:	
<ol style="list-style-type: none"> 1. Read the specific objectives of this Learning Guide 2. Follow the instructions described below. 3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 4. Accomplish the “Self-checks” which are placed following all information sheets. 5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 6. If you earned a satisfactory evaluation proceed to “Operation sheets 7. Perform “the Learning activity performance test” which is placed following “Operation sheets” , 8. If your performance is satisfactory proceed to the next learning guide, 9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”. 	

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Information Sheet 1- Identifying rooms requiring service

1.1 Identifying rooms

Rooms May include but not limited:

- bathroom
- bedroom
- lounge
- kitchen
- balcony
- lobby or vestibule

1.2 Procedure for Entering a Guest Room

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

❖ Room Amenities

Bed sheet



BED COVER



THROW PILLOWS



CLOTHES RACK



DRESSER WITH MIRROR



CABINET





Luggage rack



Roll away bed

❖ Bed Linen Set Up



Bed sheet tucked into the mattress

Bed Skirting

BATH TOWEL



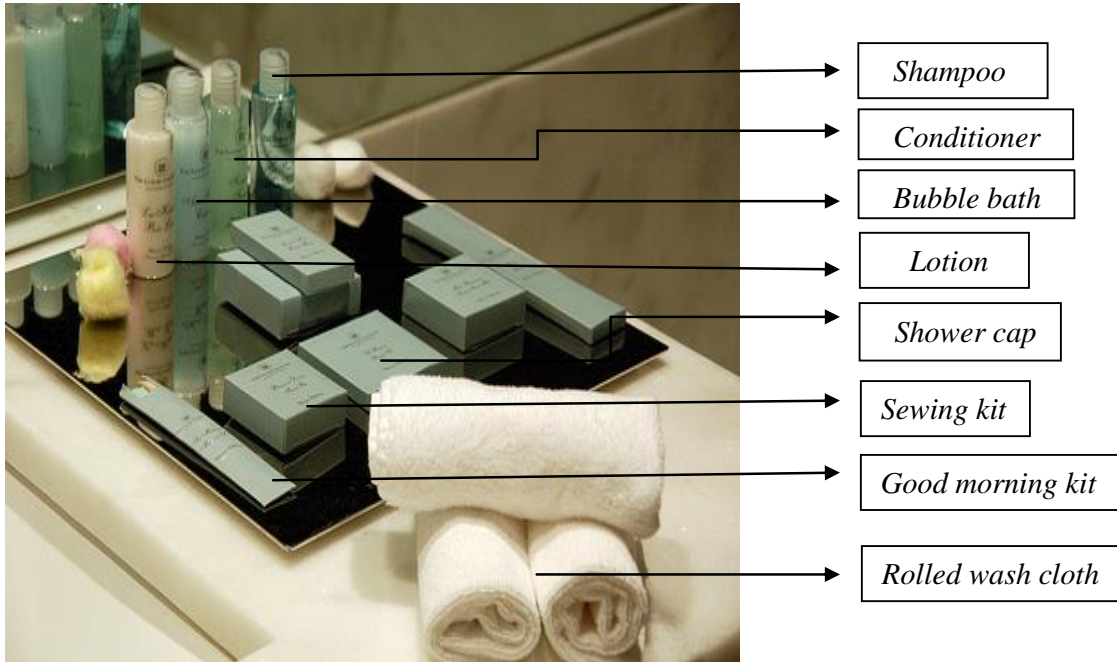
Front View



Side View



HAND TOWEL





Self-Check – 4	Questions
-----------------------	------------------

Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Test: 1 Short Answer

1. What are the Procedure for entering a guest room (3pts)
2. List that rooms may include? (3pts)

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6points

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

Score = _____

Rating: _____

Answer sheet

Test I

1.....

1.....

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L G#13	LO #5- Make up beds
Instruction sheet	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> • Striping beds and mattresses <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> • Stripe beds and mattresses 	
Learning Instructions:	
<ol style="list-style-type: none"> 1. Read the specific objectives of this Learning Guide 2. Follow the instructions described below. 3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 4. Accomplish the “Self-checks” which are placed following all information sheets. 5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 6. If you earned a satisfactory evaluation proceed to “Operation sheets 7. Perform “the Learning activity performance test” which is placed following “Operation sheets” , 8. If your performance is satisfactory proceed to the next learning guide, 9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”. 	

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Information Sheet 1- Striping beds and mattresses

Making the bed is frequently a guestroom Attendant's first major task after tidying and airing out the room. It is important to start with the bed because the freshly made bed will give the room a neat appearance – even if you haven't had a chance to clean everything else.

Guest wants their bed to look attractive and be comfortable. The bed is often the focal point of the room, it is the largest item of furniture, and typically the room is design around it. This creates a positive appearance and ambiance; the bed's attractive appearance makes a favorable impression of pleasant and upbeat stay in the property.

The bed is a symbol of relaxation and restfulness, watch people when they enter the guestroom; the first thing that they are likely to do is to go over and feel the bed - they may even fling themselves across it and relax

Making the bed can be time consuming and hard work. However, the once – around -method, you can make a bed quickly and easily. While procedures vary from property to property, the once – around –method, is commonly used. This method helps you to completely make one side before starting to make the other side. This saves time and energy because you do not have to walk back and forth around the bed.

Typically bed making procedures involves stripping the bed and mitering corners when making the bed. The first step in making the bed is to strip the bed of soiled linens at times; it may not be possible to strip the bed. For makeup rooms or turn down service it is not possible to strip the bed because the guest personal items cannot be removed. If this scenario happens room attendants should not make the bed and they should inform their supervisor the reason for leaving the bed unmade. The supervisor may leave a message at the front desk or on the bed itself explaining to the guest why the bed was not made.

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When making the bed many properties use a technique called mitering to make a smooth, professional corner. This method of folding corners of a sheet or blanket to neatly fit the corners of a mattress; the results are sometimes called square or hospital corners.

Fig.5.1 supplies to make bed



Importance of Making up beds:

1. Increases guest comfort.
2. Encourages neat appearance of beds.

Proper Body Mechanics in Making up Beds

Body posture in making up bed is very important to avoid straining the back which could be a cause back injury.

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To MAKE THE BED, the following should be prepared:

Supplies Need

	Number of Item
• Bed Skirt / Flounce	1 pc
• Bed Pad	1 pc.
• Flat Sheet	3 pc.
• Blanket	1 pc.
• Bed Cover	1 pc
f)Pillow (depends on the size of bed)	

Procedure for Making a Bed

5.1 Striping beds and mattresses

1. Remove soiled sheets and pillow cases and shake out individually .Check linens for dentures, hearing aids, jewelry, glasses, face tissues, or anything else belonging to the guest before stripping the bed.
2. Turn the mattress side-to-side on succeeding days followed by end-to-end turning. Smooth out the mattress to air it out.
3. Shake out the mattress protector and relay it on the mattress. Change the protector that is soiled or smelling.
4. Open out the fresh lower sheet evenly and puck it securely at the head, foot and the sides
5. Open out fresh top sheet and distribute it evenly over the lower bed sheet. Ensure that the laundry creases are in the same line as the inner sheet for even distribution.



The sheet hem should be evenly pulled up to the headboard. Tuck this sheet at the foot

6. Open out the blanket and place it evenly on the top sheet using the crease as described earlier for even distribution. Ensure that the blanket labels are at the foot. Pull the blanket 4 inches from the headboard.

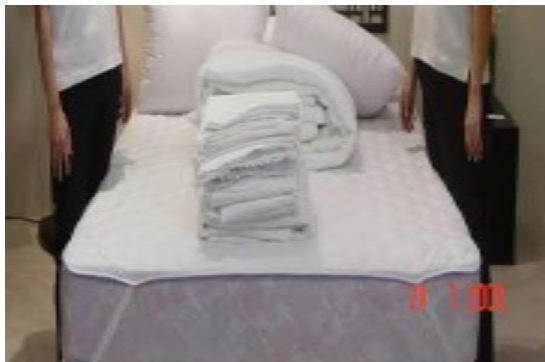
7. Fold the top sheet, at the head of the bed over the blanket and fold the sheet and blanket once again.

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

9. Cover pillows with fresh pillow slips. Fluff the pillow and even out pillow slips to look neat and tidy. Since pillow slips are larger than the pillow the excess slip should be neatly folded downwards. The side of the pillow which has the fold should be away from guest view. .

10. Cover completed bed with the bed spread / bed cover ensuring that it is right side up and is falling evenly all around the bed. Keep extra bed spread toward the headboard to crease in

between the pillows so as to make the bed look appealing. The bed spread corners should be aesthetically done



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The Bed

Importance of Making up beds:

1. Increases guest' comfort.
2. Encourages neat appearance of beds.

Proper Body Mechanics in Making Up Beds



Body posture in making up bed is very important to avoid straining the back which could be a cause back injury.






Replenishment of Linen

1. All soiled linen items should be replaced with fresh ones.
 - Bed sheets, pillowcases should be replaced daily.
 - Towels, hand towels, wash cloth and bathmat should be replaced daily if they are used by the guest
 - Blankets and bed covers should be immediately replaced once they are soiled
 - All linen items used by sick guests should be replaced daily whether (soiled or not) and should be segregated (in plastic bag) from the rest of the linen items.
2. Request for additional linen items like pillows, blankets, etc. will be granted depending on the availability of the item. Once delivered, it should be immediately logged down by the supervisor or room boy.
3. All linen items should be properly folded and installed in the right container or location.
4. New occupant shall be provided with a new set of linen even if the ones used by former occupant are still clean looking.
5. The number and quality of linen to be used shall depend on the price of the room. Deluxe and suite rooms require linen of higher quality.

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<p>Just like any cleaning tasks, you should work methodically when stripping and making beds. Before doing anything else, you should,</p> <ol style="list-style-type: none"> 1. Wear disposable gloves to protect you from hazardous materials found on the bed. 	
<ol style="list-style-type: none"> 2. Check Linen for personal belongings, go around the bed. <ul style="list-style-type: none"> • Fill-in the Lost and Found receipt if you found items left by the guest on the bed 	
<ol style="list-style-type: none"> 3. Remove: The BEDSPREAD or the COMFORTER and the BLANKETS: <ul style="list-style-type: none"> • Check their cleanliness and condition and replace them if they are soiled or torn 	



<ul style="list-style-type: none"> • Place them on furniture – never place them on the floor • Do not place soiled sheets on furniture or on floor • Separate wet, stained, or torn linens: 	
<p>The SHEETS and PILLOWCASES:</p> <ul style="list-style-type: none"> ▪ The sheets should be folded inward without shaking them ▪ Keep soiled sheets away from your body and the clean linens 	
<p>4. Remove pillowcases from pillows:</p> <ul style="list-style-type: none"> • Check the cleanliness and condition of the pillow protectors and replace them if they are soiled or torn 	










1. To make the bed, the following should be prepared first:



Supplies Needed:





- pillowcases
- Bed Pad
- mattress
- Bed Sheet
- Blanket
- comforter
- Pillow





To MAKE THE BED	
<p>1. Ensure bed pad is properly anchored ,</p> <ul style="list-style-type: none"> • Make sure that the pad has neither stains nor torn edges. 	
<p>2. Get fresh linen in appropriate size from cart</p>	
<p>3. Centre bottom sheet, with seams facing mattress:</p> <ul style="list-style-type: none"> • Ensure tags are at foot of bed 	



<ul style="list-style-type: none"> • Check sheet for hairs, tears, or stains; Replace, if necessary 	
<p>4. Steps in mitering</p> <ul style="list-style-type: none"> • Tuck in corners using square/hospital corners. Check house policy to determine which corners should be tucked in. 	
<ul style="list-style-type: none"> • To make hospital/square corners: <ul style="list-style-type: none"> a. Begin with sheet centered and hanging loosely over mattress 	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> b. Tuck in sheet along foot of bed 	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> c. Hold loose end of sheet about 33cm (1 foot) from corner and 	

hold it straight out, forming flap	
d. Pull flap up so it is flat and wrinkle free	
e. Tuck in free part of flap at corner, making sure that it is snug	

f. Pull flap out toward you and down over side of bed	
g. Tuck in flap and make sure corner is smooth and snug	

<p>h. Smoothen the top of the using palm and arms</p> <p>5. Repeat procedure on other three corners</p>	
<p>6. Spread second sheet over mattress so that top of sheet touches headboard:</p> <ul style="list-style-type: none"> • Ensure seams face upward (wrong side up) 	
<p>7. Spread blanket over top sheet:</p> <ul style="list-style-type: none"> • Leave 10-20cm (4-8 inches) between top of blanket and headboard (e.g., five fingers spread) • Ensure seams face downward • Ensure tags are at foot of bed 	
<p>8. If third sheet is used, spread third sheet over blanket:</p> <ul style="list-style-type: none"> • Tuck top of sheet under top of blanket 	

<p>9. Fold first top sheet back over blanket at headboard, without folding blanket</p>	
<p>10. Tuck top sheet and blanket in together at bottom of bed, using hospital/square corners</p>	
<p>11. Tuck in sheets and blanket along side of bed, as required by house policy</p>	
<p>12. Smooth out wrinkles to ensure bed has a neat appearance</p>	
<p>13. Ensure that bed skirt is hanging properly and has neat appearance</p>	

<p>14. Put pillowcases on pillows:</p> <ul style="list-style-type: none"> • Ensure pillow protector is completely covered • Fluff pillows and place them evenly at head of bed 	
<p>15. Centre bedspread on bed:</p> <ul style="list-style-type: none"> • Fold bedspread back from headboard with enough length to cover pillows • Place pillows on bedspread • Fold bedspread over pillows • Tuck and smooth evenly without disturbing sheets and pillows 	



Self-Check – 5	Written test
----------------	--------------

Name..... ID..... Date.....

Test 1: Short answer questions

1. Mention importance of bed making? (3p)
2. _____can be time consuming and hard work.(2p)

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

Score = -----

Rating:-----

Answer sheet

Test I

1. _____
2. _____

Note: Satisfactory rating - 5 points

Unsatisfactory - below 5 points

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OPERATION SHEET- 5

OPERATION TITLE:- Bed Making Procedure

PURPOSE:- comfortable for guests

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:-standardized bed sheet,

Pillow case, blanket ,mattress protector, bed spread / bed cover

EQUIPMENT TOOLS AND MATERIALS : bed ,mattress

PROCEDURE:-1.Remove soiled sheets and pillow cases

2. Turn the mattress side-to-side

3 Change the mattress protector that is soiled or smelling.

4. makefirst sheet and Tuck the hole side

5. place second sheet

6. Placeblanket on the top sheet and Pull the blanket 4 inches from the head board.

7. place 3rd sheet on the blanket

8. Fold the top sheet, at the head of the bed over the blanket and 3rd sheet fold the sheet and blanket once again.

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

10. Cover pillows with fresh pillow slips

11. Cover completed bed with the bed spread / bed cover

PRECAUTIONS:-there is no solid linen &pillow cases to prepared guests room

QUALITY CRITERIA: standardized bed making

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LAP Test -5

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: mention bed making linens?

Task 2: prepared over all bed making procedures?



L G#14	LO #6- Clean and clear rooms
Instruction sheet	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> • Cleaning rooms and checking furniture • Resetting all items • Identifying pests • Recording damaged items and reporting <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> • Clean rooms and checking furniture • Reset all items • Identify pests • Record damaged items and reporting 	
Learning Instructions:	
<ol style="list-style-type: none"> 1. Read the specific objectives of this Learning Guide 2. Follow the instructions described below. 3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 4. Accomplish the “Self-checks” which are placed following all information sheets. 5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 6. If you earned a satisfactory evaluation proceed to “Operation sheets 7. Perform “the Learning activity performance test” which is placed following “Operation sheets” , 8. If your performance is satisfactory proceed to the next learning guide, 	

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9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”.



1.1 Cleaning Guest room & checking furniture

If the guest is not in the room, proceed with assigned tasks. By proceeding systematically, your work will be more consistent and more effective. You will maintain the quality of your work and the rooms will be cleaned in a standard manner.

Types of Guestroom Cleaning

1. Make up Rooms
2. Check out Rooms
3. Turn down Service

When is Rooms Made Up or Serviced?

1. Daily, unless the guest refuses a room make up as when a “DO NOT DISTURB” sign is hanged on the door knob of the guest’s room.
2. Whenever a room is vacated through checkouts.

Whenever there is a make-up request. The guest usually hangs in the door knob the sign “PLEASE MAKE UP THE ROOM”

Howto Enter a Guest Room

Cleaning Guest Rooms

- For occupied rooms, the Room Attendant (RA) must check whether there is a DND card on the door. If there is, then she must go to the next room which does not.
- If the room does not have a DND card, knock at the door firmly with the index finger (never use the key to knock), and announce “Good morning <afternoon, evening>, Housekeeping...”.
- If there is no answer, repeat knocking after 10 seconds, with the same announcement.

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- If there is still no answer, open the door with the master key, push the door open, knock and announce “Housekeeping” again.
- When it is sure that the room is vacant, open the door wide, blocking the door with a *door stopper* and only remove it when the cleaning process is complete.
- However, if the guest is inside the room, greets them and apologize for disturbing and ask when it would be convenient to return to clean.

How to Clean – An Occupied Room

Since this occupied room on its first day of being occupied, had been cleaned thoroughly, daily cleaning includes a short list of tasks, such as cleaning the bathroom, making the bed, and light dusting.

The following step by step procedure should be followed for cleaning occupied rooms:

- Upon entering the room, open the curtains and windows
- Open the windows
- Check for any damage, items needing repair
- Remove any room service trays
- Replace any valuables lying around into / onto a safe place
- Attend to any guest requests
- Collect and place rubbish bags in the allocated bins
- Remove all dirty linen and towels
- Tidy the bedroom; replacing any furniture, closing cupboards, drawers, etc.
- Empty ashtrays in to the special fire proof bin. Never empty ashtrays directly into the rubbish bag
- Depending on hotel policy on changing sheets in occupied rooms, strip the beds
- Start cleaning in the bathroom - clean the shower and walls
- Clean the toilet bowl (inside and outside) and surrounding fixtures, such as the toilet roll holders, towel rack, door handles
- Clean the wash hand basin and vanity area
- Polish the mirror and if necessary, windows

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- Mop and dry floor
- Dust all furniture and fittings
- Bring in clean linen and towels – hang towels in bathroom
- Make the bed(s), according to the given procedure
- Replenish guest supplies e.g. toilet rolls, soap, linen etc.
- Vacuum the entire room and sweep outside veranda
- Replenish firewood as necessary
- Check the room for any maintenance problems, other issues to be addressed
- Take one last look over the room.
- Close the door. Check the area around the main entrance

* Be sure to always replace guest property in the place where it was – especially in the bathroom and items placed on the bed side tables. For things found on the floor, such as clothes, they can be replaced onto a chair or end of the bed.

Estimated time to clean an Occupied / Stay over Room: 27 to 30 minutes

How to Clean – A Vacant Room or check out rooms

- Upon entering the room, open the curtains and windows
- Open the windows
- Check for any damage, items needing repair; any unusual things – bad odor, damaged property, presence of drugs or weapons

*Any items causing danger must be immediately reported to the Housekeeping Manager and Security

- Remove any room service trays
- Collect any lost + found items and hand in to Housekeeping Manager
- Take out all trash from rubbish bins
- Empty ashtrays in to the special fire proof bin. Never empty ashtrays directly into the rubbish bag
- Remove all dirty linen and towels, from the bed, bathroom, around the room

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*When stripping the bed, check for stains (especially blood and urine). If there is either, gloves MUST be worn to strip the sheets. The sheets must be passed on to Laundry in a separate plastic bag

- Tidy the bedroom; spacing out furniture, opening cupboards, drawers, etc.
- Start cleaning in the bathroom - clean the shower and walls
- Clean the toilet bowl (inside and outside) and surrounding fixtures, such as the toilet roll holders, towel rack, door handles
- Clean the wash hand basin and vanity area
- Polish the mirror and windows
- Mop and dry floor
- Dust and polish all furniture and fittings
- Bring in clean linen and towels – hang towels in bathroom
- Make the bed(s), according to the given procedure
- Replenish guest supplies e.g. toilet rolls, soap, etc. and replace clean rubbish bags
- Vacuum the entire room – moving the furniture around as necessary

*Pay particular attention to under the bed

- Sweep outside veranda, removing dust, fallen leaves, flowers, etc
- Replenish firewood as necessary
- Check the room for any maintenance problems, other issues to be addressed
- Take one last look over the room
- Ensure that there is no bad odor in the room – that it has aired out adequately
- Close the door. Check the area around the main entrance

Estimated time to clean a Check-out Room: 28 minutes upto 30 minutes

Cleaning a Room – Returned from OOO i.e Out Of Order

- Ventilate room
- Strip bed of dust cloths; remove dust cloths from around the room

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- Move around the room in a clock-wise direction, dusting and wiping furniture and fixtures from top to bottom
- Move furniture around as necessary
- Wipe down walls, corners; Polish windows
- Clean bathroom according to standard procedure
- Have carpet shampooed if necessary; otherwise dust and beat outside and return inside
- Have curtains washed and re-hung
- Replace clean linen around the room, put back into place furniture, amenities, etc.
- Finally, vacuum whole room, especially corners (for spider webs), sweep veranda area
- Allow enough time for the room to be completely ventilated

Estimated time to clean a Returned from OOO Room: 60 minutes

Cleaning the Furnishings

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 taps
- Rub taps and dry basin

To clean a WC; WC Stands for 'Water Closet'

- 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

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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

Types of Guest Rooms

The size and furnishing of a room solely depends on the type of the hotel and the classification of rooms.

1. Single Room A single room has a single bed for single occupancy. It is a standard room having a dressing-cum-writing table.

2. Double Room It is a room with one double bed meant for two people. It is a standard room having a dressing-cum-writing table.

3. Deluxe Room This room is well furnished carpeted and more suitable for single persons and small families. Deluxe Rooms are available with Single and Double beds.

4. Twin Room A room with two single beds meant for two people having only one bedside table between the two beds.

5. Studio The studio room is the room for the guest with option of self catering. It has a queen size bed, air conditioning, fan and screens. There is also a dining area and a seating area.

6. Suite A suite in a hotel mostly denotes a class of luxury rooms. Suites offer more space and furniture than a basic hotel room. In addition to the standard bed and bedroom fixtures, a suite will typically add a living room, usually with a couch that folds into a bed. Dining, office and kitchen facilities are also added in some suites. Many large hotels have one or more "honeymoon suites", and sometimes the best room is called the "presidential suite".

7. Penthouse Suite

A penthouse suite is mostly on the highest floors of hotel building. Penthouses are typically differentiated from other rooms by luxury features. A penthouse suite may also provide

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occupants with private access to the roof space above the suit, instead of or in addition to terrace space created by an adjacent sit back.

8. Executive Room It is larger bedroom with a sitting area provided with chairs and usually sofa. There is a dressing table as well as a writing table.

9. Duplex Room A set of rooms not on the same level but it is connected by an internal staircase. Generally, the parlour is at the lower level and the bedrooms are at the upper level.

10. Interconnected Rooms Two rooms adjacent to each other having an interconnecting door allowing entry from one room to another, without having to go through the corridor. The interconnecting doors can be opened or locked as per the guest's choice.

11. Efficiency Room: It is a room with some kitchen facilities found in motels and residential hotels.

12. Cabana: Cabana is generally a shelter on a beach or at a swimming pool used as a bathhouse. But now some hotels provide cabana with contemporary beauty, comfort, protection and privacy with all basic facilities alongside the swimming pool, on the beach, in the garden and in any lounging area to individual guests for occupation. The rent for cabana is usually less as they would not have luxurious décor.

Procedure for Cleaning a Guest Room

- 1) Switch off the room air-conditioner or heating. Draw all curtains and open the windows for airing the room.
- 2) Remove soiled linen from beds and bath. Shake out the linen to ensure that no guest articles are lost in the folds of the linen. Put the soiled linen in the linen hamper/laundry bag provided on the chamber maid's trolley.
- 3) Check for maintenance requirements and report the same to the control desk and enter in the room check list.
- 4) Contact room service to remove used "trays and glasses".

This watermark does not appear in the registered version cleaning a Guest Room

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- 5) Turn the mattress side-to-side on succeeding days followed by end-to-end turning. Smooth out the mattress and air it.
- 6) If vacuum cleaning is not available, brush the carpet first to enable the dust to settle while doing the next task.
- 7) Empty all ashtrays and waste paper baskets.
- 8) Pick up guest clothes and hang in the closet or place in the wardrobe.
- 9) Clean the bathroom and replenish all the required supplies.
- 10) Collect all loose articles and magazines and other guest papers and stack them neatly on the writing table.
- 11) Clean all surfaces in single circular motions with a dry cloth. Use a hand dust pan to collect any unwanted matter on the surfaces without lifting dust in the air. Ensure that all surfaces are spotlessly clean. Pay special attention to nooks and corners especially those points that may not obviously be visible to the guest eye.
- 12) Use a stiff upholstery brush or vacuum cleaner on upholstered furniture arms, back and seats.
- 13) Replace, if necessary, stationery as prescribed by the management. The number of items must exactly be as per standard.
- 14) Dust and replace each item on the dresser, bureaus and desks. Special attention must be given to the display of publicity material as prescribed by the management.
- 15) Clean lamp shades with a clean dry duster. Lift lamps and clean under the base. Replace lamp if damaged and adjust the shade.
- 16) Disinfect in the room and the bathroom with Ditto. Wipe balance of the telephone with a damp cloth. Then check phone for the dial tone. 17) Clean mirrors with a dry cloth first and then with a damp newspaper to make it sparkling.

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18) Dust closet, shelves, hangers and rods. Brush the closet floor. Supply new laundry bags and replace the missing hangers. Replace drawers / shelves with paper liners, if required.

19) Dust both the sides of the room doors, head board, window sills, inside and outside of the window rails, top of the radiators and air-conditioning units.

20) Close the windows.

21) If vacuum cleaner is available then vacuuming of carpet should be done at this stage, instead of brushing the carpet as mentioned earlier.

22) Arrange furniture properly, if necessary. This watermark does not appear in the registered version Accommodation Operation

23) switch on the air-conditioning or heating on the minimum temperature for departure room or at the same temperature the guest has left for an occupied room.

24) Have a last look at the room referring to the check list for completion of work and exit the room closing the door behind

Bathroom cleanliness is extremely important to guests, because;

- Reflects overall cleanliness of property
- Reasons of Bathroom Cleaning
- Needs to be cleaned perfectly It reflects as the properties standard of quality and cleanliness



Self-Check – 1	Written test
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Name..... ID..... Date.....

Test 1: Short answer questions

1. List Types of Guestroom Cleaning? (3p)
2. When is Rooms Made Up or Serviced? (3p)

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

Score = _____

Rating: _____

Answer sheet

Test I

1. _____
2. _____

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6 points



Information Sheet 2- Resetting all items

2.1 reset

Set again or differently

List of paraphrases for "reset":

restart, reboot, restore, restoration, re-establish, re establishment, restarting, resetting, restoring, re-established, re-establishing, reinitialize, rebooting, reinstate, reestablish, reinstatement, readjust, re-start, boot

What are items?

1 a distinct part in an enumeration, account, or series : article. 2 : an object of attention, concern, or interest. 3 : a separate piece of news or information. 4 : a couple in a romantic or sexual relationship.

Is food an item?

Food is a collective noun in its own right, it describes any amount of edible items without limit. ... You're referring to a very specific instance of food, the meal you already bought.

2.2 Resetting all items

1. Early make up refers to a room wherein a guest has requested an earl check in time.
2. Occupied rooms requesting for service
3. Check out rooms, blocked for arrival
4. Checkout rooms
5. Occupied rooms (guest may be stay over's)
6. Due outs guest are expected to be out within the day.

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The order in which the rooms should be cleaned is determined by the status of the rooms listed on the re-selling, as guest arrives. However, the exception to this rule is when the room needs early make up.

The number of rooms assigned to Guestroom Attendants is based on the properties work standards or specific types of rooms and cleaning task. After reviewing the room status the cleaning began

When the room made wearing personal protect equipment (PPE) Including

Uniform, apron, mask, glove, shoe

Resetting the appearance of items

You can reset all changes you have made to the appearance of individual items, which returns them to the default settings. Properties relating to the appearance of items include those that change their style, type, and some additions, such as *apoco a poco* text for dynamics.

Procedure

1. Select the items whose appearance you want to reset.
2. Choose Edit > Reset Appearance.

Result

All properties that affect the appearance of the selected items are reset to their default settings. For properties that are layout-specific and frame chain-specific, this only resets the appearance of the selected items in the current layout and frame chain.

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Self-Check – 2	Written test
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Name..... ID..... Date.....

Test 1: Short answer questions

1. List paraphrases for "reset": ? (3p)
2. Is food an item? (3p)

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

Score = _____

Rating: _____

Answer sheet

Test I

1. _____

2. _____

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6 points



3.1 Pests

Pest is an organism which has characteristics that are regarded by human beings as injurious or unwanted. It is so most often because pests cause serious damages and substantial economic loss to the hotel properties and human health by carrying, spreading and transmitting contagious and often fatal diseases.

3.2 Reminders in Cleaning the Bathroom:

- Always wear Personal Protective Equipment.
- Use different cloth for different surfaces.
- All surfaces should be dry.
- All areas should be free from air.
- Keep all surfaces dry and shiny.
- No matter how clean one keeps one's surroundings, you cannot avoid the “uninvited guests” – the pests. It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. An animal such as rats and fleas can also be a dangerous pest when it carries germs within human habitats and spreads it.
- Pest Control is another major job of the Housekeeping Department.

3.3 Pest Control

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Pest Control is another major job of the Housekeeping Department. No matter how clean one keeps the surroundings, one cannot avoid the “uninvited guests” – the pests. It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. Therefore, pest control is one of the primary responsibilities of the housekeeping department.

pest

Pest control is very important for maintaining a safe environment. It is one of the major duties of the housekeeping department. Some of the common pests are flies, ants, mosquitoes, bed bugs, lizards, rats, mice, cockroaches, etc. ... Successful pest control starts with good sanitation

8 Places to Check Out Before Pests Check In

Round-the-clock room service, fresh linens, beautiful landscaping and outdoor amenities all make hotels and motels hospitable to paying guests. But these same conditions can also facilitate pest infestations. Fortunately, regular inspections and maintenance of a few common "hot spots" in and around your property will help keep out flies, mice, cockroaches, bed bugs and other unwelcome guests. Here's a brief guide to eight places where you're likely to find pests and tips to help prevent pest problems in these areas before they start.

1. Lobby & Other Entrances

Common pests: Flies; ants; cockroaches; mosquitoes

Where you'll find them: In the lobby or near entryway plants; under doors; near cracks and gaps

How to prevent:

Work with an HVAC professional to make sure air flows out of open doors and blows out pests.

Keep doors shut when possible and install door sweeps and weather stripping to create a secure seal.

Cut back foliage and low-hanging branches at least two feet from the façade. Install a gravel perimeter two feet deep around the immediate exterior of the building.

Review landscaping choices with a pest management professional to select varieties that discourage pests.

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Use artificial plants and trees in the interior where possible

Reduce outside water sources around door areas.

2. Guest Rooms

Common pests: Cockroaches; ants; bed bugs

Where you'll find them: Bathrooms; ceiling fixtures; mattresses; headboards; under carpet

How to prevent:

Ask housekeeping staff to keep an eye out for potential hiding places (buckling wallpaper or carpet) or other conditions that may attract pests and report them to maintenance immediately.

Remove headboards and inspect behind them for bed bugs every six to 12 months.

Eliminate food debris and excess moisture wherever possible during thorough room cleanings.

Train housekeeping staff to inspect for tiny, rust-colored stains indicative of bed bugs on mattress tags and seams and under seat cushions during regular room cleanings.

Quarantine bed bug-infested room(s) and any adjoining rooms immediately for treatment.

3. Kitchen

Common pests: Cockroaches; flies; stored-product pests; rodents

Where you'll find them: Inside incoming shipments; in drains; storage and waste disposal areas; underneath or inside kitchen equipment; in ceilings

How to prevent:

Seal all food containers tightly. Store dry foods off the floor and away from walls and rotate products from the storage area on a first in, first out (FIFO) basis.

Inspect all incoming boxes and shipments for signs of pests.

Seal areas behind appliances. Line all trash cans and regularly remove waste.

Clean up spills immediately. Use an organic cleaner to clean floors, drains and grease traps regularly.

4. Vending Areas

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Common pests: Cockroaches; ants

Where you'll find them: Under vending machines and leaky ice machines; near trash cans

How to prevent:

Clean up food wrappers and drink spills quickly.

Repair leaks from ice and beverage machines immediately.

Regularly mop floors to remove food residue.

Line all trash cans and keep them tightly covered.

5. Pool

Common pests: Cockroaches; wasps; bees; mosquitoes

Where you'll find them: In and around pool deck, especially near bushes and other foliage; locker room areas.

How to prevent:

Only allow food and drink in designated areas.

Eliminate standing water, particularly from rain showers, on or near pool deck.

Clean up nearby food and drink spills and keep covered trash cans nearby.

6. Laundry

Common pests: Rodents; cockroaches

Where you'll find them: Underneath and behind laundry machines; in towel/linen storage

How to prevent:

Thoroughly clean behind and underneath washers, dryers and cabinets on a regular schedule.

Keep the laundry area free of lint and other debris to prevent microfungus growth that attracts pests.

Repair water leaks promptly.

Remove floor drain covers and clean drains thoroughly each month with detergent and a brush.

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7. Loading Dock

Common pests: Rodents; flies; birds

Where you'll find them: In and around the loading dock

How to prevent:

Regularly pressure wash the loading dock and surrounding pavement.

Install bird repellants on ledges and block off nesting areas on the roof.

Remove empty boxes and other debris to minimize potential rodent nesting sites.

Keep doors closed when not in use to prevent pests from entering. Consider installing a double-door system for extra protection.

Seal all unnecessary openings with weather-resistant sealant and mesh wire.

8. Waste Disposal Area

Common pests: Rodents; cockroaches; flies; ants

Where you'll find them: In and around dumpsters

How to prevent:

Sanitize garbage dumpsters and trash cans frequently.

Move dumpsters as far away from the side of the building as possible.

Rotate dumpsters regularly.

Keep the area surrounding dumpsters free of trash and discarded.

Self-Check – 3	Written test
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Name..... ID..... Date.....

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Test 1: Short answer questions

1. What is Pest? (3pts)
2. List Out 8 Places to Check Out Before Pests Check In? (3pts)
3. How to prevent Pests? (3pts)

Score = _____

Rating: _____

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

Answer sheet

Test I

1. _____
2. _____
3. _____

Note: Satisfactory rating - 9 points

Unsatisfactory - below 9 points



4.1 Recording damaged items and reporting

- Reduces spread of germs and bacteria
- Use cleaning rugs designated for use in bathrooms
- Observe cross contamination
- Remove dirty linens and used amenities and place them in the appropriate area
- Follow house policy when tidying guest's personal
- You must work methodically and thoroughly while cleaning bathroom
- Importance of Using Personal Protective Equipment in Cleaning the Bathroom
- Prevent cross contamination
- Avoid irritation from chemicals
- Helps to maintain cleanliness and sanitation of the worker
- Maintenance of personal hygiene
- Extremely important to guest It reflects as the properties standard of quality and cleanliness

Procedures for Removing Bathroom Stains and Spoilage

- Determine spoilage.
- Apply acidic / alkaline (#2) chemical on a soft brush or scouring pad. Use gentle scrubbing motion to remove spoilage.
- Be careful not to apply too much force as this will damage surface.
- Remove gloves.
- Report any areas that cannot be cleaned, faults and defects to supervisor.

Points to be Considered While Cleaning

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

Self-Check – 4	Written test
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Name.....ID..... Date.....

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List Points to be Considered While Cleaning?(2.5pts)
2. Describe the Procedures for Removing Bathroom Stains and Spoilage?(2.5pts)

Note: Satisfactory rating - 5points

Unsatisfactory - below 5points

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

Score = _____

Rating: _____

Answer sheet

1. _____

2. _____

OPERATION SHEET-6

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OPERATION TITLE:- Cleaning a Guest Room

PURPOSE:- to satisfied guest or customer

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:-standardize guest room cleaning

EQUIPMENT TOOLS AND MATERIALS : vacuum cleaner, dust pan with broom

Dry duster, Disinfect, Brushed...

PROCEDURE:-

1. Switch off the room air-conditioner or heating and open curtains, windows for airing the room.
2. Remove soiled linen from beds and bath
3. Check for maintenance requirements
4. Contact room service to remove used "trays and glasses
5. Turn the mattress side-to-side
6. to use vacuum cleaner
7. Empty all ashtrays and waste paper basket
8. Pick up guest clothes and hang in the closet or place in the Wardrobe
9. Clean the bathroom and replenish all the required supplies.
10. Collect all loose articles and magazines and other guest papers and stack them neatly on the writing table
11. Clean all surfaces in single circular motions with a dry cloth
12. Use a stiff upholstery brush or vacuum cleaner on upholstered furniture arms, back and



seats.

13. Replace, if necessary, stationery as prescribed by the Management
14. Dust and replace each item on the dresser, bureaus and Desks
15. Clean lamp shades with a clean dry duster
16. Disinfect in the room and the bathroom with Ditto
17. Clean mirrors with a dry cloth first and then with a damp newspaper to make it sparkling
18. Dust closet, shelves, hangers and rods
19. Dust both the sides of the room doors, head board, window sills, Inside
20. Close the windows
21. If vacuum cleaner is available then vacuuming of carpet should be done at this stage, instead of brushing the carpet as mentioned earlier.
22. Arrange furniture properly, if necessary
23. on the air-conditioning or heating on the minimum temperature for departure room orate the same temperature the guest has left for an occupied room
24. Have a last look at the room referring to the check list for completion of work

PRECAUTIONS:-to use personal protect equipment

QUALITY CRITERIA: smart and neat, wellsanitize room.

LAP Test -1

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LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: identify PPE and wearing?

Task 2: clean guest room with standard procedure.

L G#15	LO #7- Clean and store trolleys and equipment
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Instruction sheet

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

- Cleaning trolleys and equipment and storing

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

- Clean trolleys and equipment and storing

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”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
6. If you earned a satisfactory evaluation proceed to “Operation sheets
7. Perform “the Learning activity performance test” which is placed following “Operation sheets” ,
8. If your performance is satisfactory proceed to the next learning guide,
9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”.

Information Sheet 1- Cleaning trolleys and equipment and storing



When storing clean and sanitized tableware and equipment:

- Store them at least 6" (15 cm) off the floor
- Clean and sanitize drawers and shelves before items are stored
- Store glasses and cups upside down on a clean and sanitized shelf or rack
- Store utensils with handles up
- Cover the food-contact surfaces of stationary equipment until ready for use

The storage area should have:

- Utility sink for filling buckets and washing cleaning tools
- Floor drain for dumping dirty water
- Hooks for hanging mops, brooms, and other cleaning tools
- Floor drain for dumping dirty water
- Chemicals Store them in their original container away from food and food-prep areas
- If transferring them to a new container, label it with the common name of the chemical
- When throwing them away, follow instructions on the label and local regulatory requirements

1.1 CHAMBER MAID'S TROLLEY

A housekeeping room attendant can service the guest room with convenience, ease and speed by using the chamber maid's trolley. The guest room necessities can be stored in the trolley, preventing the room attendant running constantly back and forth. If the trolley is kept in an orderly manner at all times. It helps in fast ordered method of work.

Bathroom cleanliness is extremely important to guests, because;

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- Reflects overall cleanliness of property
- Reasons of Bathroom Cleaning
- Needs to be cleaned perfectly Extremely important to guest
- It reflects as the properties standard of quality and cleanliness

1.3 Procedure for Cleaning Bathroom

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

Points to be Considered While Cleaning

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

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Self-Check – 1	Written test
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Name.....ID..... Date.....

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Explain storing clean &sanitized table ware & equipment? (2pts)
2. How help in fast ordered method of work? (2pts)
3. Describe the reason why Bathroom cleanliness is extremely important to guests?(2pts)

Note: Satisfactory rating - 6 points

Unsatisfactory - below 6 points

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

Score = _____

Rating: _____

Answer sheet

1. _____
2. _____
3. _____



L G#16	LO #8- Reduce negative environmental impacts
Instruction sheet	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"> • Using energy, water and other resources efficiently • Disposing of all waste Safely <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"> • Use energy, water and other resources efficiently • Dispose of all waste Safely 	
Learning Instructions:	
<ol style="list-style-type: none"> 1. Read the specific objectives of this Learning Guide 2. Follow the instructions described below. 3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them. 4. Accomplish the “Self-checks” which are placed following all information sheets. 5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks). 	



Information Sheet 1- Using energy, water and other resources efficiently

1.1 Use resources efficiently in your hotel

Introduction

Resource efficiency means getting the most value out of your resources such as energy, water and materials. The benefits for your hotel business include increased profits, improved environmental performance and a positive reputation amongst your customers.

According to Tourism NI, one in three visitors to Northern Ireland would prefer to stay in accommodation that is striving to improve its environmental performance. On top of this 65 per cent of hotels are already taking steps to reduce their carbon footprint. Companies that emphasise that they are environmentally conscious can strengthen repeat business and help to attract new custom.

Improving the efficiency of the resources you use everyday not only means reduced materials bills but reduced energy, labour, transport and waste costs. Cutting these costs can help you maximise profits.

This guide will advise you on how your hotel can achieve efficiency across energy, water, materials and resources. It will outline practical steps you can take to improve resource efficiency and create cost savings for your business.

Guide Resource efficiency means getting the most value out of your resources such as energy, water and materials. The benefits for your hotel business include increased profits, improved environmental performance and a positive reputation amongst your customers.

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This guide will advise you on how your hotel can achieve efficiency across energy, water, materials and resources. It will outline practical steps you can take to improve resource efficiency and create cost savings for your business.

1.2 Resource use efficiency (RUE)

Resource use efficiency (RUE) is an ecological concept that measures the proportion of supplied resources, which is converted into new biomass, i.e., it relates realized to potential productivity. ... We illustrate how resource supply, resource uptake and RUE interactively determine ecosystem productivity.

Why is it important to use resources efficiently?

Resource efficiency isn't only valuable because it is essential for sustained economic growth. ... Moreover, promoting resource efficiency can increase the competitiveness of industry, create jobs, stimulate innovation, boost sectors such as recycling and resource recovery, and help ensure secure supplies of key resources.

1.3 Use resources efficiently

What can a company do to become more resource efficient? Save: save the resource in every possible way and in every possible place considering sustainability and environmental impact. Recycling and reuse: increase internal reuse and recycling of (waste) materials and elements of the product, e.g. in repair services.

Housekeeping – Energy Reduction

- Turn off unnecessary equipment in guest room's i.e.
- lights
- TVs (do not leave them on standby)
- air conditioning / heaters
 - if these must be left on then adjust to a suitable temperature
 - 26°C when cooling,

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- 18°C when heating
- Check for poorly fitting doors, windows, draughts etc. and report to maintenance
- **Housekeeping – Water Reduction**
 - Don't leave taps running while cleaning
 - Check for malfunctioning toilets, excessive water flow, leaking plugs
 - Report any issue to maintenance immediately for prompt repairs
 - If there is a towel / linen reuse programme in place then ensure it is followed
 - Consider implementing top to bottom method of linen change if appropriate

Housekeeping – Waste Minimisation

- Use bins that do not require a plastic bag liner
- If a plastic liner is used, only replace when soiled or damaged
- Collect any recyclables from guest rooms separately to general waste
- Use refillable amenity dispensers
- If small disposable ones are currently in place, only replace partially used bottles on checkout

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Self-Check – 1	Written test
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Name.....ID..... Date.....

Directions: Answer all the questions below with appropriate answer

1. How energy reduction? (3pts)
2. Write housekeeping waste minimization? (3pts)

Note: Satisfactory rating - 6 points Unsatisfactory - below 6 points

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

Score = _____

Rating: _____

Answer sheet

1. _____

2. _____

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Information Sheet 2- Disposing of all waste Safely

Disposing of all waste Safely

While we perform any housekeeping activities like room cleaning, laundering clothes, solid and liquid waste disposing etc we should take care of negative environmental impacts. This is because not only our selves but also our customers are looking for accommodation that is working to improve its sustainability and reduce negative environmental impact. Therefore:-

- Use energy, water and other resources efficiently when cleaning, preparing and maintaining guest rooms to reduce negative environmental impacts.
- Safely dispose of all waste, especially hazardous substances, to minimize negative environmental impacts
- The hotel is making efforts to reduce its water and energy consumption and to minimize the production of waste
- All departments are able to contribute to this effort

Safe disposal of waste

The 'use and throw concept' is one of the main reasons for the accumulation of waste in the world as people have a tendency to discard things after using them. This accumulation of waste has some devastating and harmful effects on our atmosphere as well as our biosphere. Landfills are the major breeding places for all kinds of insects and rodents which increase the chances of spreading various diseases in localised habitations. People should not have an easy-going attitude towards these issues as it is likely to transform into a threat for themselves and upcoming generations.

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Although many measures have been taken in the past several decades the main problem is that the scale of waste accumulation is still reaching heights because of the growth in the population and industrialisation. The main challenge now is to detect the root of this global issue and find a way to tackle it collectively.

There are several harmful effects if this is not controlled – soil, water and air pollution being some. All these contribute to the creation of greenhouse gasses and can result in ozone depletion. It can also cause significant harm to marine life and wildlife.

The best methods of safe disposal are segregation and composting. After segregating the waste and separating materials for reuse and recycling, the waste material should be disposed of. Care must be taken that waste disposal does not pollute the air, groundwater, surface water and land.

Various types of bins are used to segregate glass, metals, paper, cloth etc. and each type is handled separately by reusing it, recycling it or disposing of it in any other accepted waste disposal method. It should be the duty of each household to segregate domestic waste into different bins like biodegradable and non-biodegradable and then convert biodegradable ones into other useful products like compost.

Composting of waste is an aerobic method of decomposing solid wastes. The process involves the decomposition of organic waste into humus known as compost, which is a good fertiliser for plants. The composting process produces carbon dioxide and heat. The organic and biodegradable waste is made to undergo decomposition in such a way that bacteria and other microorganisms break them down and produce a safe, clean and soil-like material.

Waste management needs to be one of the priorities for every individual. Environmental associations have established several methods in dealing with waste management. Strategies are designed by civic bodies keeping in mind the long term vision. The use of new advanced technologies for treating and disposing of solid wastes are being initiated. Let's be a part of this good cause and make lives better!

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The four methods of waste disposal

These include:

- Landfill.
- Incineration.
- Waste compaction.
- Composting.

The most common disposal method for waste

Landfills, also called “sanitary landfills,” are the most common method of waste disposal. Because these locations house all types of refuse, they carry a number of risks, such as hazardous chemical runoff and odor emissions.

The cheapest form of waste disposal

Recyclables: cardboard, paper, plastic, metal, and fibrous material. If your business produces a lot of paper waste, or gets through plenty of cardboard packages, a baler is the best way to cheaply and efficiently dispose of the waste. Balers bundle your recyclable waste into compact, easily portable wastebales.

How can waste be disposed of safely?

The best methods of safe disposal are segregation and composting. After segregating the waste and separating materials for reuse and recycling, the waste material should be disposed of. Care must be taken that waste disposal does not pollute the air, groundwater, surface water and land.

Important of safe disposal of waste

Encourages health standards Not only does following waste disposal procedures help keep the environment clean, but it also makes the community's overall health standards better. With waste being properly disposed of, our environment is cleaner, meaning there are fewer health risks and hazards around to affect us.

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Precautions and procedures can be followed when handling and disposing of waste

Wear heavy-duty gloves and protective clothing when handling waste bags and containers. Avoid manual handling of waste where possible. Do not overfill bags or containers. Seal bags by tying off or stapling when 3/4 full.

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Self-Check – 2	Written test
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Name.....ID..... Date.....

Directions: Answer all the questions below with appropriate answer

1. Why is safe disposal of waste important? (3pts)
2. What are the four methods of waste disposal? (3pts)
3. What Precautions and procedures can be followed when handling and disposing of waste? (3pts)

Note: Satisfactory rating - 9 points

Unsatisfactory - below 9 points

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

Score = _____

Rating: _____

Answer sheet

1.

2.

3.

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