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Unit – 1: The Role of Housekeeping in Hospitality Operation

Structure of Unit:

- 1.0 Objective
- 1.1 Introduction
- 1.2 History of Hospitality And Housekeeping
- 1.3 Importance of Housekeeping Department In hotels
- 1.4 Functions of Housekeeping Department
- 1.5 Relationship of Housekeeping With Other Department
- 1.6 Types of Guest Rooms
- 1.7 Summary
- 1.8 Questions
- 1.9 Key Words
- 1.10 References And Further Studies

1.0 Objectives

- What is the meaning of Housekeeping Department.
- Origin of Hospitality and Housekeeping.
- Importance of Housekeeping.
- Various functions of Housekeeping in hotels.
- Co-ordination of Housekeeping with other departments in the hotel.
- Different type of guest rooms in a hotel.

1.1 Introduction

Hotel is an establishment providing accommodations, meals, and other services for travelers and tourists. Hotel is a French term which refers to a townhouse. The basic requirements of the guest are food, drink and accommodation; accommodation being the space and facilities needed for sleeping or living.

Hotel offer laundry, dry cleaning facilities for guest clothes, shoe polishing facilities also. Hotel aims to make environment comfortable and offer specialized service to the guest. Hotel offer guest the choice of specialty restaurant, coffee shop. The bar also sells liquors which generates the revenue of the hotel. They are available in banqueting, meeting and private party facilities. Revenue can be generated from conferencing, meeting, seminar etc. These days shopping arcade are also found in hotels. A health club is a part of facilities of most hotels especially resort hotels this also include swimming pool and spa facilities. Hotel tries to make the ambiance as pleasant as possible by nice color scheme, attractive furnishing and well kept efficient staff.

In hotels major part of revenue comes from rooms, rooms which is not sold on any night losses revenue forever and reason for poor occupancy can be anything like hygiene factor, cleanliness, lack of modernizing etc. Hence main purpose is to improve whole appeal of the room.



Fig 1.1

Housekeeping is the department that deals essentially with cleanliness and all ancillary service related to it. The standard plays an important role in the reputation of the hotels. One feels comfortable only in the environment which is clean and well ordered, so cleanliness is important for health and well being. Accommodation in hotels tend to be the largest part of the hotel, it is the most revenue generating department. The housekeeping department take care of all types of room and is often the largest department in the hotels. The room in hotels is offered as accommodation to travelers/guest as individual units of bedroom. Some interconnected rooms are also made which will be helpful to the guest and families. Many hotels offer suits to the guest.

Housekeeping department determine to a large extent whether guests are happy during the stay. The fine accommodation and service are provided to the guest so that they are pleased with the hotel. The guest satisfaction is its primary object and the hygiene factor must always be present in the hotel.

1.2 History of Hospitality and Housekeeping

Hospitality is the cordial and generous reception and serving of guests or strangers, either socially or commercially, with this we get the feeling of the open house and the host with open arms, of a place where people are cared for their wants and needs. When people move from their places for a home away from home they accept a clean and comfortable place to rest or sleep, food service, an area for socializing and meeting other people, access to stores and shops, and requires safety and security in surrounding.

Americans have often been described as a people on the move, a mobile society. India is also moving on to the same lines and the expanded nature requires bed and board. Travelers in the early 1700s found similarity similar to that in their countries of origin, even though these new accommodation might have been in roadhouses, missions, or private homes, and the housekeeping might have included no more than a bed of straws ,changed weekly



Fig 1.2 Princes St - The first hotel on The Rocks from The Powerhouse Museum Collection

Facilities in all parts of young America were commensurate with the demand of the traveling public, and early records indicate that a choice was usually available; travelers based the decision on where they expected to find food, overnight protection, and clean facilities. Even though the inns were crude, they were gathering places where everyone could learn the news of the day, socialize, learn the business of the area, and rest. The business of inn keeping has become the Hotel industry of today, but the main tenets remain: a clean, comfortable room, access to food and entertainment facilities and a courteous and concerned staff.

Housekeeping department plays a vital role in today's lodging industry. People involved in housekeeping operations service guest rooms, maintain and service public and special areas, and, in many instances, operate laundries and recreational and health facilities. The people of housekeeping are also a part of the overall team of hosts and hostesses who welcome the hotel's guests. They show concern and care when something goes wrong with the guest visit's, and they are quick to initiate action that will make things right again.

Major hotel companies have been quick to recognize the value of housekeeping and other service industry workers. Good hotel management does not see housekeeping work as demanding or menial. To the contrary, all high-quality hotel operational management personnel have, at one time or another, performed housekeeping functions; as a result, they understand the worth and value of the people who perform such functions regularly.

1.3 Importance of Housekeeping Department in Hotels

We have understood by now how important good housekeeping is for our house. Similarly, it is equally important for any other kind of establishment, be it a shop, a trading center, an office, club, guesthouse, hospital, hotel or a hostel. Every area in the establishment mentioned above needs to be kept clean and tidy and everything placed here has to be in a presentable and working condition. Thus, housekeeping is an essential and regular feature in all types of establishments.

Housekeeping is the department determine to a large extent whether guests are happy during stay and in turn mankind they return to the hotel. The fine accommodation and service are provided to the guest so they are pleased with the hotel. The guest satisfaction is its primary object and the hygiene factor must always be present in the hotel.

A guest spend more time alone in his room than any other part of the hotel ,so he can check up the cleanliness he wishes to as some of the guest are more health conscious these days. Guest may check up dusting, in-depth cleaning and losses confidence if properly not done e.g. If drawers are not cleaned he may generally won't feel like putting his clothes down. Decent room supplies like quick laundry and dry cleaning service shows guest that hotel is considering his comfort and wishes to please him not only from the cleanliness of lobby, public area, restaurant, cloakrooms, the state and cleanliness of uniform, the guest can judge a lot about hotel, it can be positive or negative judgement we can conclude that housekeeping department contributes greatly to all guest of the hotel.

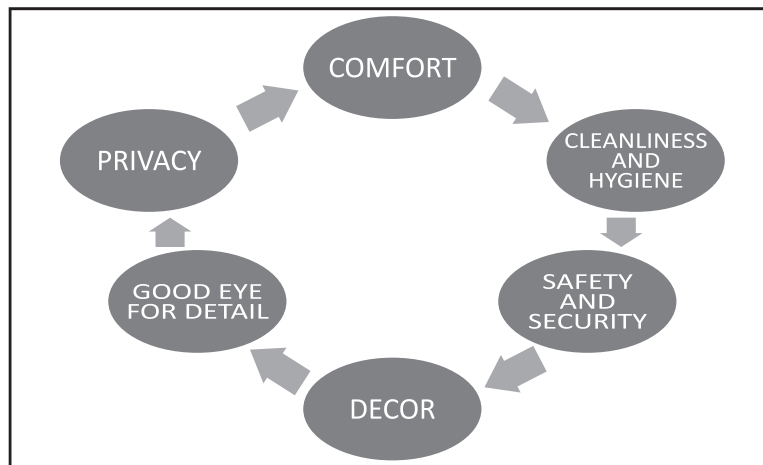


Fig 1.3

Cleanliness and Hygiene

Housekeeping department ensures high standard of cleanliness and general upkeep in all areas .When the area in the hotel is clean and well maintained it contributes to form the guest first time impression .Hygiene should be maintained in all areas be it lobby, washrooms, reception desk, lift landing, staircase, pool changing room, health club etc.

Almost seventy percentage of the guest mentioned that cleanliness and hygiene is an important factor to create first impression and when making recommendation to friends and colleagues. A survey found out that bedroom and bathroom are critical to guest perceptions and keeping these areas clean, fresh and hygiene hotels can go some way towards improving their reputation and building a loyal customer base.

Overall, 29% said bedroom cleanliness was most important and a further 18% said that it was bathroom. The welcome by the guest was the third biggest influence.



Comfort

The term ‘comfort’ might be used to describe a feeling of contentment, a sense of coziness, or a state of physical and mental well-being. Our own concern is with how different meanings of comfort have come to define indoor environments and the strategies for thermal regulation they embody. Meanings of comfort have changed dramatically over the last century, with considerable implications for indoor environmental management and energy demand.

Comfort can be associated with the following parameters:

1. Technology and Society
2. The indoor environment
3. The outdoor climate
4. Health and well being
5. Comfort, culture and social convention
6. Climate change

Possible in the care and comfort of the guest and in providing support services for the smooth running of the hotel. Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel, music, T.V, air conditioner if applicable, attached bar etc. The comfort must be regularly maintained and should be properly functioning. It is the duty of the housekeeping department to ensure comfort and a welcoming atmosphere to the guest as well as strive to extend courteous, reliable and satisfactory service from staff of all departments

Privacy

The term "privacy" means many things in different contexts. Different people, cultures, and nations have a wide variety of expectations about how much privacy a person is entitled to or what constitutes privacy. There are two types of expectations of privacy:

- A subjective expectation of privacy is an opinion of a person that a certain location or situation is private. These obviously vary greatly from person to person.
- An objective, legitimate or reasonable expectation of privacy is an expectation of privacy generally recognized by society.

Examples of places where a person has a reasonable expectation of privacy are person's residence or hotel room and public places which have been specifically provided by businesses or the public sector to ensure privacy, such as public restrooms, private portions of jailhouses, or a phone booth.

The prime concern of any guest, irrespective of whether rich or poor, common man or celebrity, is privacy. Room windows are provided with curtains. Windows could normally overlook good scenic view, away from the prying eyes of others in the hotel or outside public. Housekeeping staffs ensure the privacy of the guests and they should be trained with proper procedures to enter the room.

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 fire fighting equipments and emergency alarms are functional at all times. They should also make sure that fire fighting equipments and emergency alarms are functional at all times. They should also ensure peace, quiet and noise free atmosphere in the area.



Décor



Décor is the style and layout of interior furnishings.

Just as catering contributes to the sensual experience of a function, décor is equally as important. Creative a WOW visual experience is an integral part of any function or event and décor plays a vital role in adding to the overall assault on the senses. Creating a pleasant and classy ambience is also one of the major concerns for a guest, This is not an easy task as it requires a lot of skills and innovation, professional interior designer are hired by the hotels to set up proper interiors according to the budget available.

Artifacts and accessories add a touch of glamour to the hotel creating the desired effect through the use of objects, painting and other artwork. Selecting accessories that portray style and look warm and welcoming is quite a task. There is a variety of articles that can be use to give a different and impressive look. Examples: Blinds, curtains, indoor plants, mirror, paintings etc.

Good Eye For Detail

This work is an art and the housekeeping staff is mainly responsible for creating a pleasant atmosphere. It is very much required to satisfy the guest in all respect.

Housekeeping Uniform

Men and Women

1. Formal trouser
- 2 .Long shirt
3. Formal shoes with socks



1.4 Functions of Housekeeping Department

Housekeeping department is responsible for various functions in the hotel like cleaning, maintenance and admirable upkeep of the hotel. The main responsibility of housekeeping are over all cleanliness, bed making, ensuring proper maintenance of the building and its infrastructure, laundry, linen management, key control, pest control. Safety and security of the guest as well as the infrastructure and interior decoration. All this ensures the ambience and promotes a congenial environment.

The basic functions Housekeeping Department are explained below:

Cleaning Rooms and Public Area

Housekeeping department cleans the room according to the prescribed standard operating procedure of the hotel and then handover the room to the front office department for sale. Rooms can also be blocked by housekeeping for deep cleaning and preventive maintenance system depending upon the occupancy of the hotel, for this coordination with front office department is also essential. Rooms received by front office for cleaning are called 'departure room' while cleaned rooms handed over to front office for sale are called 'clear rooms'. The promptness with the above duty is performed enables the front office to have rooms ready to sell to a waiting customer. This is especially critical in hotels with high occupancies.

Bed Making

A guest requires a comfortable bed to take rest, relax and enjoy. A bed that is well made will provide the required comfort. Bed making is a skill that requires to be developed by the housekeeper, as it not only provides comfort to the guest, but also adds to the pleasant ambience of a guest's room. Guest should not be able to tell if anyone has slept in the room, so a clean environment and perfect bed making is major consideration of this department

Linen Management

One of the important jobs of the housekeeping Department is clothes and linen management. This involves all functions from purchase of linen to laundering, storage, supplies and to condemnation. In a hotel different types of clothes and linen are used such as the bed sheets, pillow covers, napkins, towels, hand towels, table covers, curtains, cushion covers etc. All of these require regular maintenance.

Laundry

This is a department that can enhance the quality of housekeeping services. The responsibility of laundry to housekeeping is in twofold:

- a. To wash and dry clean linen and staff uniform to a very high standard of cleanliness.
- b. To supply clean uniform and linen to housekeeping on time.

Housekeeping has to ensure that clean linen is issued to guest room, restaurants, health clubs, and etc. as this directly reflects the quality and image of the establishment. If these are not received on time from the laundry, rooms would not be ready or restaurants would not open, etc. Guest towels, table covers, curtains, cushion covers etc all of these require regular maintenance.

Laundry Service

It is the job of the Housekeeping Department to ensure clean and hygienic washing of all the linen items, and then distributing them to different areas of the hotel. The relationship between the housekeeping and laundry is significant for the smooth functioning of the department.

Housekeeping Services

One of the supporting roles of the laundry is to provide valet service to the guest which means dealing with guest clothing precisely or house guests. They deal with guest request related to the amenities and requirement in room.

GUEST SUPPLIES- All the items or articles provided to the guest for their comfort and convenience

GUEST AMENITIES- All the luxury items that a hotel provides to its guest at no extra cost.

FOR EXAMPLE

GUEST SUPPLIES	GUEST AMENITIES
Guest stationary folder, laundry bags, Match box, Sewing Kit, Coffee sachets, Ashtrays, Iron- boards etc.	Coffee Maker, Biscuits, Free Snacks, Bathrobes, deodorants. Bath gel, Loofah pads, Chocolates, Flowers etc.

Pest Control

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.

Key Control

It is one of the major jobs of the housekeeping department .The room keys have to be handled efficiently and safely before and after leaving room.

Safety and Security

This is another very crucial aspect of the department. Housekeeping is always vigilant about any unaccepted happening in surroundings. They are very careful when they make rooms and report any suspicious incidences to the security department .They also prepare occupancy report which helps in dealing with the above.

Interior Decoration

Interior decoration is the art of creating a pleasant atmosphere in the living room with addition of a complex of furnishings, art, and crafts, appropriately combined to achieve a planned result or design. These arts and crafts have to be well maintained by the housekeeping department. Decorating flowers is a creative and stimulating art which often carries a message or theme. Flowers and indoor plants add colour and beauty to a room

Room Maintenance

Good housekeeping department is just as responsible for the hotel's maintenance as an engineering department. In an ideal environment, the housekeeping staff and managers should act as the eyes and ears of the engineering department, if damaged or broken items are not reported. Proper maintenance will make perception of cleanliness easier to maintain and reduce guest complaints.

1.5 Relationship of Housekeeping with Other Departments

Front Office

It is one of the crucial features of housekeeping operations. As soon as there are guest departures, the Front office rings the Housekeeping Desk and reports the room numbers of vacated rooms so that housekeeping can take them over to clean and prepare for sale .Once a room is clean, the Housekeeping Floor Supervisor rings the Front Office directly or through the housekeeping desk and hands over the room to front office for sale.

The Personnel Department

Personnel housekeeping co-ordinates with personnel Department for recruitment of housekeeping staff ,salary administration ,indiscipline, grievance procedures ,identity cards for staff , induction, transfers ,promotions and exit formalities. This functions plays a vital role in allowing the workman or housekeeping staff to stay satisfied with their jobs and work in an unified fashion in the hotel .It also directs and motivate the staff to work towards their goal.

Purchase

The purchase department procures out-of-stock item for housekeeping such as guest supplies kept in room, stationary, linen of various types, detergent, etc. Order are made depending upon the inventory available in the department.

Inventory

Stocks of purchased operating supplies, equipments, and other items held for future use in operations.

There Are Two Types Of Inventories

- A. RECYCLED INVENTORIES-The items that are used over and over again in operations e.g. linen, uniforms, machines, irons, iron-boards.
- B. NON – RECYCLED INVENTORIES- The items that are used up repeatedly during the course of routine operations.e.g.cleaning supplies, brooms, mops, cleaning cloth. Once used completely it can be reused.

IN CASE OF RECYCLED INVENTORIES, par levels for each inventory item is maintained

PAR-It refers to standard quantity or number of each inventoried item that must be on hand to support daily routine operations.

The inventory levels for recycled items are measured in terms of PAR NUMBER.

PAR NUMBER-It is a multiple of standard quantity of a particular inventory item that must be on hand to support day to day functions.

IN CASE OF NON-RECYCLED INVENTORY, the par range between two figures:

- A. MINIMUM INVENTORY QUANTITY- It refers to the lowest number of purchase units that must be in stock at any given point of time. The in hand quantity for a non-recycled inventory should never fall below this figure.
- B. MINIMUM QUANTITY= LEAD TIME QUANTITY + SAFETY STOCK LEVEL

LEAD TIME QUANTITY-It is the number of purchase units that are used up between the time of a supply order is placed and the time the order is received in hand.

SAFETY STOCK LEVEL-Number of purchase units that must always be in hand in case of emergencies, damages or delays in delivery.

MAXIMUM INVENTORY QUANTITY

It refers to the greatest number of purchased units that should be in stock at any given point of time.

Factors To Be Kept In Mind

- Storage space
- Cost of the item
- Shelf life(best before date)

Engineering

The housekeeping department and the engineering department literally control about 90% of the energy consumed in a hotel. The two departments can create a synergetic effect to increase operational efficiency and better control of energy consumption. A close co-ordination is necessary with Engineering which actually carries out the task of fixing out-of –order furniture and fixtures .As Housekeeping personnel are constantly spread throughout the hotel, checking on various things, they originate maintenance orders which cover a number of duties such as bulbs, broken furniture, plumbing not functioning in guest rooms or public bathrooms, air-conditioning not working, broken fixtures, etc. To be able to ‘clear’ a room for sale to the Front Office ,it is necessary that all malfunctioning items in a guest room are attended to promptly by Engineering Hence close co-ordination is necessary .Housekeeping would also hand over rooms to engineering for major in charge of both engineering and housekeeping

Food and Beverage

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

Security

The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling , smuggling, etc Housekeeping has to be alert to what is going on, and seek the security department’s intervention.

Purchase/Stores

Store that stocks housekeeping linen and supplies independently. Smaller hotels may stock them in the general store except for linen which should be issued to the housekeeping department .The co-ordination with the stores would ensure the availability of day-to- day requirement

1.6 Types of Guest Room

Each hotel has a variety of rooms to suit the needs of guests. A hotel room can be classified on the basis of:

- Number or size of the beds in the room

- The décor of the room ,size of the room or the view from the room
- Accommodation for a particular type of the guest e.g. presidential suite for a VIP guest

Types of Guest Room

1. **SINGLE ROOM**- A room that has one single bed and which is meant for a single person. Size of the bed is 36 inches by 75 inches.
2. **DOUBLE ROOM** - A room that has a double bed and is meant for two persons. Size of the bed is 54 inches by 75 inches.
3. **TWIN ROOM**:-A room that two single beds separated from each may be through a table, which is meant for two people. Size of each bed is 36 inches by 75 inches.
4. **TWIN DOUBLE ROOM**- A room that has two double beds separated from each other, and which is meant for four people.
5. **TRIAD ROOM**- A room that has three single beds separated from each other and is meant for three people.
6. **QUAD ROOM**- A room that has four single beds separated from each other and, which is meant for four people.
7. **HOLLYWOOD TWIN BED ROOM** -A room that has two single beds that share a common head board, and which is meant for two people.
8. **PARLOR** -A sitting room with a resting room attached to it.
9. **STUDIO ROOM**- A parlor set up with one or two studio beds or couches or sofa cum beds.
10. **SUITE**-The most luxurious room in a hotel. It has two or more bedrooms and a kitchenette. It is the most important room as the size of the room is larger than other rooms, more facilities are offered e.g. .refrigerator, beverage pantry. The room has a special or a theme based décor.
11. **A DUPLEX ROOM**- The room are spread over two floors with an interconnecting staircase.
12. **INTERCONNECTING ROOMS**-Two rooms adjacent to each other having an interconnecting door allowing entry from one room to the other without having to go through the corridor. The interconnecting door can be locked to discontinue its use. These rooms are generally preferred by families.
13. **PENTHOUSE SUITE OR ROOM**- A room situated on the terrace, a part of which may be opened to the sky.

14. CABANA-A room used for changing or bathing, usually situated next to the swimming pool. It is usually attractive with a small bar attached. It may also be furnished with a sofa cum bed.

15. ADJACENT ROOMS -Rooms next to each other along the corridor.

16. ADJOINING ROOMS-Rooms with common walls but no connecting doors.

17. EFFICIENT ROOM-A room with kitchen facilities usually found in residential hotels, motels and resorts.

18. HOSPITALITY ROOM-A room let out to a hotel guest to entertain their own guests. It is usually charged for on an hourly basis.

19. LANAI ROOM- A room with a verandah that overlooks the gardens, the lawns or the beach.

20. QUEEN SIZE BEDROOM-It has a queen size bed.

21. KING SIZE BEDROOM-It has a king size bed.

22. SERVICED APARTMENT - A room or suite of rooms designed as a residence and generally located in a building occupied by more than one household. These apartments may be a part of the hotel where all the facilities are provided by the hotel like housekeeping room service etc. These apartments are generally taken by long staying guests and families.

1.7 Summary

Hotel Industry has evolved its self over the years; housekeeping department is one of the core operational areas which is focused and responsible in maintaining cleanliness all over, ensuring guest satisfaction through various services like laundry service, personalized service and deals with all needs of the guest directly or indirectly. It coordinates with various other departments like front office, engineering, purchases to run its operation smoothly. All of stamina and good eye for detail is required to achieve the standards in the hotel.

1.8 Review Questions

1. How does housekeeping department play a vital role in hotels?
2. Discuss the function of housekeeping department?
3. Define Guest supplies and Guest amenities with examples?How does housekeeping department coordinate with other departments in the hotel?
4. What are different types of guest rooms provided by the hotel?

Define the following terms:-

➤ Hotel

- Cabana Room
- Suite Room
- Duplex
- Pent House
- Eye for detail

1.9 KEY WORDS

- **HOTEL-** An establishment providing accommodations, meals, and other services for travelers and tourists.
- **LINEN-** It is a textile made up from flax plant. Linen in hotel is used widely in rooms and restaurants example bath towels, hand towels, table cloth etc.
- **GUEST AMENITIES-** All the luxury items that a hotel provides to its guest at no extra cost.
- **GUEST SUPPLIES-** All the items or articles provided to the guest for their comfort and convenience
- **INVENTORY-** Stocks of purchased operating supplies, equipments, and other items held for future use in operations.
- **VALET-** A man's personal attendant, responsible for his clothes and appearance in the hotel.

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Unit - 2 : Organisation Chart of The Housekeeping Department

Structure of Unit:

- 2.0 Objective
- 2.1 Introduction
- 2.2 Management in Different Establishment
- 2.3 Classification and Organization
- 2.4 Hierarchy in Small Medium and Large Hotels
- 2.5 Duties and Responsibilities of Housekeeping Staff
- 2.6 Responsibilities of Housekeeping Department
- 2.7 Personality Traits of Housekeeping Management Personnel
- 2.8 Layout of Housekeeping Department
- 2.9 Summary
- 2.10 Questions
- 2.11 Key Words
- 2.12 References and Further Studies

2.0 Objectives

- Functioning of Housekeeping department in different establishments.
- Hierarchy followed in various size of Hotel.
- Responsibilities of housekeeping department.
- Attributes of housekeeping staff.
- Duties and responsibility of housekeeping staff.
- Layout of Housekeeping department.

2.1 Introduction

Housekeepers are usually the forgotten heroes (or heroines) of the hotel. They have to face a lot of challenges while working. Unlike Front-house counterparts they are left out of sight, doing jobs which demands lot of stamina and labour. Their presence is felt around by their work which is shown in the proper upkeep of the Hotel.

The Head of the Department or the Executive housekeeper needs to be on constant alert as they walk through the hotel's public areas doing random checks on the rooms to make sure they maintain the quality standard. They are usually in charge of large teams and spend time liaising with other key staff such as the duty manager and general manager. They also have to oversee the smooth running of the linen room, train staff etc. They are responsible in maintaining hotel standards in the room and public areas.

As area to be maintained in the housekeeping department is widespread to make no mistakes being a housekeeper is hard. Even the best housekeepers admit that housekeeping is a tough job with long hours and relatively low pay. For senior housekeeper, a key challenge is retaining staff and keeping them motivated. They

have to act like a sponge, says Hughes, absorbing grief from their staff and the other heads of departments instead of passing it on and risking demonization in their teams. Also, the perception of housekeeping as a spending department means that it can be one of the first areas to be hit by cutbacks.

The general consensus is that housekeeping is something one either likes or does not like. It is not for everyone, but it is rewarding at the end of the day when one sees beautiful, clean rooms and a beautiful, clean hotel. A housekeeper's work is multifold; it is not just cleaning rooms. It involves hiring staff, retaining staff, taking care of the flowers and toiletries, making out duty lists and wage lists, making sure there is sufficient staff, training the staff, teaching health and safety, and managing the linen.

Positive aspect of housekeeping is that if one stays on the job and works hard, it can lead to rapid promotion. There are examples of people being made an executive housekeeper of a four star property at the age of nineteen.

The major problems identified include the declining number of training courses for housekeepers and the deskilling in the industry caused by in experienced housekeeping staff being promoted too quickly. A key factor in motivating and retaining staff is to make the job as pleasant as possible. Senior housekeeper should empower their staff by promoting self-checking and giving them increased responsibility. Rotating staff between tasks to make the job less boring and providing lots of small promotions to speed their rise up the housekeeping ladder is also advocated. Not only will staff be happier and more productive, but they will also stay longer which has a major impact on the hotel's functioning.

2.2 Management in Different Establishment

The management is influenced by many factors such as size, type and location of the establishment and managing of the housekeeping department cannot be exactly same in any two organizations as the housekeepers or the staff varies for it, however whether the department is large or small, luxury or medium class, for short or long stays, from the commercial or welfare field, management expects the department to be run with the highest degree of efficiency and at the lowest cost.

The guest who travel all way from their home for leisure, business etc has same needs as far as accommodation is concerned, i.e. a clean, comfortable and safe environment and need to feel welcome and to be treated cheerfully and courteously by the staff with a new trend also focusing much on anticipatory as well as personalized services. Within the different types of accommodation there are variations in the size of areas provided, facilities and furnishings provided or services offered to the guest and standards are generally determined by how much the guest is paying.

For the guest to be satisfied services must be offered, but for a satisfied guest there must be efficiency within the standards decided on and, from the guest there must be efficiency within the standards decided on and, from the establishment's

point of view, the area and services must be planned so that the accommodation can be put to the best possible use with regard to appearance and earning power.

The standard and quality maintained by housekeeping department plays a large part in the reputation of the establishment and in determining whether guests are satisfied with their stay and, in the case of hotels, wish to visit again. Whereas the type of service offered differs greatly from one establishment to another, and housekeeping in hotels and expensive clubs may be more specialized than in other establishment, the basic problem of administration are similar.

Efficiency in housekeeping should lead to the comfort and well-being of the guest: in hotels, clubs and hostels this should lead to a greater or full occupancy; and in hospitals the patient should leave satisfied. Besides this, efficiency in housekeeping should contribute to the saving in costs of; labor, cleaning material and equipment, furnishing and the like, in every type of establishment.

All housekeepers should be concerned with the cost efficiency of their department but an executive housekeeper normally spends a great deal of time on administrative work and she often has to make a real effort to leave the office and get around the department.

There are certain similarities in the areas for which the housekeeping department works. As the hotel area includes broadly as :

Bedrooms- Single, Double bedded, twin room, suite rooms

Lavatories and public bathrooms, foyer, lounges, TV and writing rooms, games room ,leisure area, business centres,corridors and staircases,cloakrooms,conference room etc.

A housekeeper's work in any establishment may consist of some or all of the following:

1. Co-ordination with other departments in the establishments.
2. To allocate responsibilities and look forward towards dismissal and welfare of staff.
3. They need to supervise, control and train staff.
4. They need to compile wage sheets and list various holidays.
5. Checking the cleanliness in the areas.
6. Checking and preparing occupancy list.
7. Handling guest complaints and requests.
8. Reporting and preparing checklist for maintenance work.
9. Control and supervise work in linen room or in house laundry.
10. Handling Lost and found properties.
11. To manage the keys in the department,
12. Prevention of fire and other accidents in the department.
13. Provision of first-aid for staff and guests.
14. Ordering and Control of stores.
15. Keeping inventories and records of equipments.
16. Floral decoration.

In smaller hotels the housekeeper is much more concerned with the day-to-day routine work and, at times, may have no assistants on duty with her.

The staffing of the establishment depends upon the work requirement in the establishment. Set standards can be followed to recruit staff at all level of hierarchy. Contract staff is also popular in many establishment as it requires less supervision and work can be demanded on regular basis or if standards are not met , the contract can be terminated .

In hospitals the work of the Domestic Services Manager may also include:

- Management of staff residencies
- Housekeeping and ward orderly services
- Management of patient's clothing in long-stay hospitals.

2.3 Classification and Organisation

To classify very broadly, there are establishment which satisfy commercial needs and others which satisfy social needs (the welfare sector).

In commercial sector there are different types of hotels ranging from its size, the façade, architectural features and the facilities and amenities provided to the clients.

The hotels can be classified into

- I. INTERNATIONAL HOTELS
- II. COMMERCIAL HOTELS
- III. RESIDENTIAL HOTELS
- IV. RESORT HOTELS
- V. FLOATING HOTELS
- VI. CAPSULE HOTELS

International Hotels:

These hotels are luxury hotels in western style and are classified on the basis of an internationally accepted system placed in various star categories, ranging from 5star to 1star depending upon the facilities and services provided. These hotels make the stay very comfortable and well provided facilities include good reception and information counter, banquet halls, conference facilities, a number shops ,travel agency, money changing and safe deposit facilities, restaurant facilities, bars etc. These hotels have various departments .The General Manager is a responsible person for the overall management and operation of the hotel. These hotels are suitable for metropolitan cities and other important commercial and tourist centers.

Commercial Hotels

The commercial hotels primarily appeal to the individual travelers who are on business. These hotels primarily cater to the people who are visiting a place for commerce and business. These are located in important commercial and

industrial centres. These licensed commercial hotels provide with restaurants grill room; functional accommodation and a garage.

Residential Hotels

Residential hotels are often referred to as apartment hotels. The tariff of rooms in these hotels is charged on monthly, half yearly or yearly basis. These rooms are furnished or unfurnished and where no meals are provided to the guests. These hotels are very popular in the United States and Western Europe and are called as pension.

Resort Hotels

Resort hotels are located near the sea, mountain and other areas in a bounding natural beauty. Rest, relaxation and entertainment are the key factors in building the resort hotels. The Resort hotels provide some special service include recreation facilities such as swimming pool golf course, tennis courts, skiing, boating and other various indoor sports. Coffee shops, restaurants conference room, lounge, shopping arcade an entertainment are other important amenities in the resort hotels. The resorts hotels provide certain facilities and some concession includes reduced tariffs, free entertainment, sightseeing, gifts etc. to the guests.

Floating Hotels

These hotels are located on the surface of seawater or on a lake. All the facilities of a hotel are available in these hotels. The atmosphere of the hotel is exclusive and exotic, in some of the countries the old luxury ships have been converted into floating hotels. In India these hotels are in the form of houseboats.

Capsule Hotels

These are the budget hotels made of glass-reinforced plastic, or cement open either at one side or one and generally rooms in a capsule hotel are lined up in double-Decker fashion along a central aisle as in a sleeping compartment of a train. These hotel rooms contain bed, a clock, and radio, color TV, flexible lighting a box for valuable and a miniature table for writing. These are popular in Japan because of low tariff and vintage locations and are well located near major transportation centers. Toilets and washroom, vending machines room lounge are very close to the each floor of the hotel. The functions of the capsules of the hotel are controlled and monitored by central computer system and its security is watched by through close circuit cameras.

Supplementary Accommodation

Other conventional type of hotels is called supplementary accommodation. It is moderately priced in addition, the atmosphere is informal and more freedom with regard to dress of serve. The principle forms of supplementary accommodation are as follows:

- ✓ MOTEL
- ✓ YOUTH HOSTELS
- ✓ CAMPING SITES

✓ MOTEL

Motel is meant for local motorists and other tourists travelling by road. The important facilities provide in a motel are including parking, garage facilities, accommodation, restaurant facilities, public catering and recreational facilities. The price charged for accommodation and meals refreshments is very cheap when compared to the hotels.

Youth Hostels (Welfare Sector)

Youth hotels offer clean, moderate and inexpressive shelter to young people who travel independently or in groups on holiday or for educational purpose. The objective of youth hostel is not merely to provide accommodation and board but also to serve as centers to young people of different places to know and understand each other. In most of the countries, youth hostels are developed as non-commercial organizations. They are planned to provide comfortable accommodation and other facilities and services. The construction of youth hostels is based on certain norms throughout the world. The international Youth Hostel Federation has fixed certain requirements. They include

- 1) Separate dormitories for women and men with separate entrance including of separate toilets and washrooms.
- 2) Living accommodation for warden on the premises.
- 3) A member's kitchen for preparing his or her own meals by the hoteliers.

Camping Sites

Caravan and camping sites are a significant accommodation in holiday areas. These are an open air – hostel, tourist camp to camping ground. The services providing in the camping sites are including parking facilities, tent pitching, water, electricity, toilet, restaurants, recreational rooms, a groceries shop etc. Prices are charged separately for parking and other facilities and services. The camping sites are very popular in some European countries and United States of America.

Hospitals

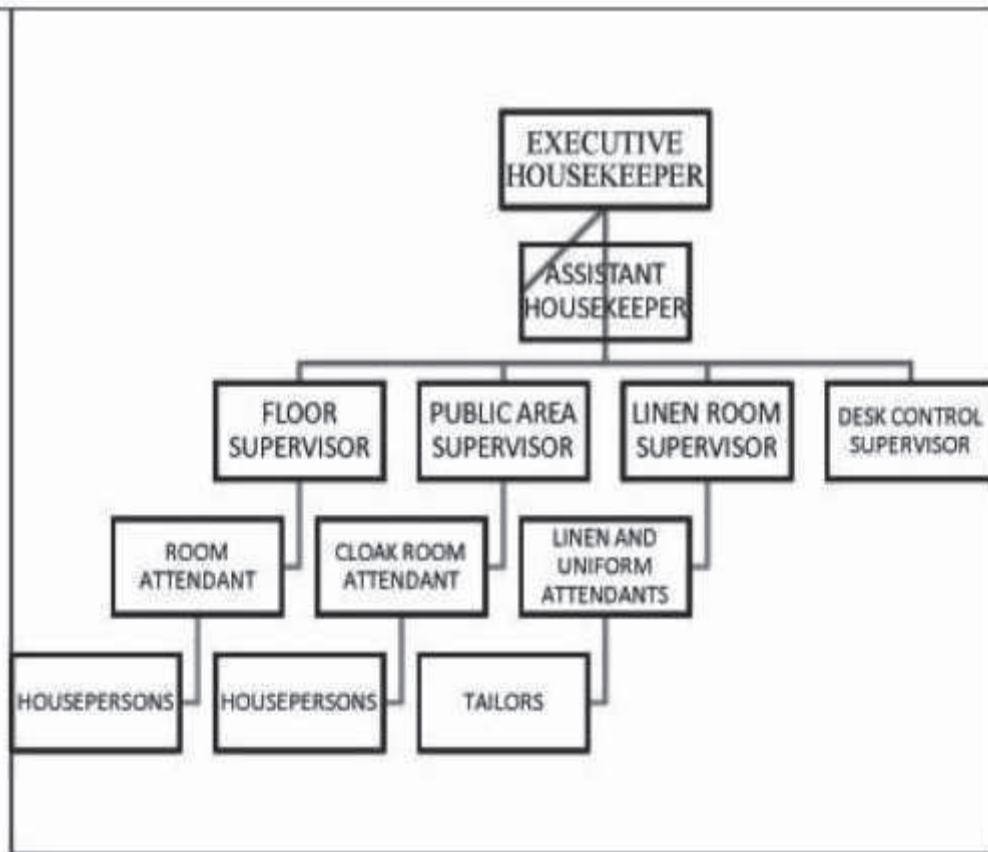
In hospitals, the staff residences may be similar to hostels or university halls of residence. The residents' rooms normally receive a weekly clean and sometimes residents clean their own rooms with equipments provided by the hospitals.

Hospitals also contain administrative areas, laboratories, training schools, laundries, kitchens and patient areas. Some of these are prestige or high-risk areas, e.g. operating theatres and renal, transplant and premature baby units. In these and other patient areas great emphasis must be laid on the control of infection.

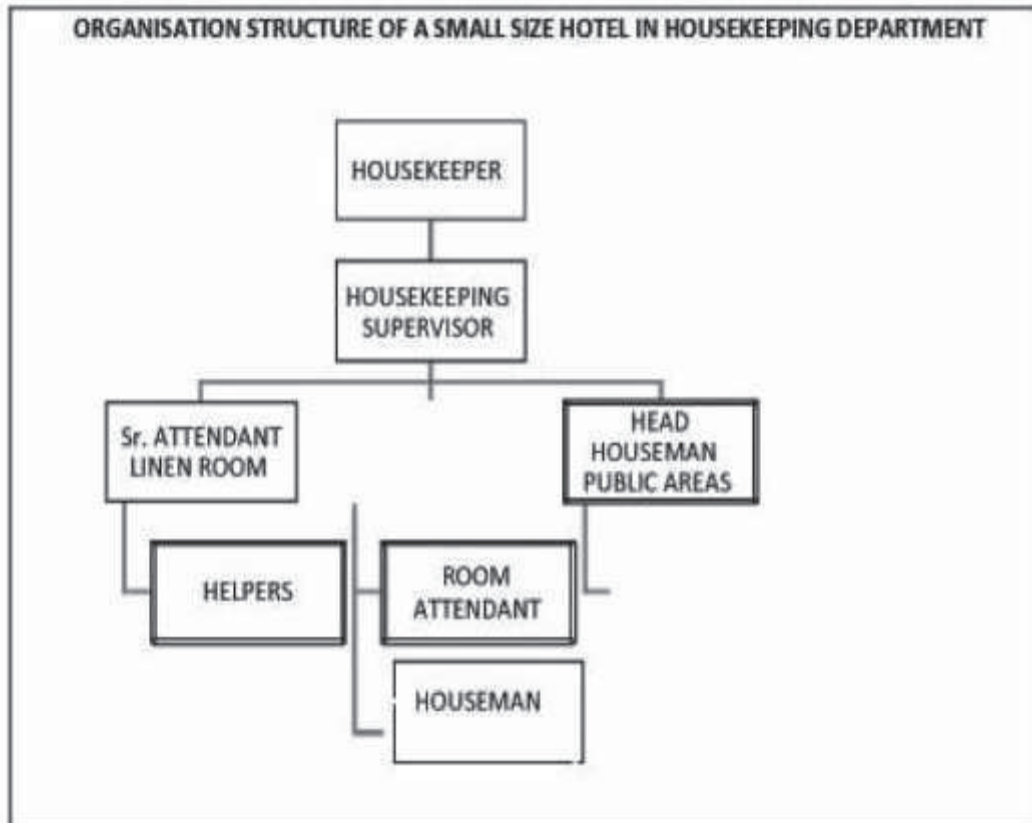
2.4 Organisation Structure of A Large Size Hotel In Housekeeping Department



ORGANIZATION CHART OF A HOUSEKEEPING DEPARTMENT IN A MEDIUM-SIZED HOTEL



ORGANISATION STRUCTURE OF A SMALL SIZE HOTEL IN HOUSEKEEPING DEPARTMENT



2.5 Duties and Responsibilities of Housekeeping Staff

Housekeeping staff can be divided into three categories:

- **Managerial-** Executive housekeeper, Head housekeeper
- **Supervisory-** Assistant housekeeper, floor housekeeper, linen room supervisor, public area supervisor etc.
- **Unskilled-**Room attendants, house persons, cloakroom attendant, etc

Executive Housekeeper / Director of Housekeeping.

The executive housekeeper reports to the general manager, or the resident manager, or the room division manager. She is responsible for the overall cleanliness and aesthetic upkeep of the hotel. She keeps a check on all housekeeping employees, has the authority to hire or discharge subordinates, plans and assigns work assignments, informs new employees of property regulations, inspects completed assignments, and requisition supplies.

Deputy Housekeeper

The deputy housekeeper reports to the executive housekeeper. In large hotels assistant managers reports to the executive housekeeper. In smaller hotels, there may be either an assistant housekeeper or a deputy housekeeper reporting to the executive housekeeper. They prepare staff schedules and duty rotas. She is expected to check and ensure that all guestroom, public areas, and 'back-of-the-house' areas are clean and well maintained. Handle the department in the absence of the executive housekeeper.

Assistant Housekeeper/Housekeeping Manager

The assistant housekeeper reports to the deputy housekeeper. Generally hotel employ one assistant housekeeper per 50-60 rooms. They are expected to be responsible for the efficient and orderly management of cleaning, servicing, and repairing of guestrooms. Check for hotel linen and check its movement and its distribution to room attendant. Keep inventory of all housekeeping supplies and check it regularly. Update record books, registers, and files, provide the front office with a list of rooms ready for allotment to guest.

Floor Housekeepers/Floor Supervisors

Floor supervisor reports to the assistant housekeeper and executive housekeeper. They are finally responsible for the condition of guestrooms. Each floor housekeeper is assigned three or more floors. She gives the room attendants their room assignments and floor master keys, which are returned at the end of the day. She check, supervises, and approves the attendants work and makes periodical inspection of the physical condition of all rooms on the floor.

Public Area Supervisors

The public area supervisor reports to the assistant housekeeper. Public areas are the 'front of the house' areas such as the entrance, lobby, guest corridors, and so on. Since much of the public area cleaning is done at night, good coordination with the night supervisor is essential in this role. He ensures that all maintenance

jobs are attended to in coordination with the maintenance department also all banquet halls and conference halls are kept ready for functions and conferences.

Night Supervisor

The night supervisor reports to the assistant housekeeper. He supervise all night staff engaged in the cleaning of public areas and guestrooms in the hotel.

Evening Shift Supervisor

They are required for floors, public areas, and control room. They report to the assistant housekeeper. They check all log entries and ensure all keys are deposited back before taking over the shifts, ensures that turndown service is carried out for all rooms and public areas are kept clean at all times.

Linen Room Supervisor

The linen room supervisor reports to the assistant housekeeper. She supervises the work of the linen room and may have several linen attendants to assist her in providing clean, presentable linen throughout the house.

Uniform Room Supervisor

They are responsible for the maintenance of hotel staff uniforms. They ensure clean, serviceable uniforms to the staff and keep an inventory control of various uniforms in various stages.

Linen Room Attendant

They are responsible for sorting all the sheets, pillowcases, towels, table cloths, napkins, and arranging into separate stacks and maintain proper records of discards and determine the percentage of discards.

Uniform Room Attendant

They are in actual contact with the staff for the issue of uniforms. They issue clean uniforms while receiving soiled ones, send soiled uniforms for laundering and send torn uniforms to seamstress for repair work.

Storekeeper

A storekeeper is expected to control the stock of equipments, store cleaning materials and agents, issue equipment and cleaning material as per demand, prepare requisition for used – up materials and new products for the approval of the executive housekeeper and co-ordinate with purchase department for procurement of approved materials.

Control Desk Supervisor

The control desk is the nerve centre of the housekeeping department. The desk is manned 24 hours a day. They are expected to coordinate with the front office for information on departure rooms and handing over clean rooms, co-ordinate with other department for smooth functioning and efficiency, maintains registers, special request from guest and also responsible for guestroom keys given to room attendant and to store the keys and maintain a key register.

Guest Room Attendants/Room Maids/Chamber Maids

Guest room attendant report to the floor supervisor. They are expected to clean and tidy rooms as per the standard operating procedure, change guestroom and bathroom linen, make guestroom beds, replenish guest supplies, handover to the housekeeper any article which a guest might have left behind in a room, replenish the maid's cart with guest supplies, cleaning agents and linen.

Head Houseperson

They report to the public area supervisor. They supervise the work allotted to housepersons.

Houseporters/Housepersons

The houseperson's job involves heavy physical work as assigned, such as carpet cleaning, window cleaning, carrying heavy pieces of furniture, washing public areas, garbage clearance, and also complementing the work of room attendants on guest floors.

Tailors/Seamstresses/Upholsterers

They report to the linen room supervisor. They are responsible for mending and stitching uniforms, linen, and upholstery, respectively. The upholsterers also replenish upholstery that requires replacement.

Cloakroom Attendant

In a hotel that hosts many events and receives many non-resident guests, it is usual to have someone on duty in a ladies' powder room during lunch and dinner time to attend to the requirement of guests, guard their belongings, and keep the powder room neat and tidy. The cloakroom attendant reports to the public area supervisor.

Horticulturist

Many large hotels have their own horticulturist, who reports to the assistant housekeeper. He/she leads a team of gardeners in maintaining the landscaped

gardens of the hotel as well as in supplying flowers from the gardens for flower arrangement in the hotel.

HEAD GARDENER

He is required to maintain landscaped areas and gardens in a hotel, keeping in mind their cleanliness, aesthetic appeal, and freshness all the year round. He also trains other gardeners and ensures that gardeners handle equipment and tools efficiently and correctly.

Gardeners

They are responsible for keeping the landscaped areas, lawns, and gardens clean, aesthetically beautiful, and fresh through the daily schedules of tasks assigned to them.

Florist

Many luxury hotels employ their own florist, providing attractive flower arrangements for the entire hotel is his/her responsibility. A florist may report to the horticulturist or to the assistant housekeeper. They are responsible for the functioning of the flower room in the housekeeping department, which deals with the care of flower arranging equipment, mechanics and also to train the assistant florist.

Laundry Manager

The laundry manager reports to the director of housekeeping. He/ She is responsible for the entire functioning of the laundry and dry-cleaning unit. A laundry manger must have organizational ability as well as technical knowledge of chemicals and their effect on fabrics.

Laundry Supervisor

He/ She is in charge of the functioning of the laundry in the absence of the laundry manager. A laundry supervisor must have a good understanding of all aspects of the laundry equipments, chemicals, and fabrics.

Dry-Cleaner

The dry cleaner is in charge of the dry-cleaning of hotel linen and guest clothing.

Washer

A washer is the person who actually does the laundering of linen, uniform, and guest clothing. He spot stained fabrics before loading them into the washing machine, load soiled linen, clean all equipment after use.

Laundry Workers

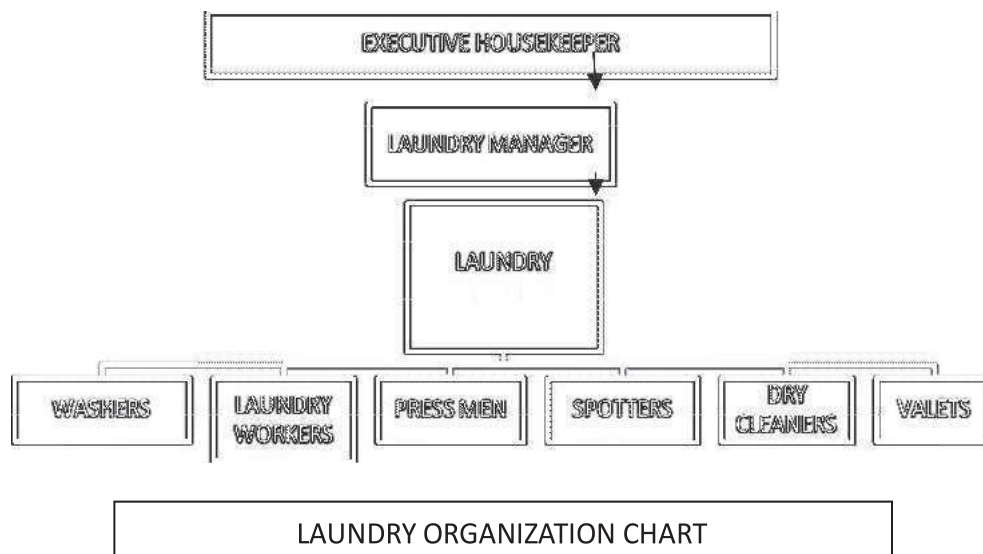
They are the lower rung of staff in the laundry, carrying out a variety of duties. Proper training is essential to ensure they function smoothly and efficiently. They sort soiled linen according to fabric types, colours, and degree of soiling, keep the laundry clean.

Pressman

Pressman are responsible for ironing linen, uniforms, and guest clothing using hand irons, calendaring machines, steam presses and so on.

Valet/Runners

‘Valet service’ means that the hotel will take care of the guest’s laundry. Valet report to the linen room supervisor. They are responsible for collecting soiled guest laundry and delivering fresh guest laundry .A valet is not charged with the task of delivering guest laundry only. Here the valet shares a service room with the GRAs; the room is complete with iron and ironing board, needles, cotton and string, shoe cleaning necessities, and so on.



2.6 Responsibilities of Housekeeping Department

- Create a clean, hygienic and defect free product and environment to promote sales and result in high profitability.
- Look after the building; maintain fabric, equipment and furnishings.
- Select, control and train staff.
- Coordination with interior decorators and architects.
- Organize daily, weekly and periodic cleaning.
- Select, control and store equipment and supplies

- Create a harmonious and aesthetically pleasing atmosphere, by paying attention to colors, lighting and artifacts.
- Ensure that all procedures are eco friendly
- Provide linen in rooms, restaurants, banquet halls, conference venues ,health clubs as well as maintain an inventory for the same
- Provide and maintain the floral decoration in the hotel
- Renovation and refurbishing of the property according to the requirement
- Coordinate with purchase department for the procurement of guest supplies, cleaning agents, equipments etc.
- Provide uniform for all the staff and maintain adequate inventories for the same.
- Deal with lost and found articles.
- Establish a good working relationship with other department.
- Keep the general manager or administrator informed of all matters requiring attention.

2.7 Personality Traits of Housekeeping Management Personnel

➤ PERSONALITY

Housekeeping staff should have good grooming and good presentation in front of guest. The way staff presents itself in front of the guest forms the first impression he/she creates and eventually reflects on the quality of service and standards in an establishment. Many hotels follow a minimum jewellery and light make-up policy for female housekeeping staff. Hair must always be clean and, in case of long hair, should be tied up or back. There should be always a smile on the face.

➤ PERSONAL HYGIENE

Personal hygiene is the basic concept of cleaning, grooming and caring for our bodies. While it is an important part of our daily lives at home, personal hygiene isn't just about combed shiny hair and brushed teeth; it's important for worker health and safety in the workplace. Workers who pay attention to personal hygiene can prevent the spread of germs and disease, reduce their exposures to chemicals and contaminants, and avoid developing skin allergies, skin conditions, and chemical sensitivities.

➤ PHYSICAL FITNESS

Housekeeping work is continuous type operations and the staff work long hours on their feet. Most of their work is manual and may require them to handle heavy equipments. Hence, physical fitness is a must to cope with the nature of this work .A thorough medical examination and a medical history of candidates can be used as tools to ascertain their fitness at the time of recruitment. Housekeeping staff must maintain their level of fitness at the optimum to perform to required standards. It is said that ideal housekeeping staff should possess a 'strong heart and good feet'.

➤ EYE FOR DETAIL

There should be a proper sense of eye for detail possessed by the staff in order to make up a flawless guestroom and housekeeping supervisors need to have a keen sense of observation to inspect the rooms for perfection.

➤ **ADAPTABILITY**

The staff should accept and adapt to change willingly and should welcome such innovations. They should be willing to try out and experiment with new ideas.

➤ **HONESTY**

This quality is important to all staff in dealing with both guests and the management.

➤ **TACT AND DIPLOMACY**

Sometimes guests may be fussy and demand services that override the management's policies. It requires a lot of tact and diplomacy on the part of housekeeping staff to handle such guests at their level, since under no circumstances can they be rude to a guest or hurt his /her sentiments. Staff needs to be trained in handling guests who make such requests.

➤ **RIGHT ATTITUDE**

Staff with right attitude is an asset to the hotel. They learn from their mistakes and are always optimistic. The employee with the right attitude is proactive and anticipates the guest's needs and wishes.

➤ **COURTESY**

A housekeeping employee should extend courtesy to both guests and colleagues. It is essential that while dealing with guests, the staff be humble and polite. Housekeeping staff should never argue with a guest and, if they cannot deal with the situation, it should be referred immediately to a senior member of the team.

➤ **PUNCTUALITY**

Respect for time during working hours will reflect on the employee's work and help create an impression worthy of appreciation.

➤ **LOYALTY**

An employee's first obligation and loyalty are to the establishment in which they are employed and to its management. They should respect the policies and decisions of the management.

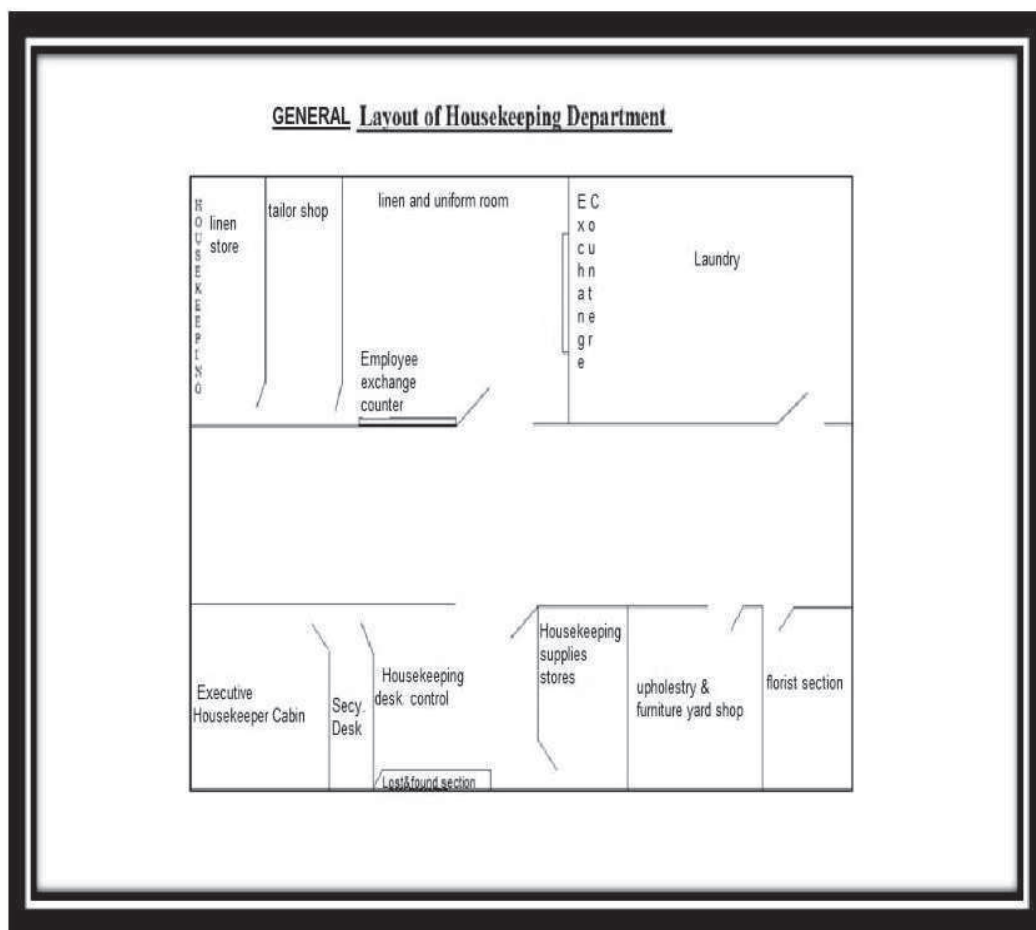
➤ **GOOD MEMORY**

When dealing with regular guests and repeat customers. A staff member who remembers a guest's likes, dislikes, needs, and wishes will be a tremendous asset to the hotel.

2.8 Layout of Housekeeping Department

When the layout is well-planned, it allows smooth functioning of the department. Usually, the layout is decided by the executive housekeeper, at the facility planning stage in setting up the hotel. The following factors are taken into consideration when layout and area are decided.

- Total number of guestrooms in the hotel
- Number of function rooms and number of food-and-beverage outlets
- Amount of manpower required
- Volume of business anticipated
- Flow of traffic



The following areas constitute the layout of housekeeping department:

EXECUTIVE HOUSEKEEPER'S CABIN

The executive housekeeper has an independent cabin, which is glass paneled so that the movement outside can be tracked. They are covered with the blinds too, to ensure that proper privacy is maintained in meetings and discussions. The

cabin should have one entrance-cum-exit door where entry is controlled by the secretary. Ample built-in shelves and cupboards with locks should be provided to store files and records.

SECRETARY'S CABIN

The secretary's cabin should be next to the executive housekeeper's cabin, to enable the secretary to control movement into the housekeeper's cabin. Storage area for documents is essential in the secretary's cabin.

DESK CONTROL ROOM

This is the communication hub of the housekeeping department and this desk is manned 24 hours a day. It should normally adjoin the executive housekeeper's cabin, as this is the point where all staff report their duty and sign out at the end of the shift. It should also have more than one telephone connection as well as storage shelves for registers and files.



HOUSEKEEPING SUPPLIES STORE

This is a room to store items such as cleaning supplies, guest supplies, and so on, which are issued on a daily basis. It should ideally be clean, dry, and securely locked.



LOST-AND-FOUND SECTION

This is usually an area set aside in the desk control room, away from high-traffic areas. A cupboard with a good locking mechanism should be provided here for storing the lost and found articles so that they may be claimed later.

FLORIST'S ROOM

This should be an air-conditioned room to keep flowers fresh for the flower arrangements required by the hotel. It should have a work table, counters, a sink, adequate water supply, and cupboard to store equipment, containers, wire cables, and other accessories.

UPHOLSTERY AND FURNITURE YARD SHOP

It should be setup in comparatively large area, where making, mending or repair can be executed smoothly for furniture and upholstery in the hotel.

LAUNDRY

It is a place where the washing and finishing of clothes and other articles are carried out. It comprises of many heavy equipments like washer extractor, dryer, dry cleaning machine etc.

LINEN AND UNIFORM ROOM

This is the room where the linen in circulation is stored for issue when received from the laundry. The room also stocks the uniforms in current use. It should be situated next to the laundry. It should be large, secure, airy, and free from humidity. There should be adequate shelves and racks for storage.

TAILOR SHOP

This room is used for repair work carried out on linen, uniforms, and soft furnishings. It should be large enough to accommodate sewing machine, an ironing table, and space for items to be repaired.

LINEN STORE

This room stores stocks of new linen and uniforms. It also stocks fabric and material for soft furnishings, linen, and uniforms to be stitched. The room should be cool, well ventilated, and free from dampness.

2.9 Summary

Housekeeping department is one of the important departments which is wide spread all over as far as operations are concerned, it has an elaborate version of hierarchy where each section and position has its prescribed job responsibilities. To work in housekeeping department an employee should possess certain qualities like high energy level, honesty, stamina, eye for detail etc. The layout of housekeeping department should be well planned so that it is comfortable and convenient for the staff to work effectively.

2.10 Review Questions

1. Discuss various features of different types of hotels?
2. Briefly discuss the duties and responsibility of housekeeping staff?
3. Discuss various traits of housekeeping management personnel?
4. Draw and explain the layout for housekeeping department?
5. What do you understand by supplementary accommodation?

2.11 Key Words

- **RESORT HOTEL**-A resort is a place used for relaxation or recreation, attracting visitors for vacations and tourism.
- **COMMERCIAL HOTEL**-A *commercial hotel* is a hotel that provides meals, lodging services and other guest services not common to other hotel types
- **WELFARE HOTEL**-A *hotel* in which people receiving *welfare* assistance are temporarily housed until permanent quarters become available.
- **FLOATING HOTEL** - The term "*floating hotels*" has been used to describe what cruise ships really are -- massive resorts with all of the amenities you would expect
- **CONTROL DESK**-An arrangement or a plan, especially the schematic arrangement of parts or areas: the *layout* of a factory.
- **LAYOUT**-An arrangement or a plan, especially the schematic arrangement of parts or area.

2.12 References and Further Studies

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox,
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. Hotel Housekeeping Operations and Management, G.Raghubalan and Smiriti Raghubalan.
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Unit – 3 : Types Of Rooms & Guest Amenities

Structure of Unit:

- 3.0 Objectives
- 3.1 Introduction
- 3.2 Types of rooms
- 3.3 Amenities of provided in the room
 - 3.3.1 Amenities Required For a Suite
 - 3.3.2 V.I.P Room Supply
 - 3.3.3 Standard Supplies
 - 3.3.4 Standard Contents of A Guest Room In A 5 Star Hotel
- 3.4 Summary
- 3.5 Review questions
- 3.6 Reference and suggested reading

3.0 Learning Objectives

- In this unit we have discussed the various types rooms in the hotel along with various types of guest amenities placed in the room and the basic facilities provided in a guest room.
- After going through this unit, you should be able to :
- List out various types of rooms in the hotel
- Know the types of amenities placed in the guestroom
- Know the basic facilities provided in the guestroom.

3.1 Introduction

This unit details the list of items placed in guestrooms which are in general terms called as guest amenities and consumables. It is a comprehensive list of all items from the food and beverage department to the housekeeping department and the front office. The manager/supervisor who is responsible for a particular set of items is mentioned at the end of each list.

The housekeeping staff should have a thorough know-how of all the items placed in the room in terms of its quality and quantity. This is required as housekeeping is the department which is the final authority on deciding the level of room readiness. Therefore, the staff should be well aware of all the amenities and items that complete a room and make it “ready” to sell.

The quality and quantity of items differs according to the type of room. Ex – amenities placed in a suite would be more in quantity and will be more extravagant compared to amenities placed in a deluxe/basic category room.

Please note that the below mentioned lists are to be considered as a guideline and is only to provide a brief idea of what are the types of amenities. It is not a hard and fast rule to have the given number of items in a room in the lists mentioned below. Also, please note that the types and number of amenities placed in a guestroom is on complete discretion of the management of the organization.

3.2 Types Of Guest Room

Each hotel has a variety of rooms to suit the needs of guests. A hotel room can be classified on the basis of:

- Number or size of the beds in the room
- The décor of the room ,size of the room or the view from the room
- Accommodation for a particular type of the guest e.g. Presidential suite for a VIP guest

TYPES OF GUEST ROOM

Given bellow are the some typical rooms that the hotels have:

1. Single Room:

This term refers to a room with a standard bed to provide sleeping accommodation to one person. The bed size is generally 6' X 3'. The amenities, room furnishings and fixtures of the room depend on the standard and the type of hotel.



2. Twin Bedded Room:

This particular room has two single bed separated with each other, but shares a common head board. This particular room occupies two persons want to have their own bed.



3. Double Room:

A double room is a room which generally occupies two persons usually a couple. The standard size of a double bed is 6' X 6'. It is basically a large bed.



4. Interconnected Room:

These are two adjoining rooms. These are rooms which are connected to each other. They are interconnected with each other with a door. This room is

mainly occupied by a family where parents shares one room and the children the other.

5. Triple Room:

This room offers sleeping accommodation facilities to three persons and has either a double bed or two twin beds and an extra bed.



6. Quad:

This room provides sleeping accommodation to four people and thus has four beds.



7. Double-double:

This particular room type accommodates four persons and has two double beds in it. It is also known as family room or a twin double room. It can also have a double and two single beds.



8. Studio Room:

This room is also known as multi-utility room. This room has utility furniture such as sofa-cum-bed, sofa convertible-bed, closet bed, Murphy bed or roll-away beds. The furniture is used in such a way as for sitting



purpose in day and for sleeping in night.

9. Suite:

A suite room denotes a set of two rooms out of which one acts as a bed room and the other as a sitting or living room. Suite is generally the most costly room of the hotel. These two rooms are interconnected.

There are various types of suite rooms:

- **Single Suite:** It is a single room with a sitting room attached to it and meant for one person's sleeping comfort.



- **Double Suite:** It is a double room attached to a sitting room.



- **Duplex suite:** This is the set of two rooms on two different levels connected through a staircase. Generally the sitting room is situated on lower level and the bed room is on upper level to maintain privacy. This is one of the expensive rooms of the hotel.



- **Penthouse Suite:** This is very luxurious suite of the hotel, and is situated on the terrace of the building. The main U.S.P of this particular room is its location. It is away from the general noise of the building with the least possible disturbance. These are away from the hustle and bustle of the hotel.
- **Junior Suite:** It is a large room with a partition separating the bedroom furnished from sitting area.

- **Luxury Suite:** This is the best available room that a hotel can offer to its cream of the crop guest. It may have more than two bed rooms, along with a sitting room. The best possible furniture and fixtures are used in this particular room.

10. Lanai Room:

This is the room which overlooks the garden view. This term is generally used by hotels which are situated on the hill stations for those rooms with a view of waterfall or any water body.



11. Cabana Room:

This type of room is situated near the swimming pool of the hotel and is normally used by the people who just love water. It is the pool facing room. Some hotels have very beautiful cabana rooms made up of bamboos.



12. Efficiency Room:

This room is a sort of complete self sufficient in itself in terms of basic facilities. It contains a living room, a bed room, a small kitchen unit and a bathroom. The modern day cottages are the best example.



13. Parlor Room:

It is also called as SALON. It is a living or sitting room not used as a bed room.



14. Sample Room:

This room is usually only to show the prospective guest for business promotion. It is not used for renting and sleeping purpose.

**15. Adjoining Room:**

These are the two rooms which shares a common wall.

**16. Hospitality Room:**

This room is also called as function room. A room used for entertaining and for arranging in house private parties.

**17. Hollywood Living Room:**

A room with two single beds and a common head board. It can be used as a



double room and also as a twin bedded room.

18 Handicapped Room:

This is room specially designed for disabled persons. It is a very spacious room for the well effective movement of the wheel chair if required. There is the provision of low height beds and other bath room units.



3.3 Amenities Required For Various Types Of Rooms

As we have studied that there are various types of rooms available in the hotel, the amenities placed in the room also varies as per the type, standard of the room.

3.3.1 Amenities for A Suite

Suite is the best quality of the room available in the hotel and the guest staying in suite are treated as VVIP guests. The amenities of suite are very elaborate and are provided to make the guest feel pampered and important. Various types of beverages, cookies, fruits etc are put up in the room.

Box 1

FOOD AND BEVERAGE AMENITIES	
<u>Hard Beverages</u>	<ol style="list-style-type: none"> 1. One Premium Scotch 2. One Campari 3. One Domestic Vodka 4. One Domestic Gin 5. One Dark Rum 6. One German Wine 7. Two Tonic Water 8. Two Ginger Ale
<u>Minibar/Minibar Amenities - Beverages</u>	<ol style="list-style-type: none"> 1. Two Aerated Water 2. Two Soda 3. Four Pint Size Beer 4. Four Mineral Water 5. Four Coke 6. Two Soft Beverages/ Juice

<u>Minibar Amenities – Snacks (2 Small Packets Each)</u>	<ol style="list-style-type: none"> 1. Cashew Nuts 2. Peanuts 3. Chips, Energy Bar 4. Chocolates
<u>Platter Of Choc/Cookies</u>	<ol style="list-style-type: none"> 1. 6 - 12 Pcs Chocolates 2. 5-6 Pcs Cookies
<u>Fruit Basket</u>	<ol style="list-style-type: none"> 1. 2 Sweet Lime 2. 2 Oranges 3. 2 Apples 4. 2 Chikoos 5. 250 Gms Grapes 6. 12 Bananas 7. 3 Mangoes(Seasonal)
Responsibility:	Food And Beverage Manager

BOX 2

HOUSE KEEPING AMENITIES

<u>Toilet Amenities</u>	<ol style="list-style-type: none"> 1. Shaving Kit 2. Tooth Kit 3. Comb 4. 1 Regular Soap 5. 1 Bath Gel 6. 1 Conditioner 7. 1 Moisturising Cream 8. 1 Shoe Mit 9. 1 Shower Cap 10. 1 Bathroom Slipper 11. 1 Bathrobe 12. 2 Shampoo
<u>Flower Arrangement</u>	<ol style="list-style-type: none"> 1. 1-2 Medium Size Flower Arrangement 2. 1 Bowl Flower Arrangement 3. 2-3 Bud Vases
Responsibility	Executive House Keeper

BOX 3

FRONT OFFICE	
<u>Newspapers & Magazines</u>	<ol style="list-style-type: none"> 1. Times Of India 2. Indian Express 3. 1 Financial Express 4. 1 Economic Times 5. 1 Midday 6. 1 Fortune Magazine 7. 1 Time Magazine 8. <u>Welcome Letter</u>
<u>Responsibility</u>	Duty Manager

Check your progress 1

1. List any 5 minibar amenities..

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3.3.2 V.I.P Room Supply

These Are The Room Supply Placed In Any Room That Is Expected To Host Special Important Guest. The Amenities Are Not As Elaborate As In A Suite Room But They Are Elaborate Enough To Make Guest Feel Privileged.

Box 4

FOOD AND BEVERAGE AMENITIES	
<u>Hard Beverages</u>	1. One Premium Scotch
<u>Minibar/Minibar Amenities - Beverages</u>	<ol style="list-style-type: none"> 1. 3 Aerated Waters 2. 3 Soda 3. 4 Pint Size Beer 4. 2 Mineral Water 5. 2 Coke 6. 2 Soft Beverages/Juice
<u>Minibar Amenities – Snacks (2 Small Packets Each)</u>	<ol style="list-style-type: none"> 1. 1 Pkt Cashewnuts 2. 1 Pkt Peanuts 3. 1 Pkt Snax – Chips, Energy Bar 4. Chocolates

<u>Dry Fruits</u>	<ol style="list-style-type: none"> 1. 100 Gms Cashewnuts 2. 100 Gms Almonds 3. 100 Gms Salted Pistas 4. 100 Gms Raisins 5. 100 Gms Figs
<u>Platter Of Choc/Cookies</u>	<ol style="list-style-type: none"> 1. 12 Pcs Chocolates 2. 6 Pcs Cookies
Responsibility:	Food And Beverage Manager

BOX 5

HOUSE KEEPING AMENITIES	
<u>Toilet Amenities</u>	<ol style="list-style-type: none"> 1. Shaving Kit 2. Tooth Kit 3. Comb 4. 1 Large Bath soap 5. 1 Regular Soap 6. 1 Bath Gel 7. 1 Conditioner 8. 1 Moisturizing Cream 9. 1 Shoe Kit 10. 1 Shower Cap 11. 1 Bathroom Slipper 12. 1 Bathrobe 13. 2 Shampoo
<u>Flower Arrangement</u>	<ol style="list-style-type: none"> 1. 1-2 Medium Size Flower Arrangement 2. 1 Bowl Flower Arrangement 3. 2-3 Bud Vases
Responsibility	Executive House Keeper

BOX 6

FRONT OFFICE	
<u>Newspapers & Magazines</u>	<ol style="list-style-type: none"> 1. 1 Times Of India 2. 1 Indian Express 3. 1 Financial Express 4. 1 Times Magazine Ii <u>Welcome Letter</u>
Responsibility	Duty Manager

Check your progress 2

2. List any 10 bathroom amenities..

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3.3.3 STANDAR

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FOOD AND BEVERAGE	
I <u>Delux Fruit Basket</u>	1. 2 Sweet Limes 2. 2 Table Oranges 3. 2 Apples 4. 2chikoos 5. Bananas 6. 2 Mangoes(Seasonal) 7. 250 Gms Of Grapes
II <u>½ Kg Chocolate Cake</u>	
III <u>Deluxe Platter Of Choc/ Cookies</u>	1. 12 Pcs Chocolates 2. 6 Pcs Cookies
Responsibility	F & B Service Manager

D SUPPLIES

HOUSE KEEPING	
I <u>Bathroom Amenities</u>	1. Shaving Kit 2. Tooth Kit 3. Comb 4. Large Bath Soaps 5. 1 Regular Soap 6. 1 Bath Gel 7. 1 Conditioner 8. 1 Moisturising Cream 9. 1 Shoe Mit 10.1 Shower Cap 11.1 Bed Cream Slipper 12.1 Bathrobe 13.2 Shampoo
II <u>Flower Arrangement</u>	1. 1 Large Flower Arrangement 2. 2 Deluxe Flower Arrangements 3. 1bud Vase
Responsibility	Executive House Keeper

FRONT OFFICE DEPARTMENT	
I Newspapers & Magazines	1. 1 Times Of India 2. 1 Indian Express 3. 1 Hindustan Times
II <u>Welcome Letter</u>	
Responsibility	Duty Manager

Check your progress 3

3. State the contents of a fruit basket...

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3.3.4 STANDARD CONTENTS OF A GUEST ROOM IN A 5 STAR HOTEL

1) <u>Bed:</u>	Mattress 6” Thick Mattress Protector-1 Bed Sheets -2 Blanket -1 Duvets - 1 Pillows -2
2) <u>Bed Side Table:</u>	Telephone Scribbling/ Telephone Pad Bed Side Table Lamps Ashtray With Match Box 1 Bible And Geeta Vaccum Flask On Tray Sterilized Glasses-2
3) Seating Arrangements:	Sofa Or Easy Chairs
4. Coffee Table:	Daily Newspaper Ashtray With Match Box Periodicals Or Hotel Magzine
5) Soft- Furnishings	Heavy Curtains / Draperies Sheer Curtains Venetian Blinds Cushion Covers
6) <u>On The Writing Table:</u>	Room Service Menu Card Suggestion Folder Ashtray With Match Box Candle Stand Hotel Sales Promotion Brochures
7) <u>On The Floor:</u>	Waste Paper Basket Preferably Near Writing Table
8) <u>Entrance Door Knob</u>	“Do Not Disturb” And “Please Clean My Room” Signs
9) <u>Floor Covering</u>	Wall To Wall Carpet
10) <u>The Closet Or Wardrobe</u>	Coat Hangers Skirt Hangers Laundry Bags Valet Bags

	Dry Cleaning Slips Laundry Slips “Collect The Laundry” Card
11) <u>Other Items</u>	One Or Two Luggage Stands T.V. Set Mini Refrigerator
12) <u>Bath Room</u>	Bath Tub Bath Mat Bath Soap
13) <u>Bath Towel Rack</u>	Turkish Towel Rack Turkish Towels -2 Curtain Rod Shower Curtain
14) <u>Vanity Counter</u>	Mirror Mounted On Wall Hand Towels -2 Face Towels -2 Gargle Glasses -2 Shower Cap -1 Face Tissue Box Hand Soap Ashtray Extra Toilet Roll
15) <u>Under The Counter</u>	Waste Paper Basket
16) <u>Water Closet</u>	Sanitary Disinfected Band Toilet Roll Toilet Paper Air Freshener Shoe Shine Slip Wall Telephone
19) <u>Entrance Door</u>	High Length Mirror Peg Hooks- At The Back Of The Door Bottle Opener- At The Side Of The Door

3.4 Summary

In this unit, we have studied the types rooms, types of amenities placed in the guestroom. We have also studied the basic facilities provided in the guestroom along with the department responsible for ensure the set up of these amenities.

3.5 Review Questions

1. List Various Types of Rooms
2. What are the various types of amenities are kept in mini bar?
3. What are the items put on the door knob?
4. List various standard items found on the bed side table.

3.6 FURTHER REFERENCE

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Unit- 4 : Cleaning Organization

Structure of Unit:

- 4.0 Objectives
- 4.1 Introduction
- 4.2 Cleaning
 - 4.2.1 Principles of Cleaning
 - 4.2.2 Cleaning Procedures
- 4.3 Frequency of Cleaning
- 4.4 Organization of Cleaning
- 4.5. Features that Ease Cleaning
- 4.6 Manual Cleaning Equipment
- 4.7 Contract (Outsourcing) Services for Cleaning
- 4.7 Summary
- 4.8 Review Questions
- 4.9 Reference and suggested reading

4.0 Objectives

In this unit we have discussed the planning process of daily housekeeping operations, the policies and procedures involved in various types of cleaning activities.

After going through this unit, you should be able to:

- Understand the significance of cleaning
- Planning of Cleaning
- Different cleaning
- Discuss the methods of cleaning and maintaining different surfaces

4.1 Introduction

Hotels are increasingly opting for contract services and outsourcing to sustain cost-effective housekeeping operations and to ensure that the resources and assets of the property are utilized to the maximum. A study of business and government agencies conducted by Knight Frank Property Management Services in the USA in the year 2000 found that 41 per cent of the executive housekeepers surveyed outsourced more than they used to five years before the survey. In addition, 47 per cent expected to increase the amount of work outsourced over the next few years. In the following unit we will study the various methods of cleaning the hotel and the management of cleaning tasks.

A brief discussion is done on the various types of equipment used, mops, etc

4.2 Cleaning

Cleaning is the most important function of any guest service business, no one would like to do business with organization which does not give enough emphasis to cleaning. Cleaning is useful in not only providing healthy and congenial work environment but also creates a favourable brand image in the minds of customers.

Hence cleaning is as important as creating the hotel or spending on marketing, the role of house keeping is very critical in creating good quality image and maintaining the high standards of cleanliness.

4.2.1 Principles of Cleaning

These are the basic rules to follow in any kind of cleaning activity, whatever, the nature of the surface or the soil.

- All dirt and dust should be removed.
- The process should be such that it does not cause any damage to the surface that is cleaned nor it causes any harm to the surrounding surface.
- The surface is cleaned that it regains its original state after cleaning.
- The method of cleaning should be such that it has optimum utilization of the available resources (Time, labor, cleaning material etc)
- The simplest method and least harmful method should be followed first and if not effective than only more complex process should be undertaken.
- Cleaning should proceed from high to low wherever possible.
- When cleaning an area, start with the cleaner surfaces and articles and then go on to clean the more heavily soiled ones, so as to prevent the spread of the soil from dirty to cleaner surfaces.
- While wet-cleaning or polishing of the floor, the cleaner should walk backward while cleaning in front of him.
- Suction cleaning should be preferred over sweeping wherever possible.
- Sweeping should be done before dusting and dusting before suction cleaning.
- Noise levels while cleaning should be kept as low as possible.
- Stains should be removed as soon as they occur.
- The cleaner should take all safety precautions while cleaning. In particular, cleaning agents and equipment should be stacked neatly to one side.
- The cleaner should start cleaning from the farthest end of an area towards the exit.
- After the cleaning process is over, all equipment should be washed or wiped as applicable, dried and stored properly; cleaning agents should be replenished and stored; waste discarded; and the area left neat and tidy.

4.2.2 Cleaning Procedures

Cleaning processes may be either manual or mechanical. They may involve washing (using water as a cleaning and rinsing agent), friction (as in using an abrasive), static electricity as in using a static mop), suction (as in using a vacuum cleaner), or force as in using pressurized water). The various types of cleaning processes are summarized in this section.

Manual Methods

These do not call for mechanized or electronic equipment.

Sweeping : This is done to collect dust when the floor surface is too rough for a dust mop. Push brooms are used for large areas and corn brooms are best for corners and tight spaces. A broom with a long handle is most suitable ergonomically.

Use short, smooth strokes and sweep directly into a long-handled dustpan without dissipating the dust. Keep the head of the broom flat on the floor at all times. When using a long-handled broom, use smooth strokes to sweep away from

yourself. It is important in sweeping to develop a rhythm and 'bounce' the push broom to rolling the bristles under.

Sweeping is not the most efficient, hygienic, or advanced way of removing dust, as so much of it becomes airborne. Sweeping has in many cases been replaced by the use of suction cleaners now. Sweeping with a dry mop is called 'mop-sweeping'.

Equipment required : Broom, dust pan, dust bin for collection of dust.

Dusting : This task requires a systematic and orderly approach for efficiency and ease. Room attendants should start dusting articles at the door and work clockwise around the room. This minimizes the chances of overlooking a spot. Fold the duster three times and then thrice again. This gives you 18 clean folds, making the duster more effective. No corners of the duster should be left hanging.

A soft, lint-free cloth should be used as a duster. Avoid using old rags, which leave behind their own dust and lint.

In all cases, begin dusting from the highest surfaces so that dust does not fall on items already cleaned. In case you are using a dusting solution, spray a small amount onto the cloth. Never spray dusting solution directly onto the surface being cleaned as it can stain or cause stickiness. The duster should not be unfolded in the room after dusting, nor be shaken outside the window. Carry the duster away carefully to such a place where it can be washed and dried.

Equipment and agents required : Cloth duster, feather duster and dusting solution if necessary.

Damp-dusting : This is the most preferred way of cleaning in hotels as surfaces can be wiped as well as dusted, removing any sticky or dirty marks at the same time. A suitable lint-free cloth at the correct level of dampness should be used so as to avoid any smears.

Equipment and agents required : Cloth duster, water, plastic bowl and a detergent if necessary.

Dust mopping/dry mopping/mop sweeping : This is the preferred way to remove dust, sand, or grit from a floor. If these substances are not removed from the floor on a daily basis they will continuously scratch the surface finish, diminishing its luster and will eventually penetrate down to the floor itself. Dust mopping is done with a dust-control mop that may or may not be impregnated with a cleaning solution.

Using such a solution stops the dust from rising. While dust mopping, use figure-of-eight strokes and keep the mop head on the floor at all times. Do not drag the mop on the return, pass and overlap the areas that have been wiped by about 8 inches. When sweeping in open spaces, clean in long straight lanes, covering the whole areas by moving up and down.

Use a dust pan to sweep up accumulated trash. Always carry the mop head upwards very carefully after you are done and shake into a bag to clean. Dust-mopping removes gross soil but also redistributes and/or leaves behind large amounts of fine particulates.

Equipment required : Dust-control mop, dust pan, dust-collection bag and dustbin.

Spot mopping : Spot mopping is essential to the preservation of floor surface. Liquids and solids that are spilled on the floor, if left for any length of time, may

penetrate the finish and stain the floor. Even acid, from fruit juices may wreak havoc on a floor if they are not immediately cleaned up. Clean, cold water should be used so that the finish of the floor is not softened. Detergents should be avoided unless necessary—that is, unless substance has been allowed to dry on the floor.

Equipment and agents required : Mop and bucket or a mop-wringer trolley, cold water and a very dilute solution of neutral detergent if necessary.

Wet mopping/damp mopping : A damp mop is used to remove spills and adhered soil that were not removed during the dry removal process. Wet mopping will remove light to heavy soil from the floor surface, which could otherwise become embedded in the surface or encapsulated in the seal or finish. Before the floor can be wet mopped, it must first be dust mopped. Add neutral detergent to the mop water for wet mopping. The detergent used must be of the variety that needs no rinsing, or else spray diluted detergent from a spray bottle and mop with a damp mop. If using mop water, immerse the mop in the bucket and wring it out until it is only damp.

First finish mopping near the baseboards in smooth strokes. Then mop the entire area with figure-eight strokes. The water in the bucket should be changed when it becomes dirty. A brush may be used for stubborn spots and a squeegee should be used to help speed the drying of the floor.

Equipment and agents required : Wet mop and bucket or mop wringer trolley, squeegee and detergent solution.

Manual scrubbing : For modern surfaces, very little hand-scrubbing is required, in straight lines away from yourself, working backwards. Rinse well in order to remove any detergent from the surface. Use a squeegee to clear away rinse water. Follow up with mopping.

Equipment and agents : required Long-handled scrubbing brush, mild detergent and bucket. Squeegee, water and mop.

Manual Polishing : Apply the polish sparingly. Use cotton rags to apply polish and a doth for buffing. Use a soft brush for carved articles to get the polish into crevices. Use the polish appropriate for a particular surface. For instance, proprietary polishes for metals Brasso, Silvo and so on-should be used on these surfaces.

Equipment required Proprietary polish and cotton rags.

Spot cleaning - This refers to the removal of stains from various kinds of hard and soft surfaces. To remove a localized stain, the whole surface need not be treated with stain removal reagents. Just the area where the stain discolours the surface is treated and cleaned in the process of spot cleaning. Spot cleaning may be used as a cleaning method on walls, fabrics, carpets, or flooring.

Mechanized Methods

These utilize equipment powered by electricity as well as mechanical gadgets.

Suction cleaning : This is the basic and preparatory step to all other mechanized procedures and should be performed regularly. Very often it must also be repeated at the end of these processes. The goal is to remove as much dry soil as possible so that it does not spread, scratch the finish, or damage the surface. Vacuuming with high filtration machines is the most complete method of dry-soil removal as it picks up, packages and removes soil without spreading it around.

Wet vacuum cleaners are now available, which help to mop up water from floors. These are usually dual-function machines that can be used for both wet and dry. Extraction machines for cleaning carpets also work on the principle of suction.

Equipment and agents required Wet/dry vacuum cleaner with attachments and a mild detergent for wet-cleaning if necessary.

Spray buffing : This process uses a 175- or 300-rpm (revolutions per minute) floor machine and a soft pad or brush. The operator sprays a light mist of a commercial cleaning preparation or detergent and a finishing solution in front of the machine. As the machine goes over the area, soil, scuffs, light scratches and marks are removed and the shine is restored to the surface. Vacuuming or dust-mopping is a follow-up step to remove loosened dirt.

Equipment and agents required 175- or 300-rpm buffing machine with beige pad, spray bottle, detergent and finishing solution.

Polishing : This process uses a 175-1500-rpm floor machine and a soft pad or brush to remove some soil and put the shine back in the finish. Vacuuming or dust-mopping should be carried out as a follow-up step to remove loosened dirt.

Equipment required 175-1500-rpm floor machine and soft pad or brush.

Burnishing : This process uses an ultra high-speed floor machine (1500-2000 rpm) to restore a deep gloss to the floor finish. Since the finish is 'tempered' by the friction and heat produced by the burnishing machine, the floor looks better for a longer time, which reduces costs by extending the time between the scrubbing and stripping cycles. Vacuuming or dust-mopping and damp-mopping are preparatory steps and should also be used as follow-up procedures to remove loosened dirt.

The method of burnishing described above is carried out on flooring and should not be confused with burnishing of silver articles in a burnishing machine.

Equipment required 1500-2500 rpm floor machine.

Scrubbing : This process removes embedded dirt, marks, deeper scuffs and scratches from the floor along with some of the finish. The type of pad or brush, the type of detergent, the water temperature and the weight and speed of the machine all determine whether the process is considered light or heavy scrubbing. For instance aggressive pads, higher pH detergent solutions and fast, heavy machines perform the deepest scrubbing. Light scrubbing removes just one or two coats of finish. Heavy scrubbing removes all or most of the finish, down to the protective sealing coat.

Equipment required floor maintenance machines with a green pad (refer to Chapter 7 for a discussion on the types of abrasive pads used in floor maintenance machines).

Stripping : This is a very aggressive process that can and should remove all of the floor finish and sealer, leaving a bare floor ready for re-finishing. A strong stripping agent, a coarse pad or brush, hot water and intensive labour make stripping costly, time-consuming and sometimes even a hazardous process, which should be used only when no other process will achieve the desired results. Diligent use of other maintenance procedures delays the need for stripping.

Equipment required Floor-maintenance machine with a black pad.

Laundering : This is the cleaning method used for washable fabrics. It is the process in which soil and stains are removed from textiles in an aqueous medium.

It involves the sub-routines of washing, bleaching, drying and pressing, all carried out using specialized laundry equipment and cleaning agents, called 'laundry aids'. Other sub-processes such as spot-cleaning, starching and softening may also be involved.

Dry-cleaning : This is the method in which soil and stains are removed from textiles in a non-aqueous medium.

4.3 Frequency of Cleaning

Cleaning tasks may be divided according to the frequency of their scheduling, which depends upon the level of soiling, the type of surface, the amount of traffic, the type of hotel and the cleaning standards set. Employees should be given the procedures and frequencies for carrying out various tasks outlined in a handbook or manual. Be information may also be displayed on a notice board in the floor pantries.

Daily Tasks : These are the routine operations carried out on a day-to-day basis by the staff of the housekeeping department. These include the regular servicing of guestrooms, cleaning of bathrooms and toilets, suction-cleaning of floors and floor coverings and so on.

Weekly Tasks : These, as the term implies, are routine tasks carried out on a weekly basis. These may include the polishing of metal surfaces, dusting of hard-to-reach areas and so on.

Periodic Tasks : These are carried out on a monthly, quarterly (every- three months), or annual basis. Some of the usual periodic tasks in a hotel include the shampooing of carpets, washing of walls, cleaning of chandeliers and stripping and polishing of floors.

4.4 Organization Of Cleaning

For cleaning to be efficient, it must be well organized. Different ways of organizing the cleaning of various areas are outlined below.

Traditional cleaning - In this way of cleaning, a Room boy completes all the tasks in one guestroom before going on to the next room in the section allotted to him/her. On an average, a ROOM BOY may be required to clean 12 -20 rooms in an 8-hour workday, not including break times.

Block cleaning : In this way of cleaning, the ROOM BOY moves from room to room and completes the same task in every room, before returning to begin the cycle again for the task on the list. This involves 'blocking' several rooms at a time to form a 'room section' and usually more than one ROOM BOY will be at work in the section. For instance, one ROOM BOY might make all the beds in that particular room section, while another ROOM BOY cleans the toilets and a third ROOM BOY dusts and cleans the area, replenishing supplies that are low.

Team Cleaning : In this method, two or more people work together in the same area, either on the same task or on different tasks. To organize the team cleaning of guestrooms, two ROOM BOYs may be scheduled to clean 30 -35 guestrooms a day.

Deep Cleaning and Special Projects : Deep cleaning refers to intensive cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly,

half-yearly or annual frequencies. Deep cleaning is essential at periodic intervals since regular daily or weekly cleaning, however efficient, is too superficial to present an attractive, fresh-looking environment to guests over the long term. Deep cleaning involves some tasks that require the housekeeping department to work in coordination with the maintenance department. Many tasks involved in deep cleaning are complicated and time-consuming ones, requiring special equipment, techniques, expertise and group effort. These tasks are usually scheduled as special projects. A thorough deep-cleaning process for various surfaces is presented in the table given below. Deep cleaning tasks include the following.

- Shampooing carpets
- Vacuum-cleaning upholstery, mattresses and bed bases.
- Rotating and turning mattresses.
- Thorough cleaning of furniture and polishing of wooden furniture.
- Stripping, re-sealing, re-polishing and buffing of floors.
- Cleaning hard-to reach areas such as ceilings, top edges of d conditioning vents and so on.
- Cleaning ornate lighting fixtures such as chandeliers
- Thorough cleaning of walls, windows and curtain tracks.
- Cleaning signage boards.
- Thorough washing of bathroom floors, walls, fixtures, fittings, curtains.
- Laundering of washable soft furnishings.

Table - Deep cleaning process for a variety of surfaces

Surface	Cleaning
Doors and walls	<ul style="list-style-type: none"> • Wash from the bottom, moving upwards, to avoid streaking and marking. • Rinse from top to bottom, paying special attention to the baseboards. • Leave to air-dry • Shift all furniture away from the walls.
Furniture	<ul style="list-style-type: none"> • Damp-dust thoroughly, paying particular attention to the backs and castor wheels. • Cane and wicker furniture should be vacuum-cleaned first and then damp-dust with a well wrung-out duster. A neutral detergent may be used. The final rinse should be of cold, saline water • Dry thoroughly with a lint-free duster and then polish • Remove the lamp shade from the light fixture or lamp. • Immerse in a solution of neutral detergent in warm water.
Lamp shades (non-fabric, washable)	<ul style="list-style-type: none"> • Clean gently with a soft hand brush • Rinse in cold water. • Leave to air dry.
Fabric lamp shades	<ul style="list-style-type: none"> • Remove the lamp shade from the light fixture or lamp. • Damp-dust with a wet cloth wrung out in neutral detergent solution.

	<ul style="list-style-type: none"> • Rinse and leave to air dry
Carpets	<p>Remove all movable furniture.</p> <ul style="list-style-type: none"> • Suction-clean the carpet. • Remove any stains by spot-cleaning. • Prepare the correct dilution of shampoo (usually 1 part shampoo to 8 parts water). Shampoo corners and edges of carpet manually. • Use a carpet-shampoo machine, cleaning small sections of carpet at a time. Work the machine in forward and backward straight lines, overlapping the preceding line by a few inches on each stroke, • After shampooing is complete, empty out and rinse the tank of the machine, refill with clean, warm water and rinse the entire carpet. • Leave to air-dry. • After drying, vacuum again and restore furniture to their places.
Fans	<p>Turn off the power.</p> <ul style="list-style-type: none"> • Use a stepladder adjusted to a comfortable working height, to avoid overstretching. • Damp-dust the blades and body with a cloth wrung out in a solution of neutral detergent. For very heavy soiling, use an alkaline detergent. • Dry and buff with a duster.
Mattresses	<p>Turn and rotate the mattress on a regular basis-four times annually (that is. quarterly).</p>
Floors	<p>Move all furniture away.</p> <ul style="list-style-type: none"> • Use a general-purpose floor machine with an appropriate brush to scrub the floor at a low speed <p>Change the brush for polishing and buffing and use the same machine at a higher speed for polishing and buffing the floor.</p> <ul style="list-style-type: none"> • Organize the cleaning by working in and finishing small areas at a time

Spring-cleaning : This is a term used for a periodic annual clean of the hotel guestrooms or other areas, carried out in off-season periods (not necessarily spring, which was the traditional time for a thorough house-cleaning once;. The term is often used interchangeably with deep cleaning. Spring-cleaning may involve a complete overhaul of the rooms and is therefore scheduled for the off season or very low-occupancy periods. Spring-cleaning involves many tasks on which the housekeeping department works in close coordination with the maintenance department. Intensive cleaning tasks may have to be carried out, for

which an entire floor of rooms will have to be taken off sale at a time. Spring-cleaning tasks may include the following:

- Removal of all guest supplies, soft furnishings and carpets from the rooms.
- Sending launderable articles to the laundry.
- Polishing wooden furniture, shampooing upholstery and covering them with dust sheets.
- Shampooing carpets.
- Snipping and polishing floors.
- Cleaning accessories such as lamps, lamp shades and picture frames.
- Stripping any wall covering such as paint or wallpaper and repainting the walls.
- Washing ceilings and walls.
- Thoroughly cleaning lighting fixtures, air conditioning vents and
- Thoroughly cleaning bathrooms, including walls. Boor tiles, fixtures and shower curtains.
- Vacuum-cleaning the mattresses.
- Airing the room,
- Restocking guest supplies.
- Restoring soft furnishings and carpets.
- Clearing the rooms to the front desk for sale at the end of throughout clean.

4.5 Features That Ease Cleaning

Smooth textures; straight, neat and smooth lines; and medium-toned some of the design features in a surface that make for easier cleaning. Surfaces with these features collect less dust compared to surfaces with rough textures, intricate raised patterns and grooves. Medium toned colours show less dirt than darker or lighter shades.

Furniture should be so designed that cleaning under and behind them is easy. Furniture on castor wheels and glides are easily movable, making cleaning under and behind them easier. Bed frames should not have a raised edge. Though raised edges help to keep the mattress sunk in place, they may graze the hands of room boy badly during bed-making.

With regard to carpets, the shorter the carpet pile, the easier the cleaning. Upholstery too should have the minimum of decorative features such as buttons, gathers and ruffles.

Surfaces such as solid wood are now being substituted by laminates whereas possible. While solid wood requires regular buffing and polishing, laminates are low-maintenance surfaces. A regular damp-dusting is usually sufficient for laminates. The drawback of laminates is that they lack the richness and elegance of solid wood. Wood-polishes that are stain-resistant and long-lasting are a boon to housekeepers as wooden surfaces become fairly easy to maintain with the use these polishes.

Another high maintenance surface that requires constant polishing is brass. Brass becomes easily tarnished and more so in coastal climates. Laminated brass is easier to maintain as they do not require regular polishing and should be preferred in hotels.

4.6 Manual Cleaning Equipment

4.6.1 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. Hallbrooms 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.

4.6.2 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.

1. 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 microfibre 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 consist of a flat sheet of micro fibre 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.

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 tied 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.

4. Mop for pre-moistening

In professional cleaning, mops are often pre-impregnated with an ideal amount of liquid. This ideal amount is often recommended by the manufacturer in terms of weight percent of water per dry weight mop, (175% water). Mops for pre-moistening are flat sheets of (often micro fibre) textile, usually about 15 cm wide, and comes in variable lengths (usually 30 to 100 cm). Mops for pre-moistening is fastened on a 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.

5. Pre- moistening

Pre-moistening can be done with a special washing machine or by hand by simply folding and packing the mops tight in a container and pouring the measured amount of water over them. The mops will then need about 5 to 10 min for the liquid to distribute evenly in their tissue before use.

Advantages with pre-moistening are:

- The cleaner does not have to have a bucket of water with him / her when cleaning the floor, but simply carries an appropriate amount of mops.
- The risk of over-wetting the floor and leaving pools of water which collect dust is eliminated if the wetting is ideal.

6. Hot mop

Wet mop is also called the hot mop, which works on a similar concept to a steam iron. After adding water, it is heated to make the water exude on top of a floor, which can then be cleaned without using a cleaning solvent. These can work best on surfaces where a regular mop would also be used, such as floors, hearths, and laminates.



4.7 Contract Services in Housekeeping

Outsourcing is a voluntary and evaluated business decision to involve external agency for performing internal work/process. The outsourced activity is carried out based on a contract which can be defined as 'an agreement between two parties negotiating a business deal.

In today's business parlance both these terms have been used interchangeably yet technically there is difference between both these terms.

When choosing between outsourced and in-house services, their costs, the quality of the services and the convenience are important points to consider. The outsourced agency should have output higher than the direct inhouse labour. It is expected that outsourced partner is able to deliver 20-30 percent more than the direct labor. There are always two sides of a coin and hence the decision of outsourcing should be properly evaluated and then pursued

Hotels may go in for the following types of outsourcing contracts:

TYPE	SCOPE
End to End	Complete cleaning responsibility of the hotel undertaken by the outsourced agency
Assisted Regular Service	Regular, selected cleaning within an hotel which is directed to assist the existing housekeeping staff, for example, the cleaning of public areas at night
Periodic Cleaning Services	Difficult area cleaning such as high walls, ceiling, carpet shampooing etc is outsourced
Specific service assistance	Outsourcing specific service such as

	laundry, banquet, AV equipment etc
Lease Contract (FFE)	Taking furniture , Fixtures and equipment on lease for a fixed number of years.
Consultancy	Expert guidance from consultancy services to existing staff.

Steps in hiring and outsourced agency

These are the steps the management should follow once they have decided to outsource a particular service for the hotel:

- Put out tenders to at least three contractors and compare quotes.
- Reference check, good quality referrals should be given by the agency and ideally from similar business clients. Check out their existing market credibility by contacting previous/current clients.
- Visit other job sites and do thorough credibility check.
- Verify all the licenses and permission such as The Contract Labour Act 1970 of the Government of India.
- It is important that the service provider has a local office for easy working
- It also important to check the quality of manpower working with the agency
- Prepare detailed contract specifications, indicating the exact number of work hours, areas of operations and responsibility, processes to be used, frequency of service, time-table and any special projects.
- It is also important to consider the impact on existing manpower.

Some guidelines a hotel can follow to make its outsourcing contracts a success are provided below:

- Greet the contracted workers when they arrive and review the job parameters
- Visit the job site shortly after work has begun to ensure that the hotel's expectations are being met.
- Give the project a spot-check and a rundown at completion to review the contractor's work and to ensure that specifications are being met
- Make sure you are properly insured.
- Equipment of hotel and outsourced agency should be marked clearly so that there is no confusion.

4.7 Summary

In the unit we studied the basic rules of cleaning without harming the surface being cleaned or the surrounding surfaces. The cleaning process should be efficient, using a minimum of equipments, cleaning agents, labour and time.

Detergents should be avoided unless necessary—that is, unless substance has been allowed to dry on the floor. Suction cleaning is the basic and preparatory step to all other mechanized procedures and should be performed regularly.. The goal is to remove as much dry soil as possible so that it does not spread, scratch the finish, or damage the surface. Vacuuming with high filtration machines is the most complete method of dry-soil removal as it picks up, packages and removes soil without spreading it around.

4.8 Review Questions

1. Give basics rules to be followed for cleaning:
2. Explain in brief the Burnishing process
3. List out the factors on which the frequency of clening is depends.
4. Elaborate upon the spring cleaning method
5. List various types of manual cleaning methods. Briefly explain them,
6. How outsourcing helps the hotels?

ACTIVITIES FOR THIS BLOCK

Activity 1: Visit a nearest 5 star property and find the brand names of the different guestroom amenities used.

Activity : Visit a nearest 5 star property and find the different brand names of the cleaning agents used for different surfaces and their dilution ratios.

4.9 REFERENCE AND SUGGESTED READING

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Unit - 5 : Cleaning Agents

Structure of Unit:

- 5.0 Objective
- 5.1 Introduction
- 5.2 General Criteria for Selection
- 5.3 Types of Cleaning Agent
- 5.4 Polishes
- 5.5 Floor Seal
- 5.6 Use, Care and Storage
- 5.7 Distribution and Control
- 5.8 Use of Eco Friendly Products In House Keeping
- 5.9 Summary
- 5.10 Questions
- 5.11 Key Words
- 5.12 References And Further Studies

5.0 Objectives

- Discuss the point which should be considered while selecting the cleaning agents.
- Describe the various types of cleaning agents.
- Classification of polishes and how to apply it.
- Discuss different types of floor seals.
- Use of cleaning agents and the right manner to store them.
- Points to be kept in mind while issuing cleaning agents.
- Eco friendly practices which are used in the hotel.

5.1 Introduction

Cleaning is making something free of dirt, dust and marks with the help of washing, wiping and brushing. It can be done manually or mechanically as well. Dust is the fine particles in the form of powder or waste lying on any surface which is in air. Dirt settles on the surface in the form of grease or moisture and requires equipment to clean by the mode of dusting, scrubbing or brushing.



Cleaning agent can be defined as the substances, usually liquid, powder, spray, granules that are used to remove dirt, including dust, stains, bad smells, and clutters on surfaces. Purposes of cleaning agents include health, beauty, absence of offensive odour, avoidance of shame, avoidance of spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria and clean at the same time.

5.2 General Criteria For Selection

The following points need to be considered when selecting cleaning agents.

- **The type of soilage-** Degree of soilage is considered here as the dirt and dust which can be stubborn in the form of dry and wet. Dry is without moisture and wet is with moisture.
- **The type of surface-** Whether the surface is hard or soft should be kept in mind before selecting the cleaning agent.
- **Composition of cleaning agent-** The ingredients or chemicals used in manufacturing of cleaning agents should be save and non-poisonous.
- **Ease of use-** Cleaning agent should be simple in terms of usage.
- **Saving of effort and time-** The application of the chemical should be less time consuming and should not involve too much of effort.
- **Toxicity or side effects-** No damage should be pose to the material/surface or applicant after the usage of cleaning agents.
- **Odour-** The odour of the cleaning agent should not be too strong so that it causes problem to a person in breathing or inhaling.
- **Range of action-** The effect of the cleaning agent should last for a long period of time.eg.Air freshner used should stay for atleast 6-8 hours in a standard room.
- **Shelf life-** It is the duration of that period in which the chemical is fit to be used for cleaning.According to the shelf life the cleaning agents are purchased so that they do not get expire before use.



- **Packaging volume and quantity-** Cleaning agents are available in different containers or packing like bottles or in large cans, the same should be considered as it affects the storage facility.
- **Cost effectiveness-** Cost of any cleaning agent affects the budget of the department as there are various cleaning agents used for different areas, hence it should be economical.

5.3 Types of Cleaning Agent

- **Water-** It is the simplest cleaning agent and some forms of dirt will be dissolved by it, but normally unless it is used in conjunction with some other agent, for example a detergent, water is not an effective cleanser. In fact it does not even wet a surface satisfactorily as its surface tension prevents it from spreading.

Hardness in water

This is due to the presence of dissolved salts of calcium and magnesium (usually bicarbonates and sulphates). Bicarbonates give rise to temporary hardness because they can be removed by heating water above 72 degree Celsius.

Permanent hardness is caused by the sulphates of calcium and magnesium which cannot be removed by boiling.

Hardness of water has an adverse effect on the efficacy of some cleaning agents, e.g. soap and soap-based washing powders are wasted and form a scum (lime scale) in the water.

- **Detergents-** These are the cleaning agents when mixed in water can loosen the dirt and removes it and then hold it in suspension so that the dirt will not redeposit on the surface.

Composition of detergent:-

- **Active ingredients-** Basic ingredient of any detergent are surface active agents (or surfactant) which are wetting agents that lower the surface tension of water and also emulsify the grease and suspend the soiling.
 - **Builders-** It increases the efficiency of the detergent, and facilitates better handling and dilution.
 - **Additives-** It can be a bleaching agent, brighteners, blueing agent etc.
- **Abrasives-** It is a chemical that has a rubbing and scratching action on dirt and grime found on hard surface.
- Types of abrasives-**
- **Fine abrasives-** This is used in shining of silver jewellery.

- **Medium abrasive-** Includes scouring powder, scouring paste, rotten stone, and salt. Scouring powder is made up of pumice mix with a soap/detergent, an alkaline and a little bit of bleach.
- **Hard/coarse abrasives-** Include bath brick, pumice, steel wool, emery paper and sand paper.
- **Regents-** Cleaning are done by bringing a chemical reaction requiring a low or high ph. ph is a measurement tool, which shows the level of acid and alkali in a solution or substance. It ranges from 0-14. Below 7 it shows acid and above 7 it shows alkali. At 7 it becomes neutral.
- **Organic solvent-** These are used in cleaning grease, stain removal, dry cleaning of fabrics. Solvents are used in cleaning that material or fabric which is harmed by water. They evaporate very fast so should be stored carefully.
- **Disinfectant and bleaches-** The purpose of disinfectant is to kill the harmful bacteria. Some disinfectants having a strong smell therefore used only in recommended area. Phenols, halogens, natural pine oils etc are types of disinfectants.
- **Glass cleaner-** They are composed of an organic, water-miscible solvent and an alkaline detergent. They usually come in sprays and liquid. Glass objects should be cleaned with a lint free soft cloth after applying the spray or liquid.



- **Deodorizers-** They are used to eliminate the stale smell and to introduce a good fragrance. They are used in restroom, guestroom, guest bathroom, cloakroom and public areas.
- **Laundry aids-** The materials which add improvement in laundering like bleach, optical whiteners or allow specific functions such as stain removers, softeners, stiffeners etc.
- **Toilet cleaners-** These are strong concentrated liquids, sprays, crystals, powder design to clean or disinfectant the WCs and urinals. They are acidic in nature and used to remove the stubborn stains and lime scale.
- **Polishes-** Polishes are applied to a surface to form protective layer and guard against marks, stains and scratches. They also give a shiny appearance on a hard surface like metal, furniture and floor.

- **Floor sealers-** A liquid sealer applied with brush, sprayer, or squeegee to seal floor surface, such as concrete or wood.
- **Floor strippers-** They are used to remove the worn-out floor finish so that a new sealer or polish can be applied and is based on alkalis with high ph value. They are of two type-
 - Ammonia product
 - Non-ammonia product
- **Carpet cleaner-** A Carpet cleaner is composed of neutral water soluble solvents, de-formers, emulsifier, soil repellents, sanitizers, optical brighteners, and deodorizers and is available in liquid shampoo, sprays, powders, foams.

5.4 Polishes

Polishes are cleaning agents which are applied on furniture, ceramics, marble, stainless steel and plastic. They give a pleasant shining look after treatment of surface, protects from dust, fingerprints and dirt.

5.4.1 Classification Of Polishes

Polishes are classified into 4 categories –

- Metal polishes
- Furniture polishes
- Floor polishes
- Leather polishes
- **Metal polishes-** These are used to remove the tarnish which is formed due to certain compounds in the air and food items. It also eliminates the scratches on the metals. When it is applied on the metal it gives a shiny effect. It is available in the form of milky form, liquid form and in form of powder. Before use cover the surrounding with the newspaper. Ventilation of the room should be proper. They are used on door-plates, handles, foot rails, ashtray, bathroom fittings etc.
- **Furniture polishes-** These contain a wax or resin, water and silicone. Wax or resin keeps the surface of furniture smooth and shiny. Silicon makes the polish easier to apply. It also gives a shiny texture that helps resistance to moisture, heat, smears and dust.



Furniture polishes is further classified into 4 categories-

- **Paste polish-** As the name suggests it comes in the form of paste, which is applied a little at a time but buff for long time for best results. It consists of high percentage of wax but may or may not be silicones. They are usually applied on antique pieces.
 - **Cream polishes-** They are having strong smell as it contains high percentage of solvent and should be applied in a well ventilated room to let the fumes out fast. They should be applied with dry or damp rag and should be polish up immediately with a dry duster.
 - **Liquid polishes-** They contain dye which gives a mask on the varnished surface and having a very high percentage of solvent and 8-12 percent of wax in it. It should be applied with a dry rag and buffed up with a soft, dry cloth.
 - **Spray-on polish-** They are suitable for non-porous surfaces such as glasses, plastic, chromium and gloss painted wood. It contains 8 percent of wax and a high amount of silicon as aerosols which make the polishing easier.
- **Floor polishes-** The main function of floor polish is to deposit a layer of wax on the surface which is referred to as floor wax. It is used for two purposes, one is for an attractive sheen and the other is for the protective coating.

Floor polishes is further classified into two categories-

- **Spirit/solvent-based polishes-** It is a blend of wax and silicone dispersed in solvent, silicone makes the application of polish easier. It can be in the form of paste or liquid. When it applies on the floor the solvent evaporates and wax remains which are buffed up with the polishing machine.
 - **Water-based polishes-** It is a blend of natural and synthetic waxes suspended in water by means of emulsifying agent and is available in the form of cream. When applied on floor water evaporates and a hard film of wax is deposited on the surface.
- **Leather polishes-** They keep the leather supple and impart sheen to it. It contains a blend of waxes, a spirit solvent, and an occasionally a dye and are available in the form of liquid or cream.

5.4.2 Points to Be Kept In Mind While Applying Poli sh

- Before applying any polish, the surface that has to be polished should be cleaned well and a thin layer of polish should be applied.
- The surface should be rubbed with a soft cloth to get a shiny finish.

- Too much polish creates a sticky surface which not looks pleasing to the eyes.
- High-speed emulsion polishes are used in conjunction with floor polishing machines or floor scrubber.
- Before applying any polish, the previous polish should be removed from the surface to be polished

5.5 Floor Sealer

Floor sealer- These are applied to flooring surfaces as a semi- permanent finish that acts as a protective barrier by preventing the entry of dirt, grit, liquids, grease, stain and bacteria. They prevent scratching and provide an easy maintainable surface. The right type of seal should be applied to each type of floor for effective protection and an attractive appearance.

Types Of Floor Sealer

There are six main type of floor sealer:-

- **Oleo- resinous sealer-** These are clear, solvent based sealer used on wood, wood compotation, cork and magnetite floor. They consist of oils, resins, solvents and driers. They are comparatively cheaper than other sealer.
- **One- pot plastic sealer-** These are also called one- pot sealer. They are made up of synthetic materials. They impart a gloss to the floor surface but do not penetrate it. The type of one – pot plastic seals are-
 - oil modified polyurethane
 - moisture cured polyurethane
- **Two pot plastic sealer-** This type of sealer is composed of urea formaldehyde or polyurethane and non accelerator or hardness. This type of sealer should be used in a well- ventilated room as they smell strongly of solvent fumes. They may be used on wood, wood composition, cork and magnesite floor.
- **Pigmented sealer-** These sealers contain colour pigments, which apart from providing colours, also strengthen the sealer. They may be used on concrete, wood, wood composition magnesite, asphalt, and stone floors.

There are two types

- One pot synthetic rubber
 - Two pot polyurethane
- **Water based sealer-** These are composed of acrylic polymer resins and a plasticizer. The particles of the resin penetrate the pores on the floor surface to provide a plastic skin. These are less durable sealer and should be reinforce with a water based floor wax.

- **Silicate dressing-** These consist of a base of sodium silicate dissolve in water. This is not a true sealer. The sodium silicate reacts with the lime in concrete floor to form insoluble calcium silicate.

Selection of Right Sealer

Most sealer are expensive so a lot of thought should be put into buying the ideal seal for the particular flooring to get maximum durability and value for money. The following points need to be kept in mind while selecting floor sealer-

- The type of floor
- The amount of traffic in the area
- The availability of the floor for future sealing
- Good fixing, durability, anti slip quantities and appearance
- Ease of application, repair, removal and renewal
- Odours and fumes
- Drying items
- Shelf life
- Cost effectiveness

Way To Apply Floor Sealer

Any type of floor sealer is selected; the following points should keep in mind-

- Caution board should be placed as a sign to warn the people who are passing through that area, else may be a safety hazard.
- Make sure that the floor is clean, chemically neutral and dry before applying the sealer, otherwise the seal will not work on the floor surface.
- Maintain an ideal room temperature of 21 degree Celsius.
- Room should be well ventilated.
- Protect the room from flies and pests until the sealer is dry.
- After taking required amount of sealer and the rest of it store in air tight lidded container, otherwise it can be deteriorate.
- Apply many thin coats instead of a few thick coats.
- Allow the recommended drying period between the coats.
- Clean and store all equipments carefully after each use.

5.6 Use, Care And Storage

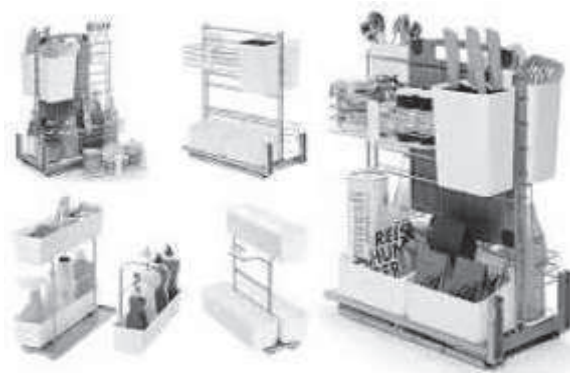
USE OF CLEANING AGENT

- To prevent spread of infection and disease.
- Use of cleaning agent should be done on a minimum basis as it spoils our environment. The amount used should be such that the cleaning task is not affected and the standards are maintained.
- Care of cleaning agent is necessary, as wastage in any form is not preferred.
- A cleaning agent should be stored in a proper place and no misuse should be done.

- To control the amount of dust in an area.
- To lengthen the life of the building, along with its various furniture, fixtures and equipment (FEE).
- To provide a social acceptable environment to the guests and staff of the hotel.
- To meet the requirements of health and safety of the inhabitants of the hotel.

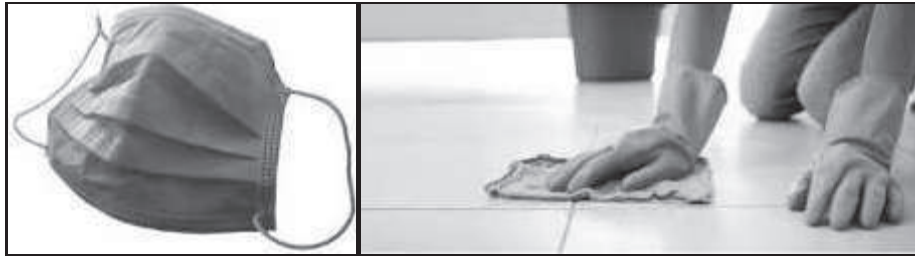
Care And Storage Of Cleaning Agent

- **Clean, cool and dry-** Store the cleaning supplies in an area that is clean and free of debris. Make sure that there aren't any temperature extremes in the area where your cleaning supplies are stored. Another thing is to make sure of is that the area is dry.



- **Original containers-** Keep cleaning supplies in their original container. If you mix your own cleaners, make sure you use new clean bottles and label them to avoid a mix-up. Some cleaners can cause lot of problem when they are mixed, so always follow manufacturers' instructions.
- **Train employees-** To train employees to use housekeeping training employees in efficient and safe use of cleaning.
- **Label on cleaning agent-** The use of chemicals requires the proper selection of those which most effective meet specific job requirements. The type of chemical in a product should be known to the user with some degree of accuracy. The product label which the manufacturer supplies should be read and understood by personnel who are to handle this chemical material. If the cleaner cannot understand the label, or if no label is on the container, he should have contents explained to him by the supplier or person in charge of the building maintenance.
- **Safety gloves-** Rubber gloves should be used when handling products of a corrosive or skin irritant nature and rubber boots or special footwear when these products are used on floors. When spraying or fogging operation are undertaken, face mask may be necessary to protect against inhaling the fine mist if strong solutions such as acid or alkalis are splashed on to the

skin, they must be flushed off immediately and reported to the first-aid department.



5.7 Distribution and Control

The distribution is done as per the requirement of the desired area and everything is noted in the stock book. Issuing and receiving is done through supervisor to have an effective control over things and in order to avoid pilferage, mishandling and misuse.

Issuing of Cleaning Agent

The housekeeper should implement proper systems for the methodical issuing of cleaning agents from the housekeeping stores. Stores may be issued in the following ways:

- **Requisitioning-** This system of issuing followed in large hotels. The floor supervisor maintains a requisition book with slips in triplicate. A requisition slip is filled out by a GRA whenever supplies are diminishing. This is signed by the floor supervisor and the book is then sent to the housekeeping stores. The storekeeper collects the requisitioned items and signs the triplicate copies of the requisition slip. The storekeeper then issues the requisitioned item, which are collected by a porter and transported to the floor in question with one signed copy of the requisition slip. The second copy is sent to the executive housekeeper and the third copy remains in the requisition book, which too is returned with the fresh supplies.
- **Full for empty-** This system of issuing is followed in smaller hotels. Empty containers of used-up cleaning supplies are taken to the housekeeping stores by individual GRAs. The store assistant then replaces the empty containers with full ones. The disadvantages in this system are works well only when the housekeeping stores are open round the clock and that constant supervisor is required.
- **Topping up-** The difference between this method and the earlier one is that here the GRAs approach the housekeeping stores only at a fixed time each week for getting their supplies topped up. An even better system is having the GRAs deposit their hand caddies in the housekeeping stores at the end of the shift, so that the store assistant may replenish or top up the cleaning agents and keeps them ready for the staff on the next shift.

5.8 Use Of Eco Friendly Products in Housekeeping

Meaning Of Eco Friendly Products

Eco friendly literally means earth friendly or not harmful to the environment. This term most commonly refers to the product that contribute to green living or practices that help conserve resources like water and energy. Eco friendly products also prevent contribution to the air, water and land pollution. In housekeeping eco friendly products addresses recycling, sustainable production and reduction of energy consumption and transport.

Concept Of Eco Friendly Products

The ECOTEL collection is an exclusive group of International inns, hotels and resorts that define the concept of environmental responsibility in the hospitality industry. All Ecotel certified hotels must pass a detailed inspection and satisfy stringent criteria set by environmental experts.

The Collection began in 1994 when the New York Vista Hotel re-opened as the world's first Ecotel certified hotel after the bombing of the World Trade Center. Since then over 1100 hotels, resorts and inns have applied (but not qualified) for the certification. Currently, there are only 34 Ecotel hotels in the world, out of which only 3 are 5-star hotels with the 5-globe certification.

The term Ecotel was introduced in India by the a company known as **CONCEPTS HOSPITALITY** with two hotels already running successfully, one in Delhi known as **UPPALS ORCHID** and the other one in Mumbai known as **THE ORCHID** . These hotels run on the concept of ecotel which stands for environmentally sensitive hotels. These hotels are constructed and run keeping the environment in mind and they ensure that limited amount of damage is caused to the environment by them.

ECO FRIENDLY PRODUCTS USED IN HOUSEKEEPING

- **LAUNDRY BAG**

Reusable laundry bags are used instead of the standard paper and plastic bags as in other hotels, in which the guests could send the clothes for laundering and the same will be delivered in reusable cane baskets wrapped in muslin cloth, a laundry button is incorporated in the master control panel, eliminating the use of laundry pick up tent card.

- **NEWS PAPER**

News paper is delivered, on request, in reusable cane baskets/cloth bags instead of the usual paper or plastic bags.

- **SHOPPING BAGS**



A specially designed cloth shopping bag is provided to the guest with the environment messages on it.

- **HANGERS**

The hangers used in guestroom are made from sawdust.



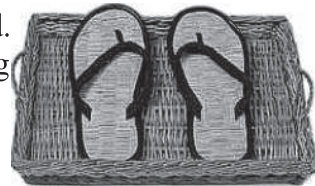
- **AMENITIES**

Use of herbal products, which are manufactured under an ayurvedic license; these products are not tested on animals and do not contain any animal fat.



- **SLIPPERS**

Hand crafted slippers are used which are made up of reed. The cane tray is meant for shoes to be sent for polishing instead of using a plastic bag.



- **CUT FLOWERS V/S POTTED FLOWERS**

Why to use dead flowers to bring a room alive. We can find the cut flower cut to an absolute minimum- instead living vibrant plants help the beauty of nature indoor.



- **ANTI COCKROACH HERBAL TREATMENT**

This treatment has been recently introduced and is the first of its kind in India to eradicate cockroaches. This herbal paste contains extracts from herbs and the treatment is totally different than the conventional spray treatment. By using this treatment there are no health hazards, as there is no use of any poisonous chemicals. No cleaning is required after the treatment is done hence there is no wastage of water, detergents etc. This medicine is in the form of a paste and it is applied to all nooks and corner in the form of small globules in the premises, which is to be treated. This paste can also be applied in refrigerators, oven, toasters, microwaves mixers, computers as it is non-poisonous.

Eco Friendly Practices Adopted By Housekeeping

- Drawn up a policy for laundry bed linen only once 2-3 days unless perceptibly soiled. This practice can save a large amount of water. The ideal way to introduce this policy would be to leave the option to guests. A tent card that states the purpose behind the same will always encourage the guest to oblige.
- Employee should switch off lights and fans that are not in use.
- Employees should immediately report any leaky factors or pipes
- Employee should ensure that only the correct wattage of bulb is used and that light shades are clean
- The usage of cold- water detergent reduces the need for hot water
- The final rinse water should be used for the first wash of the next batch of soiled linen
- Ensure preventive maintenance of laundry equipment
- Bio-degradable detergents should be used
- Minimize wastage of water by using ultra low- flush toilet, low- flow shower heads and other water conserving fixtures
- Use aerated water taps and water flow restrictors. Aerated taps mix air bubbles into the water, providing white, sparkling water that gushes out at a higher pressure
- Use recycled waste water for horticulture purpose, flushing toilet and air conditioning through separate pipe system.

A sewage plant installed for recycling waste generated by hotel

- Having the DND, MAKE UP ROOM and LAUNDRY sign outside the door in turn reduces the waste that would have been otherwise generated by having these signs made from paper, instead of using a plastic bag
- There's a mini bar installed in every guestroom, which saves up to 40 % of energy. This happens as the mini bar is equipped with " **Fuzzy Logic**", which senses the load inside the refrigerator and cools accordingly. In short, it acts as per load. Also an added feature to these mini bars is that they are CFC free.

Importance of Eco Friendly Products

To reduce the following problem eco friendly cleaning agents are necessary to use-

- Long term health effects, the majority of cleaning agents are full of toxins that have lasting health results.

- Even according to the data published by the western regional pollution network, six of every 100 janitorial workers injured on the job each year are hurt by the cleaning chemicals they use.
- Environment effects, cleaning agent, every from common dish soap used in kitchen to laundry detergent to floor polish and bathroom milder remover, cause immense amount of pollution.



- Chemical-based cleaning products pollute the air with their toxic chemical.
- Cleaning products tossed into landfills pollute our soil having a detrimental effect on our plants and animal.
- Cleaning agent pollutes our water supply when they are washed down the drain. They end up in the lakes, rivers and oceans having a bad effect on our as well as wild life.
- Cleaning products contribute to the depletion of the ozone causing global warming and loss of resources.

5.9 Summary

In this unit cleaning agent has been discussed in detail. Some basics concepts are cleared in this unit and also some key words are given below. Sub headings of cleaning agents are discussed in the unit in brief with the help of words and pictures. Points needs to be kept in mind while selecting a cleaning agent, types and their use, classification of polishes, floor seals and about an eco friendly housekeeping is discussed to make everyone aware of environment.

Some technical words are used in the unit and there meaning as well, like buffing which means polishing the floor with a low speed polishing machine, disinfectant means an agent used to kill the bacterial activities. How eco friendly cleaning agents are important now a days are also mentioned in this unit. This unit will increase the knowledge of the readers.

5.10 Questions

1. What are cleaning agents? Classify them.
2. What are points should be kept in mind while selecting cleaning agent? S
3. Describe the role of cleaning agent?
4. Explain types of cleaning agent?
5. What are polishes? Classify in brief.
6. Define floor seal. What are the types of floor seal?
7. What are the ways to apply floor seal?
8. What are the uses of cleaning agent?
9. How to care and store cleaning agents?
10. What are the three ways of distribution and control of cleaning agent?
11. What is eco friendly product? Explain the concept of eco friendly products?
12. Explain the eco friendly products used in housekeeping?
13. Write points on 'eco friendly practices adopted by housekeeping'.
14. Importance of eco friendly cleaning agents.

5.11 KEY WORDS

- **Abrasives-** agents that depends on their rubbing or scratching actions to clean dirt and girt from hard surface. Sandpaper, steel wool etc are the example of abrasives.
- **Aerosols-** a suspension of solid or liquid particles in a gas. This includes both the particles and the suspending gas, which is usually air.
- **Buffing-** polishing the floor with a low-speed polishing machine.
- **Disinfectant-** an agent used to kill the bacteria, and also control germs.
- **Hard water-** water that contains 60ppm (parts per million) of calcium and magnesium.
- **Issuing-** process of distributing items from the store to authorized individuals through the use of formal requisitions.
- **Lint-** the threads or short fibres loosened from a fabric.
- **Mini-bar-** it is a mini refrigerator kept in guest room, which contains juices, liquor, and snacks.
- **Rotten stone-** decomposed silicone limestone used as a polishing powder.
- **Soft water-** water contains dissolved calcium and magnesium less than 60ppm (parts per million).
- **Squeegee-** manual equipment used to remove excess water and having a metal or rubber blade with a long handle.
- **Surfactant-** surface active compound that imparts a good wetting power, emulsifying powder, and suspending powder to detergent.
- **WC-** water closet, a toilet bowl or flush.

5.12 REFERNCES AND FURTHER STUDIES

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Unit – 6 : Care And Maintenance Of Different Surfaces

Structure of Unit:

- 6.0 Objectives
- 6.1 Introduction
- 6.2 Metals
- 6.3 Glass
- 6.4 Leather
- 6.5 Plastic
- 6.6 Ceramic
- 6.7 Wood
- 6.8 Wall Finishes
- 6.9 Floor Finishes
- 6.10 Summary
- 6.11 Review Questions
- 6.12 Key Words
- 6.13 References and Further Studies

6.0 Objective

The objectives to study this unit are-

- To study the functional aspect of different surfaces present in any hotel.
- To understand the basic compositions of different surfaces.
- To learn about the brief classification of different surface forms
- To discuss about the methods of caring and maintaining different surfaces.

6.1 Introduction

In hotels there are various types of hard surfaces which are present in an area. These surfaces give the entire look to the establishment. The selection of a type of surface for an area depends on the functional aspect and the standards of the hotel. Different surface forms require specialized care, cleaning and maintenance. Housekeeping is the department which is mainly responsible for the upkeep and cleaning of various areas of the hotel. In this regard all the housekeeping staff must be aware of the cleaning procedures and care standards of various surfaces. The types of the hard surfaces used in hotels are metals, glass, wood, ceramic, plastic, leather, fabrics etc.

Thus, the housekeeping department should be fully trained and educated on the handling and cleaning of the surfaces.

6.2 Metals

Metal is widely used in hotels in different forms. The fixtures, furniture and other fittings are mainly made up of different metals like silver, iron, copper, brass,

steel etc. Metals on one hand are good in look, easy to clean but tarnishing is the main problem which needs to be checked regularly. The commonly used metals are-

Silver- Silver is a soft metal which is unaffected by water, pure air and majority of food stuffs. The two forms of silver are commonly available. Sterling silver which is an alloy containing 92.5% silver and rest copper. The other is silver plating. This is the commonly used silver in hotels for table wares and other items. Silver plated ware is made from blanks or bodies of a nickel silver or nickel brass alloy. These are emerged in a complex solution of silver salts and by means of electrolysis, silver is transferred to the blanks & an electroplated nickel silver is made.

Care and maintenance of Silver:-

The tarnishing of silver is due to the action of compounds of sulphur present in some food stuffs and in the atmosphere. It can be removed by following methods-

1. Silver dips: - An acid solution of thiourea compound is made; silver article is dipped, washed and dried.
2. The Polivit method: - Silver articles dipped in hot soda solution containing a sheet of aluminum for up to ten minutes, and then it is washed and dried.

Polishing- It is a procedure to give shine to the metal .After cleaning polishing is done. Polishing of silver is done by following methods-

1. Proprietary preparations- Polish made up of precipitated whiting and jeweller's rouge. It is rubbed on the article allowed to dry and buffed off.
2. Burnishing Machine- Highly polished steel balls and silver articles are immersed in a detergent solution, the machine rotates and friction is applied to the articles by the steel balls .Afterwards the article must be washed and dried.

Brass-Brass is an alloy of zinc, copper and sometimes other metals. However, brass can accumulate dirt and grease deposits and may also tarnish over time. In hotels brass is used for door handles, decorative pieces, taps, ornaments.

Care and maintenance of brass:-

1. Wash the brass with soapy water. If the brass is simply dirty or oily, mix a mild detergent with warm water. Dip a soft cloth into the soapy water, and wipe the piece down with the cloth.
2. Remove lacquer coating. Lay down newspaper to protect your work surface, and use a paintbrush to apply a paint or varnish-removing chemical to the brass.

3. Polish the brass. Apply brass polish (Brasso) to a cloth, and rub it into the brass. Use a second clean, dry cloth to buff the brass to a dazzling shine.
4. Reapply lacquer to the brass. Apply lacquer to give the brass a protective coat that will help maintain its shine. Use cotton balls or a paintbrush to apply it. Apply only a thin layer, and make sure to apply it evenly. Wipe up any drips before they dry.
5. Wipe the brass off with a soft, dry cloth

Steel- Steel is iron containing little carbon and small quantities of other materials. In hotels it is used in sanitary fittings like taps, baths and furniture etc.

Care and maintenance of Steel

1. Attend to stains as quickly as possible. Stainless steel does not hold stains easily, but it's best to clean up spills and marks as quickly as possible.
2. It can be cleaned with warm, soapy water or a weak ammonia and water solution.
3. Wet a soft towel or dish cloth in the soapy water. Whenever possible, avoid using an abrasive cloth on stainless steel. Instead, get a soft cloth or nylon sponge

Copper-Copper is used for utensils, vases, bar tops and in restaurants. As copper is toxic so cannot be used directly and a lining of tin or nickel for protection is done on the copper utensils. Thus, while cleaning special care is to be taken to protect this lining.

Care and maintenance of copper

1. Copper should be washed in warm water and then can be rubbed with mixture of salt, fine salt and vinegar.
2. A thin coat of vegetable oil should be applied to avoid further damage.
3. For heavily tarnished copper a weak ammonia solution can be used to remove greenish deposits.
4. Do not use harsh abrasives and scrubbers.

Iron- It is a very durable and strong metal used to make furniture, cook wares and equipments in hotels. Iron can be forged or cast .Wrought iron is iron that has been forged that is, it has been shaped by heating in fire and then hammering while hot. Cast iron is a hard alloy of iron, carbon and silicon that has been cast in a mould.

Care and maintenance of iron

1. Seasoning a cast iron skillet is necessary to create a non-stick surface and prevent rust.
2. Unprotected iron should be washed only when necessary and then thoroughly dried.
3. Enameled cast iron does not need seasoning but be handled carefully to avoid chipping of enamel.
4. Hot iron utensils must be cooled down first before putting under cold water.

6.3 Glass

Glass is a material made up of sand .It is transparent and lustrous. It needs to be free from impurities thus some chemicals are added in it .Glass is used in almost every section of the hotel. Commonly glass is used in tableware, vases, doors, windows, mirrors, bottles etc. The major constraint while care and cleaning of a glass is that all glasses are highly breakable and shows the stains very readily. There are nine types of glass according to the minor additions and variations in the ingredients used and according to the methods of manufacturing. The different types of glasses are different in their properties and uses.

1. Soda glass or soda-lime glass/Flat glass: It is the most common variety of glass. It is prepared by heating sodium carbonate and silica. It is used for making windowpanes, tableware, bottles and bulbs.

2. Colored glass: Small amounts of metallic oxides are mixed with the hot molten mixture of sand, sodium carbonate and limestone. Different metallic oxides give different colours to the glass. Colored glass is much in demand. It is used for decorating walls in hotels.

3. Plate glass: Plate glass is thicker than ordinary glass. It has a very smooth surface. It is made by floating a layer of molten glass over a layer of molten tin. It is used for making windows and doors.

4. Safety glass: It can also be called shatterproof glass. It is made by placing a sheet of plastic between sheets of glass. The special quality of this glass is that in case of breakage the broken pieces stick to the plastic and do not fly off. It is also used for making bulletproof screens.

5. Laminated glass: It can also be called bulletproof glass. Several layers of safety glass are bound together with a transparent adhesive. It is stronger than safety glass. It is used in aero planes and windshields of cars.

6. Optical glass/Flint Glass: Optical glass is softer than any other glass. It is clear and transparent. Potassium and lead silicates are used in making optical

glass. The main use of flint glass is in the manufacture of lenses, prisms and other optical instruments. It is rarely used in hotels.

7. Pyrex glass: Pyrex glass is highly heat resistant. In Pyrex glass some of the silica is replaced by boron oxide. Pyrex glass does not crack on strong heating. It has a high melting point and is resistant to many chemicals. It is thus used to make ovenware.

8. Photo-chromatic glass: Photo chromatic glass acquires a darker shade when exposed to bright light and returns to its original lighter shade in dim light. This happens because silver iodine is added to this glass.

9. Lead crystal glass/Cut Glass: Lead crystal glass has high refractive index, and so has the maximum brilliance. It sparkles and is used for high quality art objects and for expensive glassware. It is also called cut glass because the surface of the glass objects is often cut into decorative patterns to reflect light.

Care and maintenance of Glass

1. Glassware should be carefully hand washed with a soft dishcloth or sponge.
2. Do not use hard bristled brushes or abrasive pads that might scratch the glasses.
3. Extreme temperatures can cause glassware or crystal to break.
4. Do not let the temperature of the glass change too quickly by pouring hot liquids into cold glasses, or placing cold glassware into hot water.
5. Glassware should be stored on its base as turning glass on its end causes undue stress to the mouth of the pieces, resulting in cracks and breakage.
6. Finger prints on the flat glass should be cleaned by wiping away with a solution of vinegar and water in 1:1 proportion.
7. Hard marks on mirrors can be removed by wiping with a cloth moistened with methylated spirit.
8. Newsprint contains an effective solvent; therefore newspaper can be used to remove marks from windows too.
9. Bottles and vases can be cleaned using a mixture of crushed eggshells, synthetic detergent and warm water.
10. Polishing of glass should be done with chamois leather. However, daily polishing may be done with a lint free cloth.

6.4 Leather

Leather is derived from the skin of various animals like sheep, goat, pigs and cattle etc. It is very durable, long lasting and gives a classic look if maintained properly. Good quality leather is always very expensive material. It can be dyed in various colours and is commonly used for furniture, upholstery etc in hotels. It is necessary to take regular care and maintenance of leather items against grease, oil and heat. Each leather type has its own care and cleaning specifications, but there are also some generalizations.

Rexine is the artificial leather. It is made of cloth surfaced with a mixture of cellulose nitrate, camphor oil, pigment and alcohol, embossed to look like leather.

Care and maintenance of leather

1. Keep it clean. Vacuum and dust often using a crevice tool in seams.
2. Though leather is resistant to fading, direct, prolonged exposure to the sun will cause any material to fade. Therefore, it is important to position the leather furniture away from windows, skylights or other intense light sources when possible.
3. If spills do occur, attend to them quickly, blotting the stain rather than rubbing.
4. Take extra care with sharp instruments
5. Never use harsh cleaners, chemicals or saddle soaps as they may damage the finish. Before using any cleaner, test-clean on a hidden area.
6. Depending on use, lighter colors may require more frequent maintenance than darker colors.
7. When leather is stored it should not be in extreme hot or cold, or in excessive dryness or humidity.
8. Occasionally leather may be polished with good furniture polish cream.

6.5 Plastic

Plastics are typically organic polymers of high molecular mass, but they often contain other substances. They are usually synthetic, most commonly derived from petrochemicals, but many are partially natural. It is most widely used in homes and commercial organizations due to its qualities of being light weight, quite, moth resistant and cheap in cost. It is easy to clean and completely non absorbent thus, most suitable for outdoor furniture .Plastic in hotels are used as outdoor furniture, floor finishes and cleaning equipments.

Plastics are of mainly two types-

1. Thermosetting plastic- These are hard plastic that are moulded by heat and pressure and do not usually soften when they are reheated..These plastics are used to make furniture, table tops, cook ware, trays etc.
2. Thermoplastics- These are soft plastics and gets soften when exposed to heat and hardens when gets cool. These are the most common type of plastic.

Different thermoplastics are used for making different plastic items like sanitary ware, Kitchen ware, Light fittings, dustbins, buckets etc.

Care and maintenance of Plastic

1. For general cleaning wash the plastic with a soft, lint free cloth in a mixture of warm water and diluted mild detergent.
2. Do not use hard bristle brush and hard abrasives.
3. Do not expose to direct heat.
4. Avoid the use of strong acids or alkalis.
5. Do not overweight the plastic equipments.

6.6 Ceramic

Ceramics are generally made by taking mixtures of clay, earthen elements, powders, and water and shaping them into desired forms. Once the ceramic has been shaped, it is fired in a high temperature oven known as a kiln. Ceramics are classified as inorganic and nonmetallic materials that are essential to our daily lifestyle. This category of materials includes things like tile, bricks, plates, glass, and toilets. Depending on their method of formation, ceramics can be dense or lightweight. Typically, they show excellent strength and hardness properties; however, they are often brittle in nature.

In hotels ceramic is used widely. Majorly ceramics are classified into four main categories-

1. **Earthenware** is a common ceramic material, which is used extensively for pottery tableware and decorative objects. Earthenware articles may sometimes be as thin as bone china and other porcelains, though they are not translucent and are more easily chipped. Earthenware is also less strong, less tough and more porous than stoneware, but is less expensive and easier to work. Due to its higher porosity, it must usually be glazed in order to be watertight.
2. **Stoneware** is a vitreous or semi-vitreous ceramic ware. It has high content of stone in it. Stone ware is dense, impermeable and hard enough to resist scratching. It is usually coloured grey or brownish because of impurities in the clay used for its manufacture, and is normally glazed.
3. **Porcelain** is a ceramic material made by heating materials, generally including clay in the form of kaolin. It has considerable amount of strength, extremely hard and expensive. It is used to make cups, saucers and other crockery.
4. **Bone china** is a type of soft-paste porcelain that is composed of bone ash, feldspar material and kaolin. Bone china is known for its high levels of whiteness and translucency, and very high mechanical strength and chip resistance.

Care and maintenance of Ceramic

1. It is important to use only dilute cleaning solutions, applied with soft cloths during cleaning of ceramics.
2. Antique ceramics should never be soaked in any liquid. Prolonged soaking and uneven drying can lead to staining of ceramics.
3. Extremely hot and cold water should be avoided.
4. Handling and storage of ceramic should be done with highest care as it gets cracked very easily.

6.7 Wood

Use of wood in hotels is extensive. Different wood types are used for making furniture, doors, windows, subfloors and floor finishes. The choice of the wood depends on the characters and look of the wood. There are various types of wood and some of the common ones are mahogany, cherry, scot pine, Parana pine, beech and oak. The wood is categorized under either hardwood or softwood. Different types of wood have varying characteristics, for instance, oak, teak (hard wood) is long, heavy, durable, and hard and it finishes well when it is used to manufacture furniture. Soft woods like pine, cedar are light, cheaper, and more prone to wear and tear. They are not much attractive in look thus used for hidden areas like subfloors, ceilings etc. Cane which is derived from hollow stems of bamboo and wicker which is derived from shoots of willow plant is used to make baskets, trays, sofas, chair and table. However, all the wood possesses some common characters like-

- They are highly porous.
- They get fire very readily.
- Gets dent by scratches.
- Easily attacked by wood rots.

Thus, all wood needs protective treatments like-

- Clear Penetrating Epoxy Sealer (CPES) is used to both preserve and seal wood.
- Fire retardant treatment -The treated wood utilizes a fire retardant chemical that remains stable in high temperature environments. The treatment provides a physical barrier to flame spread.
- Beeswax is applied on solid wood items to give a protective finish. It is allowed to dry and rubbed in well to get a good gloss.

- Varnish is a solution of a resinous substance such as shellac, amber dissolved in oil or turpentine oil .It is applied on wood surfaces and on drying varnish forms a hard coating on the wood.
- Paint is also used as a protective covering to the wood. It not only provides protection but also gives colour and shine to the wood.

Care and maintenance of wood

1. Frequent dusting of furniture will help maintain the luster of both oil and lacquer finishes. Use a dry, soft cotton cloth
2. Avoid the use of water on wood surfaces, in spite spirit can be used to clean stubborn stains.
3. Wooden areas must be buff cleaned and polished.
4. Do not place wet or hot objects on wooden furniture.
5. Use coasters to prevent damage, and wipe up spills promptly.
6. Excessive or prolonged exposure to sunlight can fade the color of furniture. Use window coverings or tablecloths to prevent daily direct exposure to furniture from the sun.

6.8 Wall Finishes

Wall finishes are required to hide the unwanted look of the wall and provide a decorative, protective and functional feature to the wall .The selection of the wall finish depends on the type of the theme, purpose and architectural aspects of the room. However in all cases the wall covering must comply with the fire regulations. In hotels, various types of the wall finishes can be used for different areas. An area can have more than one type of wall finish also. However, care and maintenance of all the wall finish is utmost important as these are quite prone to frequent dirt and dust. Any stained wall not only harms the look of the room but also the image of the hotel. Further, different wall finishes require specific type of cleaning and care .Thus, a housekeeper must be aware of different types of wall finishes and their upkeep. The most common types of wall finishes used in hotels are-

Paints- Paints are widely used wall finish in any establishment. Paints are the thin coatings applied to surfaces in a liquid form. They dry and become flexible solids. They protect the surface from sunlight, dampness, dust and weathering. These are available in various colours, textures and degree of gloss. Paints are easy to apply, easy to clean and cheap in cost. Paints are made up of four main elements

- Binder- It holds the paint together and binds it to the surface.
- Additives- They gives special properties like resistance to rust and fungus.

- Pigments-They give colour to the paint.
- Solvents-It helps in brushing the paint on a surface.

Care and maintenance of Painted walls

1. Vacuum walls with a soft brush attachment. Then wipe them down with a cloth-covered broom or mop.
2. Wipe away fingerprints and other marks soon after they appear.
3. Avoid using an excessive amount of water.
4. Do not use harsh abrasives, strong solvents or strong soda solutions to clean painted walls.

Stained-glass wall finish-Walls are decorated with stained glass that has been colored, frosted, fixed and carved artistically. The colors of glass are coordinated with the other furnishings so that they form a theme in totality.

Care and maintenance of Stained –glass wall finish

1. Dust and wipe on regular basis to avoid accumulation of dust.
2. Use scrim or chamois leather for wiping the glass wall.
3. Methylated spirit can be used for removing hard stains.
4. Care should be taken not to wet the backs of the glass.

Wall Papers- Wall paper is a kind of material used to cover and decorate the interior walls of homes, offices, and other buildings. It is usually sold in rolls and is put onto a wall using wallpaper paste. Wallpapers can come plain as 'lining paper' (so that it can be painted) and textured (such as Anaglypta), In terms of methods of making, wallpaper types include painted wallpaper, hand-printed woodblock wallpaper, hand-printed stencil wallpaper, machine-printed wallpaper, and flock wallpaper. The most common wall covering for residential use and generally the most economical is pre pasted vinyl coated paper, commonly called "strippable"

Most commonly used in restaurants, guestrooms

Care and maintenance of Wall papers

1. Both washable wallpaper and the non washable wallpaper can be cleaned of dust by simply vacuuming.
2. Washable wallpaper can also be washed with warm water. Do not use abrasive cleaners. Dry with a soft, lint-free cloth.
3. For wallpaper that is not washable or delicate, it should be cleaned with a dry cleaning sponge.

4. Clean off marks from pens, pencils and crayons with a white cloth dampened in rubbing alcohol.
5. For grease stains like shoe polish or chewing gum, use naphtha.

Fabric Wall covers-Fabric can be used to cover the walls. The fabrics chosen should not be liable to hang down. In order for fabric to adhere to wall, it must have fabric or acrylic backing. Various fabrics can be used as wall covers however wool is not must considered due to it's tendency to attract moths and pests.

Care and maintenance of Fabric wall covers

1. Remove surface dust with light brush or suction cleaner.
2. Delicate fabrics should be dismantle and send to dry cleaner.
3. Spot cleaning can be done with mild detergents and warm water if possible.
4. Stains must be attended as soon as possible

Wood Panels- Hard woods are generally used to make decorative wood paneling. The wood wall covers provides a warmth and formal look thus most widely used in board rooms, conference halls and offices of the hotels and other organizations. Wood can be used as a whole covering to the walls or form a dado. The material used can be plywood or wood covered with veneer or laminate. It is available in variety of colours, shades and tones. However, the major constraint of putting wood on walls is the absorbency property of wood which requires a high level of care and maintenance.

Care and maintenance of Wood Panels

1. Remove dust with the help of wall broom, duster or suction cleaner.
2. Greasy wood paneling can be wiped with white spirit or vinegar and water.
3. Polish the wood when required.
4. Maintain regular check on moisture content especially in rainy season; keep the room well ventilated to avoid moisture and wood rots if possible.
5. Wherever sunlight or fresh air is not possible warmth can be provided by room heaters.

Ceramic tiles- Clay tiles are now days most preferably used as wall covers due to their varied advantages. These are totally non absorbent, easy to clean and maintain, affordable in cost and available in various colours, designs and patterns. Ceramic tiles are easy to place and give a clean look thus used in heavy traffic

public areas. However, not recommended for formal areas .These are widely used in bathrooms, kitchen, and cafeterias of the hotels.

Care and maintenance of Ceramic Wall covers

1. On regular basis ceramic tiles can be cleaned with nylon scrubber, mild detergent and water.
2. If stubborn stains of grease and oil are seen, warm water can be used.
3. Wipe the surface with a lint free cotton cloth.
4. Avoid the use of acids and harsh agents to avoid discolouring of the surface.
5. Precautions must be taken for any point load on the ceramic tile.

Metallic Wall covers- Metals are in use as an alternate form of wall covers. They give hygienic look .Copper, aluminum, steel, silver are commonly used in making wall covers. Different metals can be used in the form of sheet or tiles as wall cover. Metallic wall cover is durable, easy to clean and maintain .They tend to illuminate any room. Thus, they are commonly used in bars, discotheque of a hotel.

Care and maintenance of Metallic wall covers

1. Wipe down with a sponge wrung in mild detergent solution. Dry with chamois leather
2. Do not place them near direct heat areas.
3. Precautions must be taken against scratches.
4. Clean grouting with soft brush dipped in bleach solution and rinse.

6.9 Floor Finishes

Flooring plays an important role in the decor and look of any hotel. It is important for all areas of the hotel and different types of floor finishes are suitable for different areas whether indoor like guestrooms, dining rooms, corridors, lobby etc or outdoors like parking areas, porch ,jogger's path etc .Floor should not only have eye attraction but it must also comply with the function of the area. Floor finishes are majorly classified as hard floor, Semi Hard Floor and Soft floor.

HARD FLOOR- The commonly used hard floors are-

Concrete floor- It is made from cement & sand. Concrete is very porous and soaks up stains quickly when wet. It is damaged by acids, alkalis, grease or oil. These are found Parking areas, store rooms, Porch.

Care and maintenance of concrete floor

1. For an unsealed concrete floor, sweep up the loose surface dirt, and then wash.
2. Do not use acids and alkalis.
3. Do not use in areas prone to grease and oil.

Ceramic Tile Floors- These are made from fired clay & are usually red, black or cream.

They are impermeable; so very hygienic with a smooth or slip resistant surface. Glazed (shiny) ceramic tile is virtually stain proof, but unglazed (matte) ceramic tile is porous and must be sealed to resist stains. A new unglazed ceramic-tile floor needs to be sealed with a commercial sealer and a water-base wax.

Care and maintenance of ceramic tile floor.

1. Never use harsh abrasive cleaners that might scratch the glaze
2. Do not clean unglazed ceramic tiles with acids, strong soaps, or abrasives
3. Damp-mop ceramic tile with an all-purpose cleaner. Dry the floor with a soft cloth to avoid streaks.
4. About once a year, strip the wax buildup on the unglazed tile floor and re wax. Rinse the floor thoroughly with clear water after applying the stripper.

Marble- It is metamorphosed limestone. It is available in variety of patterns and colours, may be white, black, red or green. Used for decorative purposes. Although unharmed by water, it is sensitive to acids, strong alkalis, oil & oil based products. Marble floor is commonly found in Front areas like lobby, dining areas, guestrooms, shopping arcade.

Care and maintenance of Marble floor

1. Clean up spills immediately to minimize damage to marble floor.
2. Marble floors in high traffic areas should be cleaned daily with a clean, dry dust mop or soft bristle broom.
3. Spills should be spot treated with the use of a damp mop or cloth towel and, if necessary, a small amount of mild soap or specialized stone cleaner.
4. Avoid exposing any marble surface to chemicals and solvents
5. Highly alkaline (high-pH) cleansers are not recommended when cleaning marble.

Resin floor- These are composed of synthetic resins like epoxy with hardeners. Marble chips may be added to give decorative flooring. They are

extremely hard wearing and unaffected by spillages and most chemicals. Resin floors are commonly used in Kitchens, canteens, bathrooms, corridors etc

Care and maintenance of Resin floor

1. Cleaning regularly is necessary to maintain the appearance and prolong the life of the any flooring system.
2. Abrasive cleansers must not be used.
3. Avoid the use of strong acid based cleansers.
4. Strong alkali based cleansers must not be used in concentration form.
5. Resin is harmed by heat, thus avoid direct contact of heat with the flooring. Do not use high rotating floor machines on resin floors.

Wood Flooring-These floor surfaces are used in all types off establishment corridors, game rooms, dance floors, dining rooms, bedrooms etc. They are usually more attractive than stone. But these floor surfaces are easily damaged by water & susceptible to attack from bugs & insects. Hard and soft woods can be used for flooring. Wood floors are available in main forms Strips & Boards, Blocks and Parquet & mosaic .However; all wood floorings need lot of attention, care and maintenance to prolong life of the flooring.

Care and maintenance of Wood flooring

1. Wipe up spills immediately as wood has the highest property of absorption.
2. Vacuum, sweep or dust mops the hardwood floor.
3. Buffing of wood floor should be done with low speed buffer machine.
4. Do not walk across the wood floor in poorly maintained shoes with heel taps, spike heels or with any sharp object protruding from the shoe.
5. Never use ammonia based cleaners, acrylic finishes, wax based products, detergents, bleach, polishes and oil soaps, abrasive cleaning soaps or acidic materials such as vinegar on wood flooring.
6. Place runners and area rugs (with slip-resistant backings) along high-traffic areas.
7. Protect the floor from direct sunlight.

SEMI HARD FLOOR – These are durable but less permanent floorings. Semi hard floors are of various types. The common types of semi hard floors are-

Linoleum- Linoleum is made up of powdered cork, resins, linseed oil and pigments to give colour. It is putted on a foundation of jute and subjected to heat and pressure. Good quality linoleum is sufficiently flexible. Due to presence of

cork in its composition it is porous to water. Commonly used in study rooms, offices, linen room or corridors

Care and maintenance of linoleum flooring

1. Dust and vacuum clean on regular basis.
2. Avoid the use of excessive water as absorbent in nature.
3. Buffing lightly will give shine to the floor.
4. Avoid the use of ammonia, alkaline or acidic cleaners.
5. Coarse abrasives are harmful to the floor.

Thermoplastic - Made up of asphalt. They are laid in a warm thermoplastic state but harden on cooling. They have no resilience property so they are hard and noisy, dents with heavy weights and scratch easily. They are highly non porous but strong alkalis make them porous. Commonly used in bathrooms, corridors and offices.

Care and maintenance of thermoplastic flooring

1. Regular cleaning can be done by washing, sweeping and mopping.
2. Protect the flooring from heavy weight of machines and equipments as it scratches and gets dents easily.
3. Avoid the use of strong alkalis completely.
4. Water based polish can be used on worn areas.

Rubber Floor-They are obtained from rubber and made in the shape of tiles and sheet. During manufacture rubber with filling material and pigment is vulcanized (Harden by treating with sulphur) to give a hard finish. It is soft, quite, resilient and comfortable to walk. They are harmed by spirit, grease, sunlight, alkalis and marks badly. It is widely used in bars, canteens and entrances.

Care and maintenance of rubber flooring

1. As it is non absorbent, on regular cleaning mopping can be done comfortably.
2. Avoid the use of spirit base polish.
3. Needs to be protected from sunlight and direct heat.
4. Protect against grease stains which sticks badly on rubber flooring.
5. Hard abrasives and strong scrubbers should not be used to remove stains.

Vinyl Floor Finishes- Manufactured from Poly Vinyl Chloride and similar synthetic resins, inert fillers and pigments. They are quite resistant to damage but heat even discarded cigarette ends scars the surface. These are non absorbent in nature and can be used in offices, corridors and study rooms.

Care and maintenance of Vinyl flooring.

1. To wash the floor, use an all-purpose cleaning solution.
2. Wipe up spills with a sponge dipped in mild liquid.
3. Scrub off heel marks with a synthetic scouring pad.
4. Protect against heat and warm temperatures

SOFT FLOORING- Carpet is soft flooring which is widely used in high class hotels and organizations. It is considered as the most classic and elite type of floor finish. As flooring it has many advantages, though need very high level of care and maintenance. Carpets are made up of various types of fibers and three layers. The Pile is the topmost layer which provides the actual look to the carpet, second is the backing layer which gives protection to the top layer by the wear and tear caused by frequent use of the floor. And at the lowest level is the underlay which acts as a shock absorber between the backing and the subfloor.

Carpets on the method of their manufacture are classified as –

- Woven carpets-These are the carpets in which the top layer and the backing layer are made together at weaving stage. The fibers used are usually natural and oriental carpets in this category are totally handmade carpets.
- Non woven carpets-In this top layer and the backing layer are made separately and joined together at the final stage. These are usually machine made carpets, cheap in cost and generally synthetic fibers are used to make these types of carpets.

Care and maintenance of soft floor/carpets

Preventive Maintenance

1. The best way to ensure long-lasting beauty, comfort and durability in the carpet is to vacuum it regularly, as it prevents soil from becoming embedded in the carpet's pile.
2. Spots on the carpet must be attended immediately by spot cleaning methods.
3. Depending on the type of carpet use a vacuum with a rotating brush, a beater bar or suction only whichever is suitable.
4. Avoid the use of light coloured carpets near to the entrance areas.
5. While storing carpets proper care must be taken to avoid the attack of carpet beetles.
6. Stored carpets should be taken out regularly to vacuum clean .Special attention should be given to the seams of the carpets.
7. Do not rub the pile surface while cleaning.
8. Shampooing of the carpets can be done to remove stubborn stains.
9. The dry foam cleaning on carpets is done by the dry foam machine. The dry foam machine consists of a pressure tank in which a solution of water and shampoo is added.
10. The Backing layer is maintained with the help of hot water extraction machine. In this hot water with cleaning solution is injected with high pressure in the carpet, left for some time and finally sucked up by wet vacuum cleaners.

6.10 Summary

Housekeeping is the department which deals with the cleaning and upkeep of all the areas of the hotel. An area is further composed of different types of hard surfaces. These surfaces actually give a theme look to an area. The selection of a particular type of the surface in an area depends on the functional aspect, standard of the hotel and decorative look the outlet.

The cleaning and maintenance of these surfaces depend on the composition of the surfaces. This chapter discusses about the various types of the hard surfaces like metals, glass, plastic, wood, ceramic, leather and different types of wall and floor finishes. A brief classification and composition are also discussed so as to clearly understand the do's and don't of cleaning and maintenance. For example surfaces with composition of wood should be safeguarded by spillages, water based cleaning and water based polishes. Similarly, some surfaces like plastic are harmed by heat should not be exposed to heat and sunlight.

Thus, housekeeper must be well aware with the composition of a surface to understand the cleaning and maintenance related to it. The Executive house keeper must provide sufficient knowledge and skills to his /her staff. The chapter also gives brief information about the usage of different hard surfaces in an area.

6.11 Review Questions

1. Discuss the various methods of cleaning silver tarnish?
2. Write down the cleaning methods of steel, copper and brass?
3. Elucidate the care and maintenance of iron items in hotels?
4. Classify glasses in detail?
5. Discuss the cleaning of glass items in hotels?
6. Write a note on cleaning of leather furniture?
7. Illustrate the cleaning of plastic materials?
8. Classify ceramic in detail?
9. Write down the care & maintenance of expensive ceramic item?
10. What are the protective treatments given to wood?
11. Discuss care & cleaning of wood?
12. Explain the various types of wall finishes?
13. Discuss cleaning of:-
 - Wall papers.
 - Paints.
 - Fabric wall cover.
 - Wood panels.
 - Metallic wall covers.
14. Classify floor finishes with examples of each?
15. Write in detail the care & maintenance of soft floorings?
16. Write cleaning of:-
 - Linoleum floor.
 - Marble floor.
 - Thermoplastic floor.
 - Ceramic floor.

6.12 Key Words

- **Abrasive-** Substances or chemicals which clean a surface by its rubbing properties.
- **Acids-** Chemical which have p H value less than 7 are acids.
- **Alkalis-** Chemical which have p H value more than 7 are alkalis.
- **Beeswax-** It is a glandular secretion from young worker honeybees and is used to build their honeycomb structures. This wax is harvested by removing the honey.
- **Buffing-** Polishing the floor with a low speed polishing machine.
- **Chamois leather-** A type of leather obtained from chamois antelope sheep used mainly to clean glass and polish silver.
- **Dado-** A wooden material used to cover the lower part of the wall approximately 150 cm to protect the walls against the damage caused by banging of furniture.
- **Damp Dusting-** A method of cleaning where a surface is cleaned with a damp cloth.
- **Lacquer-** Coloured varnish made of shellac dissolved in alcohol.
- **Lint-** Short fibers that may be loosened from a fabric.
- **Resilience property-** It is an ability of a surface to recover back to its original position after bearing a point load.
- **Runners-** Length of matting placed at the entrance to prevent dirt and dust from entering the building.
- **Seasoning of iron-** is the process of treating the surface of iron cooking vessels with a stick-resistant coating formed from polymerized fat and oil on the surface.
- **Shellac-** Shellac is a lac melted into thin flakes, refined and used for making varnish by mixing with alcohol. Lac is a sticky substance secreted on trees by insects.
- **Tarnish-** A discoloration caused to a metal by chemical reaction between a metal and substances found in water, air and food.

6.13 Refernces and Further Studies

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox,
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. Hotel Housekeeping Operations and Management, G.Raghubalan and Smiriti Raghubalan.

Unit – 7 : Inter Departmental Relationship

Structure of Unit:

- 7.0 Objectives
- 7.1 Introduction
- 7.2 Inter-departmental Relationship
 - 7.2.1 Coordination with the Front office
 - 7.2.2 Coordination with Maintenance
 - 7.2.3 Coordination with Food & Beverage Service Department
 - 7.2.4 Coordination with Personnel Department
 - 7.2.5 Coordination with Purchase Department
 - 7.2.6 Coordination with Accounts
 - 7.2.7 Coordination with Security Department
 - 7.2.8 Coordination with Laundry
 - 7.2.9 Coordination with Stores
 - 7.2.10 Coordination with Sales & Marketing
- 7.3 Use of Computers in House Keeping Department
- 7.4 Summary
- 7.5 Key words
- 7.6 Check your Progress-1 Answers
- 7.7 Check your Progress-2 Answers
- 7.8 Review Questions
- 7.9 Further Reference & Suggestive Reading

7.0 Objectives

After studying this unit, the student must know.

- Understand the coordination between housekeeping and other hotel departments
- Understand the types of maintenances.
- Learn about the use of computers in housekeeping department.

7.1 Introduction

The house keeping department in the hotel is responsible for cleanliness, maintenance and aesthetic upkeep of the hotel. For a guest a hotel is a house away from home. Thus cleanliness of hotel is of utmost important to provide a homely appearance. The housekeeping staff should be very efficient to maintain cleanliness in the rooms and numerous public areas. It takes a well organized approach and technical understanding to enable housekeeping to cope with the volume of work. The room sale is dependent on apart from several other things, the quality of room décor, room facilities, and cleanliness of room. Thus the personal effort the housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest experience in a hotel. All departments within a hotel are required to work as a team. Co-operation between departments, is not only in the interests of the quests, but also ensures that no department functions in isolation, leading to more effective functioning of the hotel. All

departments are interdependent, but the house keeping department has a very close relationship with the front office and the maintenance department.

7.2 Inter Departmental Relationship

For smooth running of a hotel there should be a harmonious Co-relation between its department and it is essential as the work done by each department as the bearing of others. The house keeping department is just one of the departments in a hotel working towards the satisfaction of the guests, and each department is dependent on others for information and / or services if its work is to be accomplished efficiently. During the course of work the housekeeper comes into contact with practically every other department and if her work and that of her colleagues is to be unhindered, friction between departments must be kept to a minimum and there should be close inter-departmental liaison. Depending on the type and size of the house, the work in each of the other departments may be small enough to be dealt with by an individual or so large that there is a head of department, but in all cases there must be good liaison and communications.

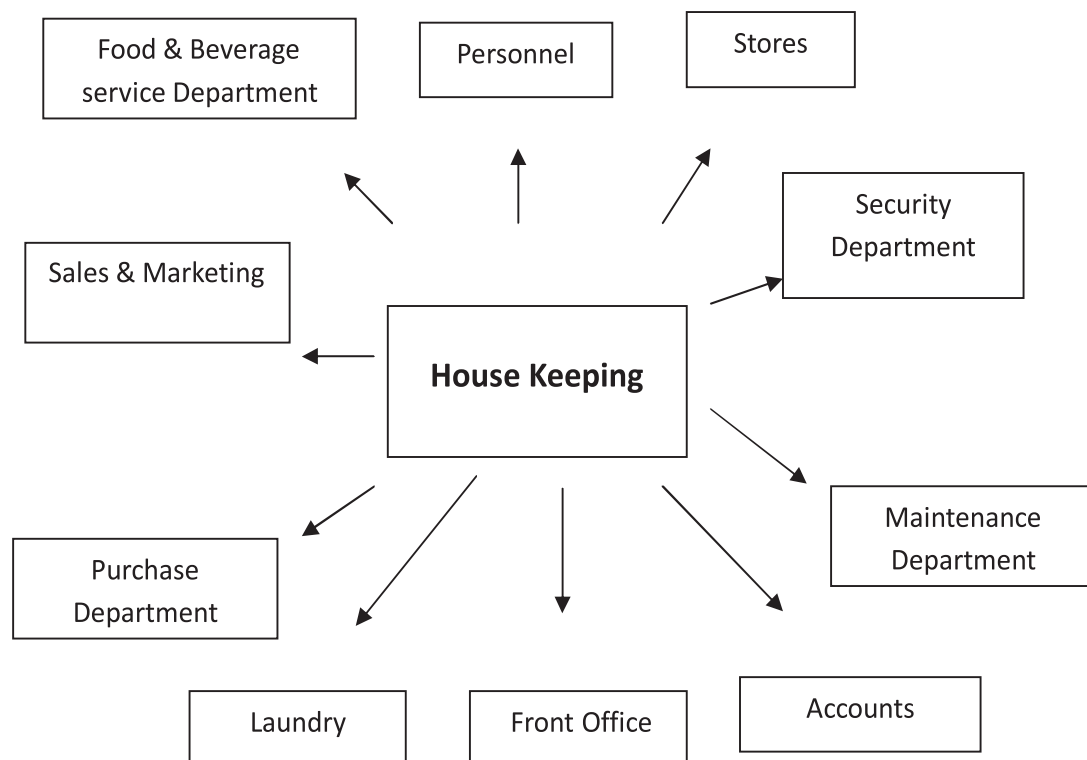


Fig. 7. 1 Relationship of House keeping with other departments

Co-ordination with the front office is one of the most important features of house keeping. House Keeping provides some important information to front office in running the sale of room smoothly. Front office provides some important information to housekeeping carrying out his duties smoothly.

Occupancy Forecast: Through this forecast house keeping department know their work that how many rooms they have to maintain for a particular period.

Through this report, if the work load is high than the hiring the staff and requirement of more material is needed.

The Night Report: Through this report house keeping staff know that how many rooms are vacant, so on the basis of this report they have distributed the work in their staff to maintain the rooms for more sale by front office.

Daily VIP Arrival List: This report is also provided by front office to house keeping that how many VIPs are arriving in the hotel on a particular date to provided them VIP service in time and also in proper manner.

Daily Accepted Arrival List : This report is provided by front office on the basis of future reservations from the guest. To give them qualify service on time, house keeping department daily distribute his work in their staff on the base of this report.

Group rooming list: This report is also provided by front office. If a number of guest are coming in hotels in a group to stay at a time. So to maintain a number of rooms in a particular time is a very difficult task. So some day before their arrival this list is given to housekeeping their arrival this is given to housekeeping department and this list helps to complete their work in satisfactory standard.

Room Changes: If some guest change their rooms, so this information is surely give to housekeeping department to provide the guest same service in time without neglecting him.

Flowers: Some time the management extends its compliments to a guest with a special gesture of flowers arrangement in the room as recognition of the importance of a person. This requirement of flowers arrangements for certain guests is conveyed to housekeeping by the front office on a daily basis.

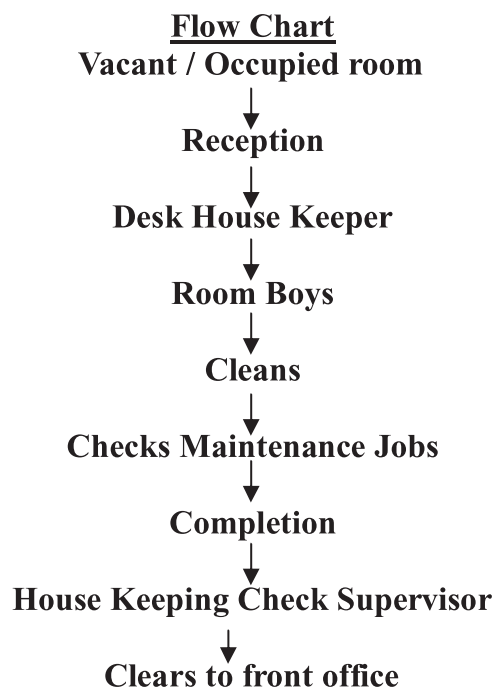


Fig. 7.2 Flow chart of relationship between Front Office and Housekeeping

7.2.1 Relationship between Housekeeping to Front office

Housekeeper's Report: This report goes to front office by house keeper to give some details like that how many persons occupancy are in a particular room, if there are some extra person occupancy, so this information is very important on the front office point of view as well as hotel point of view. This is a type of revenue loss, so this information is very important. This report is also telling about how many rooms are ready for allotment or for reservation.

Ready Room List or Check-out List: Through this list Housekeeping department tell to front office that how many rooms are ready and prepare well with all items,, which are giving comfortability to the guest. Through this list front office know the actual situation of vacant room.

Sleep's out: This is a type of a information, through this list housekeeping know how many persons are in their rooms. In hotel the housekeeping staff have to make the bed before night, in the next morning the staff comes to clean the room and making the bed but he found that the luggage of the guest is in the room but the bed is not used in previous night, it means that the guest is not yet in the hotel. Contact immediately to front office that has they any information about the guest or the guest walk out without taking his luggage.

Out of Order (OOO) or under repair room: Out of order rooms are inform by housekeeping to front office, by this report they alert themselves that the particular room is not in proper condition to gives satisfactory service standards.

Unusual observation: This is a type of vigilancy which is done by housekeeping staff. If there was quarreling between to guest or some type of misunderstanding, call the front office immediately to handle the guest because they know better how to handle the guest instead of tackling the problem yourself.

7.2.2 Coordination with Maintenance

The maintenance department is responsible for all repairs such as electrical, air conditioning, plumbing, Carpentry, Painting and polishing and masonry .This department is very important in point-of-view of Housekeeping because this department is responsible to maintain equipments of rooms. A list of the repairs to be done by maintenance is given to the desk housekeeper by the floor supervisor. The later maintains order slips and informs the maintenance department, who attend to the complaints. Once the repairs have been carried out, the room is double checked by the floor supervisor and cleared to the desk keeper for sale.

In terms of frequency, urgency, and complexity of the job, there are three levels of maintenance work.

- (i) **Routine Maintenance:** This involves maintenance activities that relate to the general upkeep of the hotel. They occur on a regular basis, daily or weekly and require minimal training or skills. These activities do not call for the making out of a formal work order, and no records are

maintained for them. Most of these routine maintenance activities are carried out by house keeping.

- (ii) **Preventive Maintenance:** This is a systematic approach to maintenance in which situations are identified and correct on a regular basis to control costs and keep larger problems for occurring. It involves inspections, minor corrections, and initiations of work orders.
- (iii) **Scheduled Maintenance:** This involves maintenance work initiated by a work orders. Work orders are key elements in the communication and Co-ordination between housekeeping and maintenance. When housekeeping personnel detects a problem that requires attention for maintenance, he/she calls the housekeeping control desk, stating the nature of the problem, the kind of assistance required, and the location where it is required. The control desk fills out a work order from in triplicate, each copy being of a different colour. One copy is sent to the executive housekeeper and two copies to maintenance. The chief engineer keeps one of these copies and gives the other to the trade person assigned to do the repair. When the job is completed, a copy of the trade persons completed work order is sent to the executive housekeeper for acknowledgment within an appropriate period of time, housekeeping issues another work order, which signals maintenance to provide a status report on the requested repair.

Relationship between Housekeeping to Maintenance:

Maintenance Request: This request is from Housekeeping to maintain a particular room. Housekeeping department can request the maintenance department for maintenance of rooms, electric equipment, water connection etc. Maintenance department do it after the information is given to it.

Special cleaning programme: If there is a special cleaning programme in the hotel for rooms, floor etc. Then the housekeeping will give the information to the maintenance department to join in this Programme. In this programme the maintenance department maintain all the electric equipments like Television, Air conditioner, Lights, Water connections etc. in the hotel room.

Relationship between Maintenance to Housekeeping:

Inform Housekeeping about the Preventive Maintenance Schedule: Once in a month going to check all the electronic or electrical devices of the hotel and inform the Front office department and Housekeeping department. Housekeeping organizes their cleaning after the maintenance department work is over.

Specific Equipment Service: There are some special equipments, which are used by the housekeeping department and they are limited therefore when maintenance department wants to maintain them. They told them in advance, therefore the housekeeping department should not have difficulties in their job.

7.2.3 Coordination with Food & beverage Service Department

The food and beverage service department consists of both the service staff as well as the kitchen staff. The Coordination of housekeeping with the restaurants

and banquet halls is mainly concerned with the provision of linen and uniforms. The linen room supervisor, under the supervision of the executive housekeeper, needs to have sufficient stock of clean napery to meet the demands of the F & B department. On his / her part, the restaurant manager should ensure that the time set for the exchange of linen is respected, that linen is not lost or misused; and that intimation of forth coming banquet functions is conveyed to house keeping well in advance. Besides extra/special linen, housekeeping may also have to arrange for flower decorations for banquets. Coordination between the two departments becomes particularly necessary in the case of room service, so that friction does not arise over matters such as waiters not collecting trays from guest rooms or room service staff leaving soiled trays in the corridors or causing extra work through careless spills on the carpet. In many hotels, housekeeping also looks after pest control in restaurants, kitchens and stores attached to them. Special cleaning of these areas calls for co-ordination with the housekeeping department. Both restaurant and kitchen staff require clean uniforms on a daily basis, for which too they need to communicate with house keeping. Provision of staff meals for housekeeping personnel, on the other hand, is the responsibility of the kitchen staff.

7.2.4 Coordination with Personnel Department:-

Housekeeping Co-ordinates with the Personnel department regarding requirements of staff, salaries, in-discipline, grievances, identity cards for staff, locker facilities, contract services, etc. The personnel department, along with the executive housekeeper select the right candidate for the department. The executive housekeeper Co-ordinates with the personnel department regarding appraisals and promotion of staff.

7.2.5 Coordination with Purchase Department:

Coordination is required between the purchase and housekeeping departments for the purchase of all necessary indents and to keep the required stock at all times. Both the departments are also responsible for effective cost control. The desk housekeeper makes indents of the items required by housekeeping with the help of floor supervisors and hands over them to the stores on a weekly basis. The stores then issues the indents required for rooms and public areas.

7.2.6 Coordination with Accounts:

Salaries and wages are made up from the information received from the housekeeper regarding hours worked, holidays taken, days lost due sickness etc, and where this is accurate and punctual, it is hoped that the staff of the housekeeping will not kept waiting unnecessarily for their salaries and wages. The housekeeper should see that the Income Tax forms of staff, notification of staff leaving and of any accidents, petty cash slips and checked invoices, are handed over promptly to accounts department.

7.2.7 Coordination with Security Department:

The guest room is a very private place and a hotel goes to great lengths to ensure privacy and security. However, the guests sometimes take advantage of the situation by using the room for illegal purpose. In such cases, the security department must be informed. Housekeeping also co-ordinates with the security department regarding lost & found items. Any expensive items are handed over to security. Housekeeping should also inform security in the case of any unusual incidents like fire, theft, missing etc.

7.2.8 Co-ordination with Laundry:

This applies when the laundry is under the supervision and control of a Manager. Without clean linen, the room attendants simply cannot operate. During periods of full occupancy, the housekeeper needs a fast turnaround of linen from the laundry, but should not always be making an 'emergency' demand for them. As far as possible, the housekeeper should stick to the schedule for the Laundry. In return, the laundry should provide an acceptable standard of service with regard to Laundering. Housekeeping also needs to coordinate with the laundry with regard to housekeeping employees' uniform and those of other departments as well.

7.2.9 Coordination with Stores:

Coordination with stores ensures the availability of day-to-day necessities of housekeeping. Large hotels have a store attached to the housekeeping department that stocks linen, supplies, and so on. Smaller hotels may stock them in the general store, except for linen, which is sent to the housekeeping department on purchase. Communication with stores is by way of a requisition form, which housekeeping sends to stores when it requires certain items.

7.2.10 Coordination with Sales and Marketing:

The sales and marketing department informs housekeeping of the occupancy forecast for the entire year, which is broken up monthwise. This enables housekeeping to budget for the necessary expenses. An important contribution of the housekeeping staff to hotel sales is ensuring that repeat business is obtained by providing the level of cleanliness and service that meets or exceeds guest expectations. The sales and marketing terms also have to depend on housekeeping for their uniforms. Two things are certain in the hotel business: no matter how many guests a salesperson brings in the door, if housekeeping does not execute its function with excellence, the guests will not be coming back. Vice versa, no matter how well-kept the rooms, if the sales staff does not bring potential guests to the hotel, occupancy falls.

CHECK YOUR PROGRESS- 1

Q-1 Why inter departmental relationship is important for smooth operation of a department in a hotel.

Q-2 Explain Scheduled Maintenance in short.

7.3 Use of Computers in Housekeeping Department

“Home away from home”, “Enjoy the warmth of your home” “These are few common captions we use in regards to the housekeeping. The guest or a traveler looks for a peaceful accommodation where he can enjoy after a long and tiring tour. The Housekeeping department is considered as one of the most important department not only for the hospitality sector as well as other non-hospitality organization also. The cleanliness and maintenance of all public areas in both back and front of the house, the rooms and the cloak rooms, the health clubs and the cabanas - none of this looks appealing without the constant care and vigil of this department.

Computers play a major role in our lives, so much so that we cannot even think of a life without them. The use of computers in various establishments and organizations including hotels began in the late 20th century. Hotels used to have ledger books, registers, and files, which had to be maintained and updated regularly. The process used to be tedious with much manpower and man-hours being used for its upkeep. Computerization not only makes work easy for the hotelier but also fast. It reduces a lot of paper work and interaction with other departments. Housekeeping is one of the most essential parts of the whole operation. The role of housekeeping is vast. When we talk about hotel housekeeping, we look at the different aspects of the hotel where housekeeping plays an important role in the whole operation of providing satisfactory and comfortable stay for the guests and visitors. Hygiene and cleanliness is way more important for a hotel building than the property of the hotel itself. All these activities that come to the housekeeping needs a good number of staff to execute different activities like cleaning, brushing, preparation of room and other items. However, hiring a good number of staff is always a costly affair.

Since, there are many different options for the hotel management to handle the housekeeping after the advent of software and web based systems that help the management to reduce the human resource for the work. The housekeeping hotel software is one of the most broadly used software in the hotel management system to manage the housekeeping activities more judiciously and effectively.

Knowing the wide variety of activities like cleaning, floor maintenance and preparation of rooms, housekeeping requires a better communication from the front desk management or the top level management in regards to the arrival and departure of the guests. This software brings in a streamlined system into place. There are many bulky and expensive items in a hotel that needs to be recorded to maintain the expense records of the hotels. There are small items like give away tooth brush, shampoo, lotion, soap, pillow, tissue paper, sugar, mattresses, curtains and items like Holy books, that adds up in the expense of the hotel. All these require a better system of recording to check the usage of the items. These items are part of the satisfaction of the customer visiting the hotel.

The software records every item in a better and systematic way that reduces the human effort. This allows the housekeeping to focus on the more productive work in a hotel like hygiene and cleanliness. In the absence of good housekeeping hotel software, most of the time of the housekeeping is consumed in fulfilling the demands coming from different guests and visitors. As a hotel owner you will always like to have your housekeeping staff to maintain everything in advance before the guest complains about anything or any service. The housekeeping hotel software communicates all the requirement to the housekeeping that front desk conveys through web by using the software. There are many other functionalities of the housekeeping hotel software like online reservation, billing and invoice, recording and maintenance of register. It helps the management to generate reports within seconds with the use of the software.

WLAN (wireless local area network) technology is enabling a wide range of hospitality applications in the housekeeping department. Housekeeping staff can now conduct room checks after a guest vacates the room through a handheld Wi-Fi enabled device to report the status of the room. They can also communicate with security personnel instantly over e-mail in case of emergency. Staff can also ensure from a remote spot that fire extinguishers are charged, emergency lights are functioning, and so on; check and communicate inventory information for guestroom supplies. Housekeeping managers can also contact workers and identify their location quickly. Computers are now being used in many housekeeping departments for room management, inventory control, linen management, and so on, to varying extent. Many software packages are now available that provide specific applications for housekeeping operations. Computers can now be linked to the telephone system in each guestroom. This technology greatly reduces the cost of individual wiring in each guestroom. For instance, an interface can be created between the telephone system and the CPU(central processing unit) of the hotel's computer network by the GRA dialing a specific sequence of numbers on the phone from a specific guestroom. Once connected, the computer immediately recognizes the number to which it is being connected. After the connection is established, a specific list of dial-up codes become available to the GRA, by way he or she can now transmit information to the computer system directly without the need for additional input devices in the rooms.

Housekeeping Software

Housekeeping operations modules are now an integral part of integrated hotel management software. The modules widely available include applications such as forecasting GRA(Guest Room Attendant) requirements, daily housekeeping scheduling, tracking housekeeping history, and monitoring GRA performance.

Forecasting GRA requirement This module is designed to forecast the total number of GRAs needed each day for each GRA, based on the current in-house occupancy and staffing and the expected arrivals/departures over the forthcoming period. These modules can forecast staffing requisites up to 365 days in advance, given the right inputs.

Daily housekeeping scheduling This application can automatically create and print a cleaning schedule each day for each GRA, based on the number of dirty rooms, estimated cleaning time needed per room, and the number of GRAs in the establishment. A 'housekeeping status screen' is the core element of the system, and tracks each housekeeper, updating the status as rooms are cleaned and inspected. The module tracks the status from 'dirty' to 'ready for inspection' to 'clean and ready for guests'. This is made possible by marking the rooms 'clean' using an in-room intercom or handheld wireless PDA(personal digital assistant) as each GRA and supervisor is through with them. If the optional housekeeper-phone interface is installed, the room attendant can press a key on the in-room phone to indicate they have started cleaning. This stamps the "clean start time" into the housekeeping history file. The room attendants can press a different key to indicate they have completed the 'clean', which stamps the end time and marks the room 'ready to inspect'. Reports are then available showing the actual cleaning time per room, as well as the expected cleaning time and variance.

The housekeeper can then change the room status from 'dirty' to 'ready to inspect' as rooms are cleaned. The inspection step is optional and can be turned off so that rooms can go directly from 'dirty' to 'clean'. The room status can be changed in various ways, as follows:

1. The room attendant can use the phone in the room to directly change the room status using optional phone-housekeeping interface. For example, the room attendant may dial '*2' to change the room to 'ready to inspect'. This changes the room status immediately. It also stamps the ending time for the 'clean' into the housekeeping history files.
2. The room attendant can call the front desk or the housekeeping department, and ask them to change the room status using the housekeeping status screen.

This module can also schedule the servicing of guest requests. For instance, if a guest calls the front desk and requests a crib or extra towels, the front desk can simply input this request into the computer and it then appears on the main housekeeping monitor screen. A guest request notification to the most suitably placed GRA can also be sent automatically to a handheld wireless PDA or cell phone by way of a text message or e-mail.

Check your progress- 2

Q-1 Define the use of computers in housekeeping department.

Q-2 Give the features of housekeeping software.

7.4 Summary

Housekeeping operations are increasingly becoming scientific and mechanized. Many hospitality-specific software's having comprehensive housekeeping applications are on offer in the market now. Housekeepers need to become more IT-Savvy and collaborate with software professionals in developing modules for

various applications in housekeeping tasks are amenable to being adapted to IT system. Hotel software's used in housekeeping helps the management to generate reports within seconds and it will save time and improve the efficiency of the staff. Co-operation between departments, is not only in the interests of the guests, but also ensures that no department functions in isolation, leading to more effective functioning of the hotel.

7.5 Key Words

- **Back of the house:** The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry, and so on.
- **CPU:** Central Processing Unit of a Computer.
- **Front of the house:** The functional areas of the hotel, in which employees have extensive guest contact, such as food and beverage facilities and front office.
- **OOO:** 'Out of Order' is the status of a guestroom that is not rentable because it is being repaired or redecorated.
- **Room Status Report:** A report that allows the housekeeping department to identify the occupancy or condition of the property's rooms. It is generated daily through a two way communication between housekeeping and front office.
- **SOPs:** Documents of a standing nature that specify a certain method of operating or specific procedures for the accomplishment of a task. SOPs can be developed for all important housekeeping activities and task.
- **Wi-Fi:** Wireless fidelity- an amenity provided nowadays by most world-class hotels, this technology enables guests to access a wide range of information, applications, and computing resources without having to worry about connectivity issues.
- **WLAN:** Wireless local Area Network- a type of local area network that uses high-frequency radio waves rather than wires to communicate between nodes. It is also referred to as 'LAWN' or 'local area wireless network'.

7.6 Check your Progress- 1 Answers

Ans-1 For smooth running of a hotel there should be a harmonious Co-relation between its department and it is essential as the work done by each department as the bearing of others. Co-operation between departments, is not only in the interests of the guests, but also ensures that no department functions in isolation, leading to more effective functioning of the hotel.

Ans-2 Scheduled Maintenance activities related to the upkeep of the property, which are indicated through a formal work order or similar document. When housekeeping personnel detects a problem that requires attention for maintenance, he/she calls the housekeeping control desk, stating the nature of the problem The control desk fills out a work order from in triplicate. One copy is sent to the

executive housekeeper and two copies to maintenance. The chief engineer keeps one of these copies and gives the other to the trade person assigned to do the repair. When the job is completed, a copy of the trade persons completed work order is sent to the executive housekeeper for acknowledgment within an appropriate period of time.

7.7 Check your Progress- 2 Answers.

Ans-1 Computers not only makes work easy for the hotelier but also fast.,It reduces a lot of paper work and interaction with other departments. Housekeeping is one of the most essential parts of the whole operation. The role of housekeeping is vast. Computers can now be linked to the telephone system in each guestroom. This technology greatly reduces the cost of individual wiring in each guestroom.

Ans-2 Housekeeping operations modules are now an integral part of integrated hotel management software. The modules widely available include applications such as forecasting GRA(Guest Room Attendant) requirements, daily housekeeping scheduling, tracking housekeeping history, and monitoring GRA performance.

7.8 REVIEW QUESTIONS

Fill in the blanks

- 1- A room from which the guest has departed, settled the account, returned the room keys and left the hotel known as
- 2-is a service or item offered to guests or placed in guestrooms for convenience and comfort, at no cost.
- 3- Area provided near the reception as a common meeting point for all guest is known as.....

Short Answer type Questions

- 1- 'Coordination is the essence of management'. Comment and discuss the importance of coordination in housekeeping department.
- 2- What is preventive maintenance?
- 3- What are out of order rooms?
- 4- What is routine maintenance?
- 5- Coordination between the departments is necessary for smooth running of the hotel. Comment.

Long Answer type Questions

- 1- How does housekeeping coordinate with front office, maintenance and Food & Beverage Service Department?
- 2- Explain the importance of Inter departmental relationship.
- 3- Detail about the use of computers in housekeeping department.

7.8 FURTHER REFERENCE & SUGGESTED READING

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Unit – 8 : Planning & Record Keeping

Structure of Unit:

- 8.1 Introduction
- 8.2 Objectives
- 8.3 Planning & Record Keeping in Housekeeping Department
 - 8.3.1 Control Desk
 - 8.3.2 Various File, Folders & Formats used in Housekeeping
 - 8.3.3 Roster
- 8.4 Summary
- 8.5 Glossary
- 8.6 Check your Progress-1 Answer
- 8.7 Check your Progress-2 Answer
- 8.8 Further References
- 8.9 Suggested Reading
- 8.10 Terminal Questions

8.1 INTRODUCTION

Housekeeping is a 24/7 operation. It is imperative that the executive plans and organizes the work of the department for smooth and efficient functioning. Planning is the executive housekeeper's most important management function, providing direction and focus to all activities. When the planning is done methodically, half the battle is won. Planning the work of the housekeeping department requires a step-by-step, systematic approach to ensure that the work is not only done, but done correctly, efficiently on time and with the least cost of the department. Systematic planning makes the task of housekeeping easy on the other hand, haphazard planning or no planning at all will lead to crisis situations on a day-to-day basis increasing stress levels for many, increasing departmental expenses, and sometime dissatisfaction among guest.

8.2 OBJECTIVES

After reading this unit you should be able to:

- Understand the importance of planning housekeeping operations.
- Understand the steps involved in the planning process of housekeeping department.
- Understand the process of maintaining forms and formats in housekeeping department.
- Understand the importance of control desk.
- Understand the duty roster importance and its preparation.

8.3 Planning & Record Keeping In Housekeeping Department

Housekeeping planning should be done on paper and needs to be properly documented. The steps of planning process are as follows:-

- 1- **Division of work Document:-** Executive Housekeeper should identifies the areas that will come under the purview of housekeeping department for maintenance and upkeep. The executive housekeeper should make a list of all the guest and employee areas of the property in a division-of-work document and put down on paper who would be responsible for cleaning and maintaining each area. To ensure all possible areas to be cleaned have been covered, the executives housekeeper must make regular tours of the property. It also helps to mark the areas on a blue print of the property plan. Most housekeeping departments in luxury hotels are involved with cleaning guest rooms and public areas.
- 2- **Area Inventory List:-** The next planning task is to prepare a list of all items and surfaces within a particular area that require the attention of housekeeping personnel. Area Inventory Lists also aid in supervision. Separate area Inventory lists need to be made for all areas that the department is responsible for.
- 3- **Frequency Schedules:-** Frequency schedules show often the items listed in an area Inventory list are to be cleaned or maintained. The frequency of cleaning is directly related to the type and amount of soiling expected in the area or on the item to be cleaned. Frequency schedules divide the cleaning & maintenance task into daily, weekly, monthly or periodic tasks. Many tasks in the public areas are scheduled for the night. The higher the standards of cleanliness and hygiene sought, the more frequent the cleaning needed. Deep cleaning and special projects should be scheduled for periods of low occupancy, and many such tasks take place during the night shift.
- 4- **Performance Standards:-** Performance standards lay down the required quality for employee's performance.

Performance standards are achieved when:-

- ❖ Cleaning methods are correctly selected and systematically followed.
- ❖ The ideal cleaning agents are used on the various surfaces involved.
- ❖ The correct pieces of equipment are used on the various surfaces involved.
- ❖ The cleaning tasks are carried out at required frequencies.
- ❖ All the employees carry out their cleaning tasks in consistent manner.
- ❖ Time-and-motion studies are periodically carried out in the department to obtain best practices in housekeeping.

Once performance standards are set, the executive housekeeper should ensure that these are communicated through training to each and every employee and that there is 100% conformity to the standards. Supervision, inspection and evaluation are key processes in ensuring conformity to standards. It is easier for both employees and Manager if the standards are compiled in a manual. The executive housekeeper must be constantly on the alert for new, more cost-effective methods. The performance standards should be reviewed and revised at least once a year.

5- Productivity Standards: Productivity standards communicate the quantity of work expected to be completed by each employee of the department. Housekeeping managers must know how long it should take an employee to perform the main tasks in the area inventory lists, as this knowledge helps in determining staff requirements. Efficient housekeeping is achieving a balance between performance standards and productivity standards. There are several factors influence productivities like, type or age of property, amount of traffic in the work area, expected standards of cleaning, degree and types of soiling, frequency of cleaning, availability of equipments, quality of Supervision and the quality of employees.

6- Equipment & Operating Supply Inventory Level: Once all standards are set and the staff members have been trained to follow them, the executive housekeeper must ensure that the employees have the necessary material resources to carry out their tasks. These material resources are the necessary equipment and operating supplies, which should be adequate in quality and quantity to meet the performance and productivity standards. The term “Inventory” means the stocks of purchased operating supplies, equipment, and other items held for future use in housekeeping operations. The Executive housekeeper is responsible for two types of Inventories:-

i- Recycled Inventories: These are for items that have relatively limited useful lives, but are used over and over again in housekeeping operations. Recycled Inventory items include linen, uniforms, most machinery and large pieces of equipment, and guest loan items such as hot-water bottles, heating pads, irons, ironing boards, and so on.

ii- Non- Recycled Inventories:- Items of non-recycled Inventory include most guest amenities, cleaning supplies and smaller pieces of equipment such as brooms, mops, cleaning cloths and so on. Overstocking should be avoided, as it ties up cash and calls for a large storage area.

There should be an effective purchasing system to consistently maintain the inventory levels set by the executive housekeeper. To maintain the inventory levels, the executive housekeeper needs to determine the par level for each inventory item. ‘Par’ refers to the standard quantity (or number) of each inventoried item that must be on hand to support daily, routine housekeeping operations. Par levels are determined differently for the two types of inventories. Inventory levels for recycled items are measured in terms of a par number. The par number is a multiple of the standard quantity of a particular inventory item that must be on hand to support day-to-day housekeeping

functions. In the range between two figures: a minimum inventory quantity and a maximum inventory quantity. The minimum quantity figures are established based on the rate of consumption of a particular inventory item over a certain period. The maximum inventory quantity, on the other hand, refer to the greatest number of purchased units that should be in stock at any given point of time. Storage space, the cost of item, and its shelf life are certain factors that must be kept in mind when establishing the maximum inventory level.

- 7- **Work Schedules:-** Once the executive housekeeper is through with planning the work and resources, the employees can start on their work schedules. The work schedule is a document that lists the actual tasks to be carried out by an employee in a particular shift and the time frame in which to undertake each task. The numbers of schedules made for a given area is thus an indication of the number of staff required to clean that area on the particular day. The work schedule should be handed over to the employees as they start their shift.

Check your progress – 1

- Q.1 What do you understand by performance standards
- Q.2 Explain the importance of operating supply inventory level.

8.3.1 Control Desk

The housekeeping Control Desk is the nerve center of the housekeeping department and its efficiency determines the smooth operation of the departmental. It is a focal point for the dissemination of information and communication to various points in the housekeeping department as well as other departments for co-ordination. Apart from maintaining the intra-and inter-departmental channels of communication, it is the control desk which receives messages from in-house guests over the telephone. This is the area where housekeeping employees report for work, collect the respective keys, signing for them, peruse the log book, get their briefing, and at the end of their shift, report back to. The location of the control desk is normally adjacent to the executive Housekeeper's office. This desk is manned 24-hours otherwise the lifeline of housekeeping communication would stop.

The main function of control desk area:-

- ❖ Communication within the department as well as with other departments.
- ❖ Communication with the guest.
- ❖ Passing of information to the supervisors and room attendants on the floors and public area like crews, VIPs etc.
- ❖ Maintenance of records.
- ❖ Upholding of Lost & found record.
- ❖ Maintenance of emergency supplies.
- ❖ Room clearance.
- ❖ Flower order request and delivery.
- ❖ Duty chart display.

- ❖ Updating the last and found record.
- ❖ Weekly cleaning schedules

Control Desk attendant who receives departure room numbers from the front office and transmits them to the appropriate floor supervisor. Likewise, the floor supervisor informs the desk attendant once rooms are cleaned and ready for sale. The desk attendant accordingly, informs the front office receptionist. The control desk attendant advises the housekeeping floor staff about VIPs in the house. The front office alerts the control desk of such arrivals. With this information, the housekeeping can take extra care in cleaning the VIP rooms by equipping the room with additional amenities as per the policy of the Management. Additional amenities could include bathrobes, bath slippers, extra soaps, hangers and glass tumblers.

The VIP can get a superior vanity set as also flower arrangements. The front office also alerts the control desk attendant over the phone about the groups expected and those in the house. Groups arrive and depart together which means that the rooms are cleaned at the same time and within strict time Parameters. Sometimes a group in a busy hotel could have arrived and be waiting in the lobby for the allocation of rooms. Since check-in and check out times are the same (i.e. Noon) housekeeping are under Pressure to prepare departure rooms which have been just vacated, speedily to allocate volume rooms to a group. Reception also alerts the desk attendant about expected and existing crews in the house. Normally airline crews are allotted a given set of rooms on given floors. Like groups, airlines crews arrive and depart at the same time. The control desk attendant is the main point of contact with the resident guests of the hotel. Hotel room directories Provide the control desk extension number to the guests which they can use if they require housekeeping services. The control desk attendant receives all the messages of the guests such as request for extra blankets, baby-sitting services etc. which he/she transmits to the concerned floor supervisor for further action.

Layout of Control Desk in Housekeeping Department.

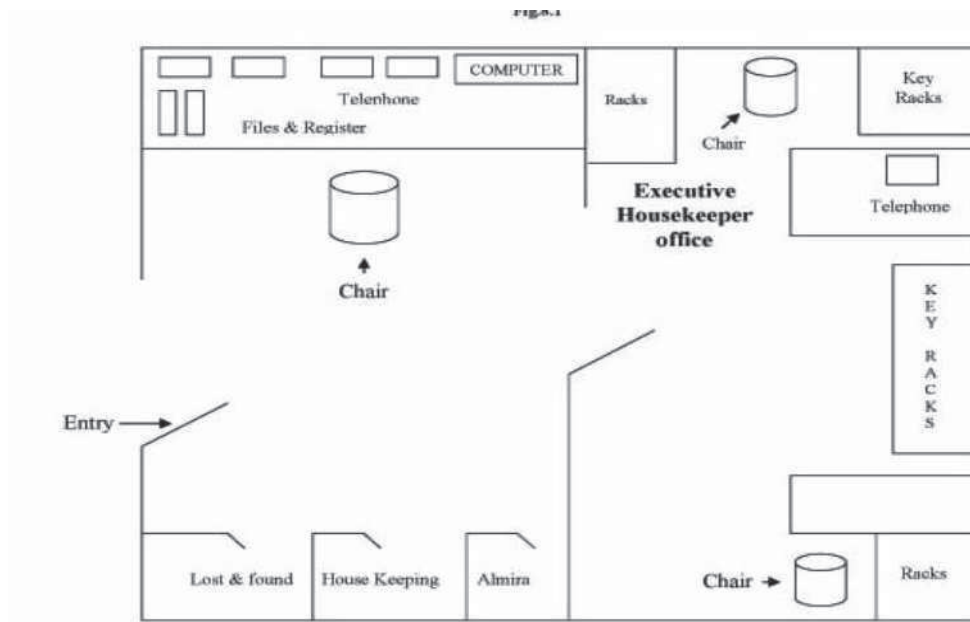


Fig.8.1

8.3.2 Various Files, Folders and Formats Us ed In Housekeeping Department

Many formats, records, folder and files are maintained at the control desk. Some of Common ones are outlined below.

Log Book: The log book is used to record all messages that staff from an earlier shift want to convey to the employees on the next shift.

<u>House Keeping Log Book</u>		
Day____ Date_____		
Time/Shift_____		
S. No.	Details	Remarks

Key Control Register: This is one of the most important registers maintained at the housekeeping control desk. Each employee who is handed over a key, any key, from the key cabinet is supposed to sign for it in a key control.

Key Control Register

Date:_____

Shift_____

Key Code	Name	Signature	Time Out	Issued By	Time In	Signature	Received by

Maintenance Complaint Register: It is used to record all maintenance complaints_given_by the housekeeping staff and attend by the maintenance department.

Maintenance Compliant Register

Date_____

Area	Time Complaint Lodged	Complained lodged by	Nature of Complaint	Complaint given to	Time of Completion	Signature

Departure Register:_This register is maintenance at the control desk to record departures from guestrooms.

Departure Registrar

Date_____

Room No.	Name of the departing guest	Time of departure	Given by	Cleared by	Time	Signature of Desk Attended

Guest Message Register: It is used to record all communication (messages/complaints /requests) with the guest.

Guest Message Register								
Date:-								
Room No.	Nature of Request	Time of Request	Received by	Sign .	Action taken	Time	Service Completed	Time

--	--	--	--	--	--	--	--	--

Staff Placement Register: -It records on daily basis all the staff on duty against the area of work allocated to them.

Staff Placement Register		
Shift_____		
Name	Area	Signature

Emergency Supplies Register: It is used to keep a record of emergency items kept in the housekeeping emergency cupboard and the items given to the guests on request.

Emergency Supplies Register							
Item	Quantity	Issued to	Quantity Issued	Date	Time	Quantity left	Signature

Damaged or Missing Article Register: It is used to record any damage or missing hotel property preferably before guest check out so that he can be charged for it, if required.

Damaged or Missing Article Reregister							
S. No.	Date & Time	Description of Missing item	Room No. Location	Name of Guest	Reported By	Name of the house keeping staff who Serviced the room Signature	

Accident Book: This record all the accidents of any sort that employees or guests have met with at the hotel.

Accident Book

S. No.	Date of Accident	Name of Staff/guests	Nature of accident	Action taken	Supervisor in charge

‘Lost & found’ is a term used in hotel terms for those articles left by guests or misplaced by guests in a hotel. Such articles can range from Jewellery, costly electronic goods, travel documents, Currency to simple garments. The hotel is obliged to protect such items and return them to the guests.

Lost Found Slip or Guest Item Left for Staff (GILS)		
S. _____	No. _____	
Date _____		
Finder's Name _____	Designation _____	
Item _____	Description _____	
Place found _____	&	Time _____
Guest Name _____		
Address _____		

Received By _____	Deposited _____	
By _____		

Lost & Found Register						
Date	Time	Name of Finder	Location	Description of Article	Name of Guest	Signature

Gate Pass: Gate pass are slips which are made to take out things from the hotel premises for various reasons like repair, sample or gift by guests. Gate pass are generally made in triplicates, one copy is kept with the housekeeping, one to the person issued and third copy is for the security approval. Gate pass are two types.

- i- **Returnable Gate Pass:** This gate pass is issued for items which would be given back to the hotel. Example- items taken for repairs.
- ii- **Non- returnable gate pass:** This gate pass is issued for items which will not be given back to guests. Example: gift given to staff by guests.

Gate Pass Returnable/Non-returnable Date-					
S. No.	Item	Purpose	Quantity	Returned on	Remarks
<div style="display: flex; justify-content: space-between;"> <div> Authorized by _____ Employee's Sign _____ GM's Sign _____ </div> <div> Signature _____ Security Officer's Sign _____ </div> </div>					

Baby Sitting Register: It is a register that records all the baby sitting services offered to guest by the staff. Baby sitting is provided as a service by most hotels house keeping departments for guests who have children.

Baby Sitting Register						
S. No.	Date & Time	Room No.	Name of guest, number and age	Time of baby sitting	Name & sign of designated housekeeping	Remarks

			of the Children			staff	
				From	To		

Room Check List: A floor supervisor checks each room prepared by the room attendant, before the room is handed to the front office for sale. Floor supervisor uses the room checklist to guide her to examine as per the standards set by management, during inspection. The checklist reflects the performance of the room attendant as well as the supervisor.

<u>Room Check List</u>		
Floor _____ Room No_____ Room Attendant Name_____ Floor supervisor's Name_____		
Room Item	Tick ok	Comments
Wordrobe hangers		
Laundry Lists		
Laundry bags		
Shoe shine Card		
Word robe under-liners		
Spare pillows		
Bed		
Side table		
Lamp bulb working		
Pad & pen		
Telephone Directories		
Date _____ supervisor _____		Sign of floor

Store Indent Book: It is used for indenting supplies like guest amenities, cleaning supplies etc.

Store Indent Sheet				
Date_____			Department_____	
S. No.	Item	Quantity	Received Quantity	Specifications
Made by_____		Approved by_____		Store Keeper_____

Purpose order Book: This book is used for purchasing items other than the regular supplies and generally involve capital expenses which needs to be authorized by chief Accountant and General Manager.

Purchase Order					
Date_____			Department _____		
S. No.	Item	Quantity	Received Quantity	Cost	Specification
Made By _____					
Executive Housekeeper General Manager			Chief Accountant		

8.3.3 Duty Roster

The allotment of duties is the responsibilities of the Executive House keeper. Depending on the hotel policy a monthly or weekly duty chart is prepared on the basis of which jobs are allotted. All the staff members are informed about the areas they are responsible for. Any changes in the duty chart have to be reported to the Executive housekeepers. A copy of the duty chart is sent to the personnel department & another copy is displayed on the housekeeping control desk for staff to check. The Executive housekeeper is challenged to ensure the right mix

of employees that uphold the task of keeping a clean house to the highest standards. The housekeeping department can have an elaborate employee structure depending on the size of hotel. The housekeeping department has many positions like the housekeeper and assistant housekeepers, room attendant's, housemen, cleaners, valets, uniforms and linen keeper etc.

The employee hours depend on the hotel and type of customers, so the need of duty roster depends in a ratio to the number of guests staying in the hotel. The duty roster of employee ensures that the demands during the business hours are met. The duty roster must show a human face in taking into account each employee's special requests for leave as far as possible without affecting service. Employees must be rotated equitably through shifts and holidays. Hotel business is a 7 days business and not all employees can get leave on the same day. The duty roster must be made at least three or four days before it becomes effective to enable out employee to plan their personal commitments to meet their duty hours. Every duty roster is authorized by Executive Housekeeper who is responsible for the human resources and their deployment. The duty roster must ensure optimal deployment to ensure that peak hours are fully serviced with competent employees. Each employee gets a day off in the week and a reliever's position is created to substitute the employee on leave on a particular day. Factors to be considered before making the duty chart:-

- 1- **Other Duties of Staff:** If the staff has been allotted some other work like making reports, making schedules etc.
- 2- **Hours of work:** The work load should be made such that no staff is overload.
- 3- **Experience of Individual:** The more experience staff should be allotted work in important areas like suite rooms, VIP rooms, restaurants etc.
- 4- **Type and size of Area/Décor:** Generally one room boy is expected to do 5000 square feet area and Public area does 4000 Square feet area.
- 5- **Furnishing of Area:** By this we mean that the traffic of incoming guests in a certain area is more than a few areas of the hotel. For example standards rooms are busier than suite rooms of a hotel.
- 6- **Standard of Previous Cleaning:** The work quality of the staff definitely needs to be considered before allocating the work.

Advantages of a duty roster:

The advantages of duty roster as follows:-

- ❖ The exact number of staff required to be on duty at any given occupancy.
- ❖ That staff working hours are as per their employment contract.
- ❖ That regular off-day is available for enhancing productivity.
- ❖ Knowledge of which employees are present on the premises in instances of emergencies. .
- ❖ Accuracy in attendance and payroll reports. ‘

Steps in Making a Roster: The steps in making up a duty roster are as follows:

Step-1 Ascertain occupancy levels and events expected in the hotel. This information is provided by the Sales and marketing department at the beginning of the financial year. On a daily and a weekly basis, more specific reports of occupancy are available through Co-ordination with the front office department. The overall forecasts of occupancy must be considered before scheduling the employees annual leave. These forecasts also help the executive housekeeper to follow the staffing guide to ensure sufficient staff at peak periods and avoid excess labour during slack periods.

Step-2 Ascertain the spread of duty hours to be scheduled in the duty roster, whether 12 hours, 16 hours, or 24 hours. Decide whether the positions will work for 5 or 7 days per week.

Step-3 Ascertain the type of shift-straight, shift break shift, rotating shift or any other alternative scheduling to be used.

Step-4 Ascertain the number of full- time and part-time staff on the payroll.

Step-5 Ascertain the number of labour hours per day and per week required for various positions.

Step-6 In corporate coffee breaks and mealtime allowances in the roster.

Step-7 As certain that each employee gets a weekly off day after 6 working days. Provide for compensatory off Schedule one reliever per 6 employees.

Step-8 Ascertain closed days and restricted holidays, and any contingency planning that may be needed.

Sample Duty Roster for Room Attendants in House Keeping Department.

Week 1

Room Attendant	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Abdul	7-4	7-4	7-4	7-1 5-9	7-4	Day off (R)	7-4
Jacob	Day off (R)	7-4	7-4	7-4	7-4	7-1 5-9	7-4
Hasan	7-4	7-4	7-1 5-9	7-4	Day off (R)	7-4	7-4

Ibrahim	7-4	7-1 5-9	7-4	7-4	7-4	7-4	Day-off (R)
Asif	7-1 5-9	7-1	Day off (R)	7-4	7-4	7-4	7-4
Ahmad	7-4	7-4	7-4	Day of (R)	7-1 5-9	7-4	7-4
Farhan Reliver (R)	7-4	Day off	7-4	7-4	7-4	7-4	7-4

Break Timings:- Coffee/Tea break: 10-10:15 a.m., Lunch: 12:30-2:00P.M. Dinner break: - 7:00-8:30P.M.

At some stage the Executive Housekeeper will need to deal with holidays and employee turnover. All employee take annual holidays but it is difficult to know in advance when this is going to be.

Therefore, the Executive Housekeeper must take out Annual Leave plan at the beginning of the year and fill in employee requests for leave. Employees, in other words, have to plan in advance their leave in conjunction with work requirements. Employees are required to give their first and second choices of leave dates. The housekeeper normally will grant first choice of annual leave dates. However, if there is a clash of dates with others, he/she will opt for the second choice. Busy hotels may require a third choice as well. The advantage of advance planning is that both the executive housekeeper and the employee are synchronized in leave dates. The housekeeper also knows the dates when to make alternative arrangements.

Check your progress – 2

Q.1 Explain the main functions of Control Desk in Housekeeping.

Q.2 Explain the advantages of the duty roster.

8.4 Summary

Planning the work of the housekeeper department is an especially challenging task if the property is newly opened. The division of work needs to be drawn up at the onset of operations so that the housekeeping department's areas of responsibility for cleaning and maintenance are clearly identified. The housekeeping control desk is the nerve centre of all communication from and to the Housekeeping Department. The Housekeeping control desk is sometimes also called 'Housekeeping control' because of its key role in the housekeeping department. The documentation and files maintained at control desk are very important for proper operations in the housekeeping department.

8.5 Key Words

- **Log Book:-** An important register in the housekeeping department, it is here that instruction and messages for staff on the next shift are written down by the employees on the previous shift.
- **Work order form:** A work order form is made out by the housekeeping department when any scheduled maintenance work is to be carried out in guestrooms or public areas. This form is sent to the maintenance department to undertake the repair as soon possible.
- **Housekeeping room status report:-** A report generated by the housekeeping department that indicates the current housekeeping status of each guestroom, based on a physical check.
- **Housekeeping Control Desk:—**The nerve centre of the entire housekeeping department for dissemination of information and communication to and from the department. Sometimes refereed to as housekeeping central.
- **Guest Service / Call register:-** It is a register that records all guest calls received and made the housekeeping desk.

8.6 Check Your Progress -1 Answer

Ans-1 One performance standards are set, the executive housekeeper should ensure that these are communicated through training to each and every employee and that there is 100% conformity to the standards. Supervision, inspection and evaluation are key process in ensuring conformity to standards. It is easier for both employees and Manager if the standards are compiled in a manual.

Ans-2 Once all standards are set and the staff members have been trained to follow them, the executive housekeeper must ensure that the employees have the necessary material resources to carry out their tasks. These material resources are the necessary equipment and operating supplies, which should be adequate in quality and quantity to meet the performance and productivity standards. The term “Inventory” means the stocks of purchased operating supplies, equipment, and other items held for future use in housekeeping operations.

8.7 Check Your Progress - 2 Answer

Ans-1 The housekeeping Control Desk is the never center of the housekeeping department and its efficiency determines the smooth operation of the departmental. It is a focal point for the dissemination of information and communication to various points in the housekeeping department as well as other departments for co-ordination. Apart from maintaining the intra-and inter-

departmental channels of communication, it is the control desk which receives messages from in-house guests over the telephone

Ans- 2 The followings are the advantages of Duty Roster:

- ❖ The exact number of staff required to be on duty at any given occupancy.
- ❖ That staff working hours are as per their employment contract.
- ❖ That regular off-days are available for enhancing productivity.
- ❖ Knowledge of which employees are present on the premises in instances of emergencies. .

8.8 Review Questions

1. what is a 'Division of Work' Document.
2. How are performance extended achieved in housekeeping operations.
3. What is the role of Control Desk in supervising the activities in housekeeping department.
4. Duty roster is an important document for controlling the staff. Explain in Details.
5. Why housekeeping control desk is called as the nerve centre of housekeeping department.

8.9 References & Suggested Reading

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Unit - 9 : Guest Safety And Security

Structure of Unit:

- 9.1 Objective
- 9.2 Introduction
- 9.3 Importance of a security systems
- 9.4 Types of security
- 9.5 Security Issue
- 9.6 Bomb threat security
- 9.7 Security measures for woman travelers
- 9.8 Safety issue
- 9.9 Handling emergency situation
- 9.10 Summary
- 9.11 Review Questions
- 9.12 Reference and Suggested Reading

1.0 Objective

After completing this unit you will be able to:

- Understand the meaning of safety and security
- Explain the guest safety and security in hotel
- Know how to security is important in hotel industry
- Know about the bomb threat
- Know about the safety issue
- Know about how to handling emergency situation

1.1 Introduction

Proper security is not the responsibility of “security experts” who are unaware of other business process. Falling in to the temptation to establish security as a priority in its own right can limit the business opportunities offered by the flow of information between the different players involved and the opportunity to open up new networks and channels of communication. Security management needs to have an in-depth knowledge of the business and the services the IT organization provides in order to establish security protocol ensuring that the information is accessible when needed by those people with authorization to use it. Once the business’s security requirements have been ascertained, security management must oversee that these are correctly set out in the relevant SLAs so that fulfillment of them can be ensured.

Security management should also take account the general risks to which the IT infrastructure is exposed, and which are not necessarily stated in an SLA, so as far as possible, that these risks do not represent a danger to service continuity. It is important for security management to be proactive and evaluate in advance the security risks that may arise from changes made to the infrastructure, new line of business, etc.

1.2 Importance of A Security System

The guest, who comes to a particular hotel, comes with an understanding that he and his belongings both will be safe and secure during his stay at the hotel. At the same time it is also quite important that the hotel staff and assets are protected and secure. Hence it is very important to have a proper security system in place to protect staff, guests and physical resources and assets such as equipment, appliances buildings, gardens of the hotel and also the belongings of the guest.

The management must take care that the security and safety systems cover the following areas:

- Guest: Protection from crimes such as murder, abduction and health hazards from outsiders, hotel staff, pests, food poisoning etc.
- Staff: Providing staff lockers, insurances, health schemes, provident funds etc. Protective clothing, shoes, fire fighting drills, supply of clean drinking water use of aqua guards, sanitized wash rooms etc.
- Guest luggage: Secure luggage store rooms and proper equipment such as luggage trolley and bell hop trolley should be provided.
- Hotel Equipments: Lifts, Boilers, Kitchen equipment, furniture fitting and building etc. must be protected and for these the security and safety should cover up fire safety equipment, bomb threat security system, water floods security system, earthquake security system , safe vault security system etc.
- Protection of raw materials, goods, provisions and groceries etc. for this the security system should cover proper storage and pest control systems, apart from the application of total material management system.

1.3 Types of Security

1. Physical aspect
2. Security of persons
3. Security of systems

1) Physical aspect

- It is divided into two parts a) Internal b)external

a) Internal security

- Against theft
- Fire safety
- Proper lighting
- Safeguarding assets
- Track unwanted guests

b) External Security

- Proper lighting outside the building
- Proper fencing of the building
- Fencing of pool area to avoid accidents in the night
- Manning of service gates to restrict entry
- Fixing of closed circuit TV cameras

2) Security aspects of persons

a) Staff

- Effective recruitment and selection
- Identification of staff
- Key control
- Red tag system
- Training
- Locker inspection

b) Guests:

- Check scanty baggage guests
- Guests suspected of taking away hotel property should be charged according to hotel policy
- Guest room security:
- Provide wide angle door viewer, dead bolt locks, night torch, chains on doors etc
- Employees should be trained to not give any information abouts in house guests to outsiders
- While issuing a card key ask for key card if in doubt of the guest.
- Housekeeping staff should never leave keys expose on unattended carts in corridors

3) Security aspects of systems:

- Record of all losses and missing items immediately
- Inventory control should be proper
- Auditing should be done on a regular basis
- Proper system for cash disbursements should be made

The term system implies the operations of the hotel eg: all the equipment used for operation, procedures laid down for operations and policies to be followed. Systems procedures and policies if followed properly shall safeguard the assets and increase life span of equipment as well as avoid any breakdown maintenance

This would mean the following:

Fix duties and responsibilities: Fix duties of staff members so that they don't interfere with others' work.

Make surprise checks

Staffs that have access to liquid assets should be made to sign a bond so that in case of theft the concerned person can easily be caught

Hiring of some independent security company to check the security system of the hotel

9.4 Security Issue

Background checks of selected applicants

- Policies related to employees' entry to, and exit from, the workplace
- Spot checks of locker rooms and lockers
- Effective supervision and control during the work cycle
- Policies related to the discovery of criminal records and wrongdoing among, and by, employees
- Control of people entering and exiting the workplace

With regard to guest valuables, management informs guests that the hotel is not responsible for valuables left in the room, advising them to secure these in safety deposit boxes provided by the hotel. Besides taking care of security issues related to the people they employ (as outlined above), management must undertake some necessary measures, among which:

- Providing "secure" (safety) deposit boxes and areas to keep valuables
- Policies and practices to ensure the security of these boxes and areas
- Management and operational policies regarding the security of guest rooms
- Management and operational policies regarding the security of public areas
- Security policies and practices for the back-of-the-house areas
- Employment and training of security personnel
- Policies and practices to minimize the "presence" and "patronage" of "shady characters" and criminals, verification of registration and check-in personal data and documentation submitted, and curtailing free movement of unknowns on the premises, as well as direct, free flowing communication with local, national and international security authorities)
- Training of staff in guest and valuable security

Some of the security system taken by hotels

Key Card Locks

While key card locks on guest rooms are quickly becoming the standard, some hotels still don't take advantage of the added safety provided to guests. Guest rooms locking systems these days include punch and magnetic key cards which have locks with flash memory and other productivity linked functions. the systems can directly linked with PMS.

Security Guards

Most hotels do not have security guards while some employ them only at night. At Best Western Sterling Inn, we have our own staff trained security guards working 24- hours every day to provide the best in safety and security for our guests.

Defibrillation Units:

A life saving device in case of heart attacks, defibrillation units are starting to be deployed among police and emergency personnel across the nation.

Security Cameras:

Few hotels have security cameras with digital technology, intelligent access central systems, software interface with CCTV for matching undesirable visitors and criminals, interfacing with motion detectors, pocket lie detectors, and spy cameras and use of biometric readers like hand key reader or face recognition systems etc.

Fire Alarms:

While most hotels now have smoke detectors and fire alarms, some hotels have a state of the art alarm system with smoke detectors in each guest room and throughout the entire complex that is monitored 24 hours a day, 7 days per week that pin points the exact point of the alarm allowing our security staff to respond immediately to the area of any alarm condition.

Emergency Power:

Very few hotels have any provision for emergency power in case of an electrical outage while a few hotels provide limited emergency stand-by power to provide elevator service and some lighting. Some hotels has a 2-Megawatt stand-by generator that provide 100% emergency power that can provide uninterrupted guest service during a power outage.

Emergency Manual:

Hotels maintain an emergency manual, detailing operations in the event of a variety of emergencies.

Employee Photo ID

For added security, some hotels have employees wearing a photo ID nametag allowing quick identification.

In-Room Safes:

In addition to the safety deposit boxes offered by most hotels at front desks, some hotels provide in-room guest safes capable of holding a lap-top computer that use the guest's own credit card as the key.

Guest elevators:

Elevators may also be interfaced with a room electronic locking system, where swiping the room card key takes the guest to the floor on which he is staying.

9.5 Bomb Threat Security

Precautions and measures that may be taken in the above case:

- 1 Security nets and body searches for guests not known to the staff.
- 2 Banqueting suites and other non-public areas should be security checked and locked after use
- 3 Goods received and bags should be checked and kept tidy.

If a bomb threat is received via telephone, the telephonist should note carefully what exactly is said, the time of the call received the accent of the caller and background noise if any. After the alert the GM should stay put in the lobby where he can be reached easily.

- 1 Duties and responsibility of staff during an emergency should be well-defined.
- 2 The hotel should work closely with the police to keep them updated.

Chamber maids and HK supervisors should be trained to conduct security checks in the guest rooms.

9.6 Security Measures for Women Travellers

- Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you
- Well-lit public areas such as lobby bars
- Valet parking services to avoid the need of a woman to enter the parking lot
- Assigning rooms closer to the elevator

-If a woman traveler is not assigned a room on the special executive floor, hotels most often on request, upgrade her accommodation to that floor without an increase in room rate. The floor is staffed almost 24 hours a day with a concierge

9.7 Safety Issues

When we take the same hotel as example, it is management's duty to ensure "safety" in several areas, such as:

- The structure itself
- Installations and fixtures (check electrical, plumbing, air-conditioning and other installations)
- Public and work areas (e.g. slippery floors, hazardous obstacles in traffic

areas), safety of furniture, equipment, appliances, and utensils.

This is followed by:

- Health safety (nontoxic cleaning material and detergents used)
- Good quality air (what we breathe, dependent upon the type of equipment, installations and fixtures used, and regular repairs and maintenance)
- Food safety (a whole world in itself including sanitation, food quality, food spoilage, correct handling procedures, allowable and recommended temperatures, etc.), and checking and control procedures.

An important "preventive measure" is eliminating the possibility of communicating contagious diseases. Even if local regulations do not require it, it is recommended to send food and beverage handlers for a regular medical checkup. Another preventive measure is the formulation and implementation of policies and procedures related to employee accidents which may present a threat to food sanitation.

Culinary staff who cut themselves accidentally at work, as often happens while slicing food products, have to immediately stop handling food, and report to their Executive Chef and to the person in charge of First Aid in their company (Security or Human Resources Department) for preliminary treatment and handling. Healing and precautionary measures are taken before they are allowed back at their job.

There are also some basic "dress" requirements for staff involved in food and beverage preparations: e.g. Chefs' hats (to prevent hair and whatever hair contains to fall into the food), discreet earrings (non-dangling) or no earrings for women, and long hair neatly and securely tied in a bun at the back of the head.

Of no lesser importance is the safety of work tools and work procedures covering all areas, such as stable ladders, secure shelving, safety shoes, well-fitting work garments, clearly written and complete safety procedures and guidelines from

management, safety training, and safety installations and equipment, e.g. fire fighting units, regular maintenance schedules for safety equipment and installations, wider traffic areas (to prevent accidents), adequate staffing, and last but not least, continuous effective training in work procedures.

All of this necessitates comprehensive planning, the creation of clear policies and work procedures, organization, implementation, training of supervisors and employees, supervision and control.

FIRE:

Fires in the hotel may result in the injury and loss of life of both the guests and the staff.

Main causes of fire are:

i) Smoking:

- Smoke only where allowed.
- Put out cigarettes in the right place.
- Sufficient ash trays should be provided in eating places and in rooms, but away from curtains and draperies.
- Educate the guests about fire possibilities due to smoking.

ii) Defective wiring, faulty appliances and motor and worn out insulation

Such hazards should be immediately reported to the concerned person and such equipment should be immediately repaired

iii) Laundry Areas:

Care should be taken to see that none of the electrical equipment is left on after use

iv) Gas leaks:

Precautions should be taken against this especially in kitchen areas.

v) Combustible waste

Combustible material should never be left near the boiler room

vi) Kitchen

All equipment such as chimneys, exhausts, ventilators, grills, hoods etc. which collect a lot of fume vapor and catch fire easily should be cleaned regularly.

vii) Elevator shafts:

These require constant check and inspection. Cigarette butts can ignite the debris and oils that gather at the bottom of elevator shafts.

Types of Fire and fire extinguishers:

Hotel personnel are trained about the fire protection procedure and the types of fire. They must be able to recognize the various types of fire, all fire require air. Air contains O₂ which is necessary for combustion. Fire has been classified in 5 categories depending on how they can be extinguished-

Class A Fire- It is the fire of wood, paper, linen and similar dry materials. They are extinguished by cooling and quenching effect of water. The water reduces the temperature of burning substances below their combustion temperature. These are the most frequent and easiest to extinguish when there is an ample water supply and when water can be directed on the combustible material. Keeping the other combustible material wet will limit the spreading of fire

Class B Fire-These include fires of oil, gasoline, grease and other petroleum product. These fires are extinguished by blanketing the source of burning substances and eliminating the supply of O₂. Petroleum products is lighter than water and will float on water and continue to burn and spread by means of flowing water to other section of the building, hence water is never used for this category.

Class C Fire-These are the fires of pressurized gases. For e.g. L.P.G., most of the gases are lighter than air but L.P.G. is heavier than air. Water is not to be used for this class of fire.

Class D Fire-These are fire of metals having low burning temperature for e. g. Na, Mg etc. This class of fire does not exist in the hotel.

Class E Fire-These are electrical fire. The fire extinguishing agent must not conduct electrical energy which could spread the fire. Electrical fires are usually blanketed and cooled down. Water is a good cooling agent but it also conducts electricity, so it is not used to control or extinguish this class of fire. Electrical fire is usually caused by a part of circuit overheating or by short circuit. Controlling the sizes of electrical fuses and circuit breaker will often minimize this class of fire.

There are 2 systems of fire protection

1. *Portable fire extinguisher.*
2. *Stationary fire fighting system.*

Portable fire extinguisher

- a. **Soda acid fire extinguisher-** It is used for class A fire. The extinguishing agent is H₂O. The fire extinguisher is a cylinder type of pan in which a

rubber or flexible hose is attached to the top. When it is desired to use the extinguisher, it is carried to the fire and inverted. A small bottle of acid usually H_2SO_4 is spilled when the cylinder is inverted or turned upside down. Powdered sodas, bicarbonate of soda (Baking Soda) is mixed with H_2O when the tank is charged or filled with water. The chemical reaction of acid and soda water creates a pressure which forces the water out of the cylinder or tank. The hose is used to direct the flow of water to the fire. It has 2 disadvantages:-

-It must be kept away from freezing

-Acid causes corrosion problem which reduces the life of the tank or cylinder. The corrosion problem has been minimized by replacing the acid with CO_2 cartridge. Upon the cylinder inversion the cartridge opens and releases CO_2 gas under high pressure. The high pressure gas then forces the water out of the cylinder.

- b. CaCl_2 fire extinguisher-It is also used on class A fire. CaCl_2 is a salt which when added to water forms brine which has very low freezing temperature. CO_2 cartridge is used as pressure agent to force H_2O and CaCl_2 out of the cylinder to the fire. These extinguishers are used where freezing is a potential hazard
- c. Foam type extinguisher-It is used on class B type of fire. The extinguisher is charged with special chemical (Al_2SiO_4), the chemical spread on the burning material and the solution blankets the fire by excluding O_2 .
- d. CO_2 fire extinguisher- It is used on C, D and E class of fire. The CO_2 types spray a chemical fog towards the fire. The fog quickly excludes the O_2 from the burning material and blankets the combustible material.
- e. D.C.P. extinguisher- It can be used on C, D and E class of fire. The most common extinguishing agent is sodium bicarbonate or plain baking soda. The extinguisher is charged with the dry chemical and a small tank of CO_2 gas. The CO_2 gas exerts pressure on dry chemical and forces it out of a nozzle directly to the fire. The powder smothers the fire and the heat from the fire breaks down the chemical which releases CO_2 gas on a large scale which helps in extinguishing the fire.

Stationary fire fighting system

- a. Automatic sprinklers-It is generally mounted just below the ceiling height with a temperature detector or smoke detector, attached with each sprinkler. The temperature from the fire melts the fusible link on the detector, which opens a water valve. The water is then sprayed on the ceiling and falls on the floor, extinguishing the fire. If the fire area should spread, more sprinklers are automatically opened, thus confining the fire to a small area. The temperature detector can be purchased for different activating temperature. The high temperature detectors are often used in kitchens.

- b. Fire Hose System-It is a semi portable system. In this system the fire hose box is permanently located but the flexible hose can be moved to various distances throughout the building. The hose used to fight fire within a building should be of linen type. The linen allows some water seepage through it which will prevent its burning when in use.

9.8 HANDLING EMERGENCY SITUATIONS

Apart from fire and bomb threat etc. the front office staff at some point of time have to handle a lot of unusual situations also. Some such situations may be death and illness of guests, theft in hotels etc and many others.

1) Death of a guest in the hotel :

- Once the information comes to the front desk it should directly be reported to the front office manager.
- The front office manager will then report it to the GM or resident manager
- The security manager should also be informed immediately
- The police is informed and the hotel doctor is summoned who will check and confirm the death
- Meanwhile the hotel will locate the residential address of the deceased and will inform the relatives.
- Once the police complete all formalities and activities and gives the permission, the dead body is fully covered and then removed from the room on a stretcher. For this purpose the service elevator and not the guest elevator is used
- A death certificate is obtained from the doctor
- A report should be prepared as to who informed of the death, time, room number and date of death. In case there is any luggage of the deceased in the room a list should be prepared and the luggage should be kept in the luggage room and the person performing this activity should sign this report
- The guest room is locked and sealed.
- After obtaining clearance from the police the room is opened and thoroughly disinfected and spring cleaned and only after permission of the police and subsequent permission of the GM or resident manager the room should be sold.

Some important facts to be kept in mind are:

- Donot enter the room alone always take the lobby manager and security officer with you
- In case you are aware that the deceased was under the treatment of a specific doctor, the same should be called instead of the hotel doctor. His physician will also be helpful in knowing and notifying the incident to the relatives and people known to him
- Donot disturb the body or touch anything before the arrival of the police as this may be a murder or suicide case.

2) Handling accident cases:

- A knowledge of first aid would come very handy in such situations. In general the following points should be taken care of :
- Remove the person who has met with accident from the site of accident {as early as possible and take him to a more comfortable area, use a stretcher in case the need be}
- Call the doctor and if possible give him the details of accident and gravity of the accident.
- Take someone along with you to the site of the accident as you may need help
- Keep alert you must serve the victim immediately by providing first aid
- Try to protect your establishment from any false allegations

Prepare a full report of the whole accident giving details of the date and time who reported the incident, room no., site of the accident etc. Also make your comments as to the reason of the accident and how could it have been prevented and what action is to be taken to avoid the same in the future.

The accident book:

- An accident book is usually maintained in all organizations and the receptionist should record all details of accidents which have occurred to employees whilst carrying out their daily activities.
- The book must be kept in a place easily accessible by any injured person or a person bona fide
- Particulars of an accident may be entered here in either by the injured person himself or by a person acting on his behalf
- The accident book when filled up should be preserved for a period of three years after the date of the last entry
- Every employer is required to take steps to investigate the circumstances of the accident recorded and if there happens to be any discrepancy between the circumstances found by him and the entry made, he is required to record the circumstances so found.

3) Situation of Theft:

Theft is divided into four categories:

I. Theft by employees of the hotel can be avoided by:

- Work business and personal references should be checked before the employee is hired.
- A detailed record of all employees who enter the guest room such as chamber maids bellboys room boys maintenance etc
- All hotel keys should be returned to the department concerned and no employee should be allowed to take keys out of the hotel's premises.

II. Damage of hotel property by the guest can be avoided by:

- The hotel staff should identify the main cause for the damage.
- If the damage appears to be done intentionally the hotel can ask the guest to pay compensation for the same. For this it is necessary that the front desk is well versed with the cost of the damaged item.

III. Theft of hotel property by the guest:

Can be avoided by taking the following steps:

- Installing automatic locks on the guest room doors
- Appointing a security officer who would walk and take rounds at regular intervals
- Inform guests to use the safe vault of the hotel and not to keep valuables in the guest room
- Keep a watch on walk in as their likelihood of being a thief is more as compared to a guest who has undergone a process of making a reservation in the hotel
- Avoid giving room numbers of resident guests to visitors or over the telephone callers.
- In case the guest loses his key and asks housekeeping to open the room door for them, HK should direct them to front desk
- Master key should be kept under strict supervision and control

Theft by outside visitors can be avoided by:

- being aware of suspicious persons
- regular and irregular schedule of vigil and rounds
- Stagger lunch and rest periods of employees so as to keep one person on duty on each floor at all times
- Instruct the telephone operator not to connect calls to the guest room incase the request is made by the caller by room number. The receptionist should insist on knowing the name of the guest who the caller wishes to speak to.
- Guest should be informed to keep the balcony door closed to avoid anyone entering the rooms from the balcony
- Closed circuit televisions should be used

4) Situation of illness and epidemics:

- The receptionist may be called for assistance during sickness of a guest.
- Patient should be advised to consult the house physician but in case the guest has his own physician the same should be called.
- Housekeeping needs to be notified about the sickness and instructions if any
- If the case of serious sickness, the guest should be moved to a nursing home
- During epidemics all precautionary measures especially in food and beverage service area should be followed

5) Handling a drunk guest:

- The guest should be removed from the lobby as early as possible but being careful not to irritate/offend him.
- Preferably taken to the back office or to his room.
- If he behaves unruly, the hotel security must be called.

Safe deposit facility in the hotel for security of guests' valuables:

- It is the responsibility of management to develop and maintain proper safe deposit procedures for its property.
- If this facility is available for guests, notices regarding it should be put up in various conspicuous/noticeable places in the hotel and also should be mentioned to the guest.
- Safe deposit boxes should be located in an area, in vicinity of the front desk and which has limited access. Unauthorized guests or personnel should not be permitted inside the area.
- Front office staff should be well-versed with the procedures regarding safe deposit boxes.
- Strict control should apply to the storage and issue of safe deposit keys.
- At any point of time there should be only one key issued for each safe even if more than one person is using the safe.
- Two keys are required to open a safe deposit box: one being the guest's key and the other being the control key/guard key put in by the cashier/safe deposit attendant.
- After the verification of the identity of the guest, the safe deposit attendant/cashier should accompany the guest to the safe deposit area where in clear sight should make use of the control key and the guest's key to open the safe.

Sometimes the hotel may not be able to meet the demand for individual safe box; in that case a large box containing the belongings of more than one guest is used. Each guest's belongings are put in an envelope which is sealed. The key to this box is stored in a secure place and a log is maintained which records an entry each time the key is used to open the box

9.9 Summary

Providing an accommodating atmosphere that doesn't compromise safety is the biggest challenge that hotels face. Achieving these goals requires a multifaceted plan that starts with staff training and guest education about safety and security issues. Management must also consistently enforce established security policies, such as allowing only registered guests on hotel property. Constant planning to stay ahead of these issues is also a must, especially when the hotel hosts public events. Trained hotel staff responsible and accountable for looking after the security and well being of guests and visitors

Advanced security technologies to facilitate safeguarding your security, such as; integrated surveillance systems, advanced lock and access control systems, and sophisticated asset protection tools

- Rigorous security and safety assessments and reviews
- Dedicated Fire/Life/Safety systems and monitoring.
- Comprehensive emergency response plans that staff are regularly trained on.

9.10 Review Questions

1. Why security is important in hotel industry?
2. Write a short note on the safety issue?
3. Discuss about the type of security?
4. How to maintain of security measures for women travelers in hotel?
5. Write a note on the security issue?

9.11 Reference and Suggested Reading

- 1 Hotel Management and Operations-Michael J.O. Fallon, Denny G. Rutherford Business and Economics 2010
- 2 Karen M. Hess : Introduction To Private Security, *Publisher*, 2008
- 3 Hospitality Law Managing Legal Issues In The Hospitality Industry, Stephen Cborth 2008
- 4 Front Office Management –James A. Bass 2011
- 5 Handbook of Loss Prevention And Crime Prevention- Lawrence J. Fennely 2012
- 6 Introduction To Private Security- John S. Dempsey 2007
7. Professional Management Of Housekeeping Operation- Thomas J.A.Jones 2008
- 8 Introduction To Hospitality Management -J.R.Walker 2004

Unit – 10 : Room Layout And Guest Supplies

Structure of Unit:

- 10.1 Introduction
 - 10.2 Objectives
 - 10.3 Standard Rooms
 - 10.4 VIP Rooms
 - 10.5 Guest Special Requests
 - 10.6 Beds & mattresses
 - 10.7 Pillows
 - 10.8 Summary
 - 10.9 Review Questions
 - 10.10 References and Suggested Reading
-

10.1 Introduction

The hotel guest rooms are the most important product of the hotel for two reasons. One reason is the proportion of revenue that rooms bring in compared to all the other products that the hotel has for sale such as Food and Beverage. The second and perhaps the more important reason is that it is the comfort, aesthetics and cleanliness of the hotel guest rooms that brings guests back to the hotel repeatedly. It is thus essential to ensure the comfort of the guest in the room in terms of the layout and the amenities provided as well as being ready and able to provide some additional items that the guest may request for time to time. Though all guests are important to the hotel, some may have special amenities placed in the rooms in order to make their stay memorable and special and so feel like VIPs.

One of the most important items of furniture in the room is the bed as a good night's sleep is instrumental in ensuring a fruitful working day, not to forget the comfort that the right mattress and pillow can provide.

10.2 Objectives

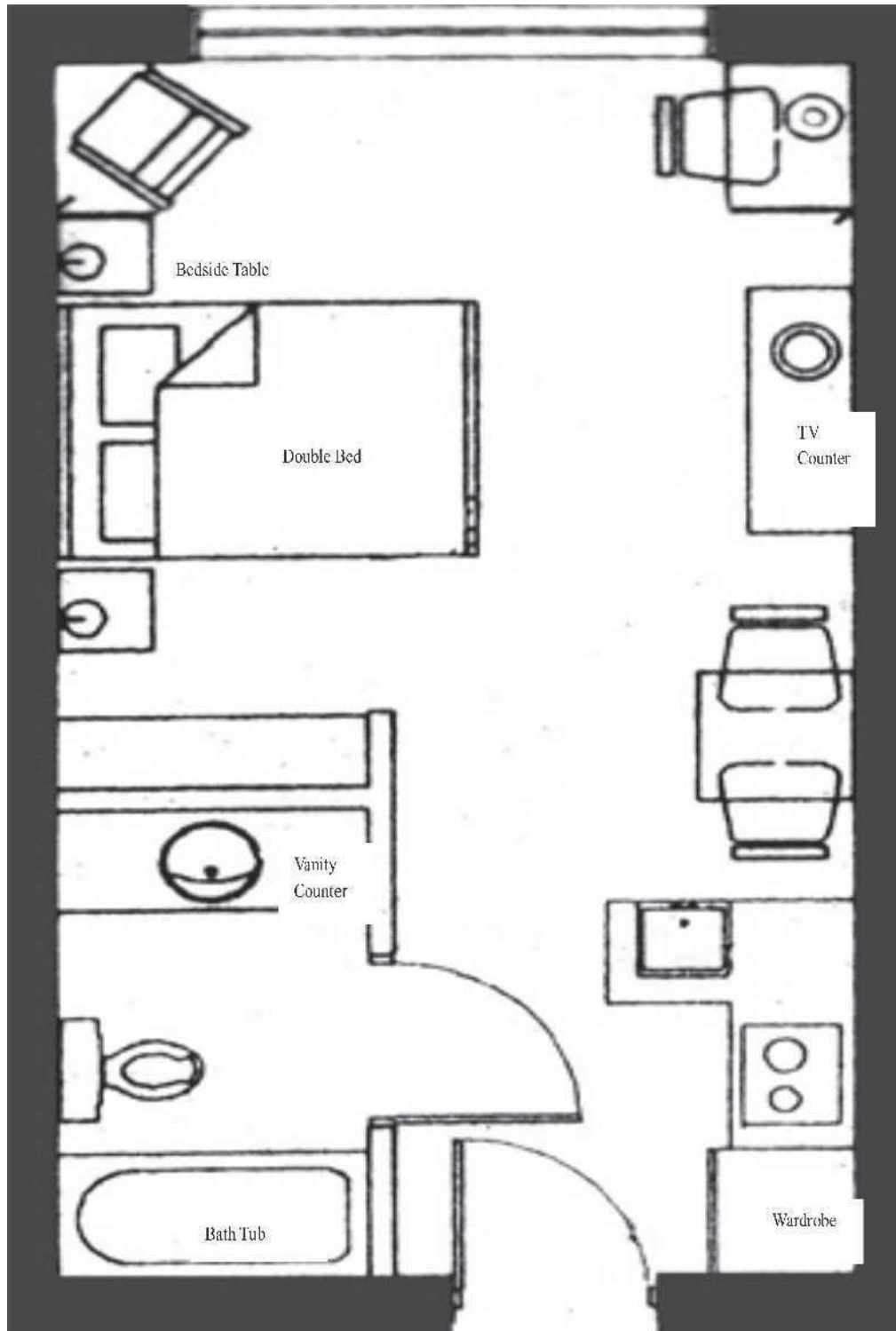
At the end of this unit, you will be able to:

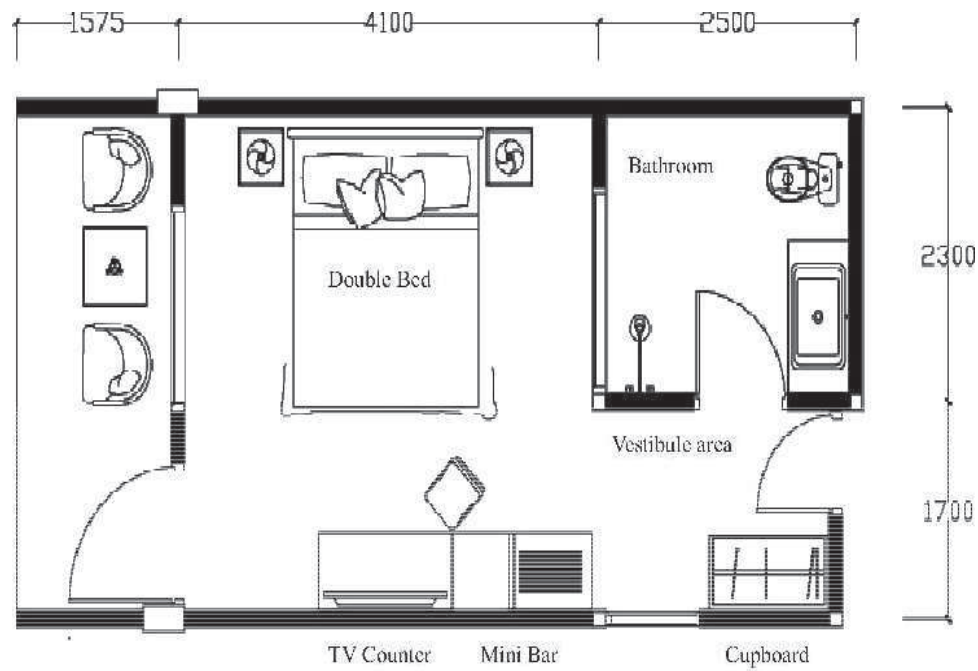
1. Understand the importance of the guest room to a guest
 2. List the standard contents of a guest room
 3. Understand the different VIP amenities placed in guest rooms
 4. Appreciate the importance of selecting a comfortable bed, mattress and pillows for the guest rooms in line with guest expectations
-

10.3 Standard Rooms

In Unit 3, we have already seen the different types of rooms that a hotel may offer. Irrespective of the type of room, the basic facilities expected by the guest and provided by the hotel are the same. It is said that the hotel is a 'home away from home'. The guest room provides a place that a guest rents for a period of time so he has a place to sleep, to wash, to rest and rejuvenate himself while he is

away from home. Accordingly, the room is arranged to serve the different purposes. However, depending on the class of hotel and type of room, the standard of facilities and guest supplies may be raised to meet the guest's expectations.





DELUXE ROOM

Though there may be variations, the most common and typical contents of a five star hotel are given below:

STANDARD CONTENTS OF A GUEST ROOM IN A 5 STAR HOTEL

1. BED:

Mattress	
Mattress protector	1
Bed Sheets	3
Blanket	1
Pillows	2
Pillow Cases	2
Bed Cover	1

Or

Mattress	
Mattress protector	1
Bed Sheets	2
Duvet with cover	1
Pillows	2
Pillow Cases	2

2. BED SIDE TABLE: (one or two according to layout)

Telephone

Service directory
 Scribbling/ telephone pad with pencil
 Room Service Menu
 Bed side table lamps
 Ashtray with match box
 Bible/ Geeta/ Koran/Life and thoughts of Buddha
 Vacuum flask on tray
 Sterilized glasses 2
 Local telephone directory
 First Aid Kit- nail file, ear buds and band aid.

3. SEATING ARRANGEMENT

Sofas or easy chairs 2
 Volume Lamp 1

4. COFFEE TABLE

Daily newspaper
 Ashtray with match box
 Periodicals or hotel magazine

5. SOFT FURNISHINGS

Heavy curtains/ draperies
 Sheer curtains/ Glass curtains/ lace curtains
 Cushions with covers

6. DRESSING CUM WRITING TABLE

Mirror with wall mounted lamps on either side
 Writing folder containing the following:
 Letter Heads 6
 Envelopes 6
 Aerogramme 1
 Picture Post cards 2
 Rules and regulations card
 Mail forwarding address slip
 Business kit
 Ball pen

7. ALSO ON THE TABLE

Guest Comment Card
 Ashtray with match box
 Candle stand with candle and match box
 Hotel sales promotion brochures- tent cards

8. IN THE DRAWER

Breakfast Cards
 Dutch wife- 4 threads, safety pin, needles, pins, buttons: shirt, coat, trouser, press hook
 Telegram Forms 2

Telex forms	2
Fax forms	2

9. ON THE FLOOR

Waste paper basket preferably near writing table

10. ENTRANCE DOOR KNOB

Do not disturb sign

Please clean my room sign

Fire exit map

11. FLOOR COVERING

Wall to wall carpet

12. THE CLOSET OR WARDROBE

Coat hangers

Skirt hangers

Laundry bags

Dry cleaning slips

Laundry slips

“Collect My Laundry” card

13. OTHER ITEMS

One or two luggage racks

Television

Mini-bar

14. BATHROOM

Bath tub with tub mat

Bath mat

Bath soap	50gms
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Shampoo

15. BATH TOWEL RACK

Bath towels	2
-------------	---

Curtain rod

Shower curtain/ shower screen

16. WASH BASIN COUNTER

Mirror mounted on wall

Hand towels	2
-------------	---

Face towel	2
------------	---

Gargle glasses	2
----------------	---

Shower caps	2
-------------	---

Face tissue box

Hand soap	25 gms
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Ash tray

Match box

Extra toilet roll
Soap suds
17. UNDER THE COUNTER
Sani-bin
Disposal bags
18. WATER CLOSET
Sanitary disinfectant band
Toilet roll
Odonil stick
Wall-mounted telephone
19. BIDET
(A floor mounted cistern with a hot and cold water tap attached as an ascending spray at the centre of a bowl for perianal washing)
20. ENTRANCE DOOR OF THE BATHROOM
- Full length mirror
- Peg hooks-at the back of the door
- Bottle opener- at the side of the door

10.4 VIP Rooms

Though all guests are important to a hotel, some may have greater commercial importance to the hotel. Some may be important because of their status in the corporate world which could help the hotel to get more business. Others may be important for the mileage and publicity that the hotel may get by being associated with celebrities and well known public figures. Not only does the hotel recognize their importance, it wishes to convey to them that feeling of being special to the hotel. This is done by providing them additional services and recognition in all areas of the hotel from the time they enter the hotel to the time they leave.

The Front Office will assign rooms to VIPs in advance and notify the Housekeeping department who will then take special care to make the room welcoming and provide additional amenities. It is also important to ensure that the VIP amenities placed in the rooms on arrival will need to be replenished according to usage and type of amenity. Flower arrangements need to be freshened up or changed regularly, fruit baskets and cookies replenished as needed. Each hotel will have its own policy of providing VIP amenities depending on the status of the guest. Given below is one example of classifying VIPs and providing specific items for guest use and comfort:

VIP-1 (Heads of state, ministers, international celebrities)

Room Amenities:-

1. A full bar set up (whisky, gin, rum, vodka, brandy) aperitif, beer, soft drinks, mixers, mineral water and salted nuts
2. A large flower arrangement s
3. A platter of chocolates
4. Petite fours
5. A large fruit basket
6. a platter of cookies
7. A platter of dry fruits
8. Personalised stationery and matchboxes

Bathroom Amenities:-

1. Bathrobe with guest initials
2. Towelling slippers
3. Bubble bath
4. A tray of assorted soaps
5. Moisturiser
6. After shave lotion
7. Bathroom kit- comb, toothbrush, toothpaste
8. Disposable razor
9. Bud vase
10. Weighing scale and exercise cycle

VIP-2

(Presidents of large companies, top people in a hotel's own company, ambassadors and well known personalities)

Room Amenities: -

1. A partial bar set-up with two spirits, beer, soft drinks, mineral water
2. A medium sized flower arrangements
3. A medium sized fruit basket
4. A platter of chocolates
5. Personalised Stationery

Bathroom Amenities:-

1. Bathrobe
2. Towelling slippers
3. Bubble bath
4. Moisturiser
5. After shave lotion
6. Bathroom kit- comb, toothbrush, toothpaste
7. Disposable razor
8. Bud vase

10.5 Guest Special Requests

Guests may occasionally request for items that are not normally placed in rooms but may be available on loan. They are also known as Guest Loan Items. These could be items such as hair dryers, irons and ironing boards, cribs, hot water bottle etc. If available, the housekeeping provides these items to the guest who may return the item during his stay once he no longer needs it or on departure. The housekeeping desk maintains a record of this in the Guest Special Request Register in order to keep a check on the movement and thus protects the hotel property.

Please refer to Unit 12 for a format of the Guest Request Register.

10.6 Beds & Mattresses

BEDS

Most hoteliers would agree that one of the most important elements of a guest's comfort is the quality of the bed. There is little that the hotel can do to make up for a guest's discomfort caused by a sleepless night on an uncomfortable bed.

Most beds consist of the following parts:

- A bed frame is the part of a bed used to position the mattress and base off the floor. Bed frames are typically made of wood or metal
- A base is the part of a bed that supports the mattress. This may be made of open coiled springs or wood strips to provide support and resilience
- A mattress which lies on top of the base and provides padding for comfort
- A headboard is a part of the furniture that attaches to the head of a bed and is made of either painted or varnished wood or metal or it may be upholstered. In hotels, they may be mounted on the wall behind the bed for ease of cleaning
- A footboard of wood or metal is attached to the foot of the bed and is lower than the headboard

Other than the standard twin and double beds different types of beds found in hotels are:

A **Murphy bed**, also called a sico bed is a bed that is hinged at one end to store vertically against the wall, or inside of a closet or cabinet.

A **sofa bed** typically is a sofa which has underneath its seating cushions a metal frame and thin mattress that can be unfolded or opened up to make a bed

A **rollaway or zed bed** gets its name from its folded frame which resembles the letter 'Z' and are used as extra beds in the guest rooms. It has casters for ease of transportation to and from the housekeeping pantry where they are normally stored. It will generally also have a latex mattress on a base of stretched springs attached to a rectangular folding frame.

Cribs are small beds designed for use of infants and very small children and are available in the hotel as guest loan items.

Mattresses

A **mattress** is a large pad for supporting the reclining body on a bed. Mattresses may consist of a quilted or similarly fastened case, usually of heavy cloth, that contains hair, straw, cotton, foam rubber, or a framework of metal springs.

Types of Mattresses

Latex or Foam-rubber mattresses are generally made of a blend of natural and synthetic latex. A good foam mattress is extremely resilient and not prone to attack by moths and other pests.

Interior-sprung mattresses have an inner layer of springs between layers of insulation and padding with the entire unit covered with a protective fabric covering known as ticking. Spring mattresses vary in thickness from 12-25 cm and may be of three types:

- Open spring mattresses. These are also known as the Bonnell spring mattresses. The springs are arranged in rows and connected to one another, top and bottom, by a wire frame
- Pocketed spring mattresses have small, softer springs housed in individual fabric pockets allowing them to work independently of one another, profiling to the body shape to prevent pressure points.
- Continuous-spring mattresses are those in which the rows of coils are formed from a single piece of wire interlinked in a mesh like pattern.

Solid stuffed mattresses are formed by a ticking filled with any one of various paddings such as cotton or coir. They are not usually found in hotel guestrooms except sometimes for guests who may specifically request for cotton mattresses.

Water mattresses look very much like spring mattresses but have interconnected chambers filled with water which are covered with foam and a ticking that can be removed to service the water chambers.

Selection of Mattresses

Mattresses need to be selected keeping in mind several important criteria:

Construction: The durability and performance of a mattress depends on its construction to a large extent as does its price. Construction would mean both the materials which go into making the mattress and the quality of workmanship.

Firmness: The mattress should be evenly firm all over in order to be comfortable. To test this one must procure a sample and do a rest test on it.

Softness: The mattress must be firm enough to keep the body supported and soft enough to be comfortable.

Ticking and Padding: Ticking is the outermost layer while padding is the layers beneath that usually of foam.

Care and cleaning of Mattresses

1. Mattresses should be rotated on a regular basis to help minimise body indentations.
2. Vacuum clean or lightly brush the mattresses every month or so depending on the usage.

3. Check regularly for any damages such as tears, loose castors etc
4. Allow the mattress to breathe for a few minutes before remaking a bed.

10.7 Pillows

A pillow is designed with a suitable filling inside the ticking to provide support and comfort to the body and head with a removable case for ease of laundering. Decorative pillows may also be placed in the rooms such as cushions and bolsters, cushions usually being square – small or large – and bolsters being cylindrical. There is a choice of pillows made available to hotel guests through what is known as a ‘pillow menu’. However, the basic difference in the pillows lies in the filling. **Down and feather pillows** are filled with soft, fine feathers and are soft and cushiony. Foam pillows are suitable for people with allergies to dust and feather. Smoker’s Pillow offered by a hotel may be a fire-resistant pillow with an anti-smell treatment, filled with silicone coated fibre balls, which absorb fumes, ensuring odour free sleep.

Care and cleaning of pillows

1. Dust and shake the pillows before making the bed
2. Pillows with a synthetic filling may be washed when needed while those with natural fillings need to be dry-cleaned.
3. Any damage to the ticking must be made a note of and repaired immediately.

10.8 Summary

This unit deals with the guest room and its contents both for standard rooms and those that are pre-assigned for VIPs. It is emphasized that VIP amenities must be kept replenished during the entire stay of the guest for the gesture to appear genuine. This unit also deals with an important feature of the guest room – the bed, the mattress and the different pillows that a hotel may make available to the guest. Various types of beds and their construction has been discussed. Mattresses must be carefully selected on the basis of various criteria and after understanding the many types available in the market such as latex foam mattresses, interior sprung mattresses and solid stuffed mattresses. It is the responsibility of the Housekeeping department to ensure that the guests’ expectations are met as far as comfort, aesthetics and cleanliness are concerned, this being a primary reason for a guest to choose to patronize a particular hotel again and again as well as being a source of positive publicity.

10.9 Review Questions

1. Discuss the standard contents of a guest room of a five star hotel.
2. What is the importance of placing VIP amenities?
3. What are the different parts of the bed?
4. What are the different types of mattresses available? What are the criteria to

- select mattresses?
5. Discuss the care and cleaning of pillows.
 6. What are guest loan items?

10.10 References and Suggested Reading

1. Sudhir Andrews, Hotel Housekeeping A Training Manual, McGraw HILL Companies, Second Edition
2. Raghubalan G. & Smritee Raghubalan, Hotel Housekeeping, Oxford Higher Education, Second Edition
3. Branson Joan C. & Lennox Margaret, Hotel, Hostel & Hospital Housekeeping, Hodder & Stoughton
4. David Allen M., Accommodation & Cleaning Services, Hutchinson & Co. Ltd., First Edition

Unit - 11 : Area Cleaning

Structure of the Unit

- 11.1 Introduction
- 11.2 Objectives
- 11.3 Daily Cleaning of the Guest Room
- 11.4 Housekeeping Cart/ Room Attendants Trolley
- 11.5 Cleaning a Room
- 11.6 Bathroom Cleaning
- 11.7 Making a Bed
- 11.8 Daily Cleaning of Vacant Room
- 11.9 Turn Down Service
- 11.10 Second Service
- 11.11 Weekly Cleaning/ Special Cleaning
- 11.12 Spring Cleaning
- 11.13 Public Areas
- 11.14 Summary
- 11.15 Review Questions
- 11.16 References and Suggestive Readings

11.1 Introduction

One of the primary reasons why a guest will return to a hotel is the standard of cleanliness and comfort that it provides. The Housekeeping Department's objective is thus to provide clean, comfortable and aesthetically pleasing guest rooms and public areas in a manner which will promote guest loyalty. To service the vast areas that are the housekeeping responsibility requires systems and procedures that are foolproof and comprehensive. Detailed planning is essential in every aspect be it the cleaning procedure itself or the monitoring, supervision and recording of activities carried out as part of the process of cleaning. However, since cleaning is the very fundamental of all housekeeping activities, it is essential that the cleaning procedures are standardised, documented and most importantly communicated through training to all concerned be it room attendants or supervisors.

11.2 Objectives

At the end of this unit you will be able to:

- Describe the procedures for daily cleaning of guest rooms
- Outline the procedures for turn-down service and second service
- Understand the importance and schedules of periodic cleaning of guest rooms
- Discuss the cleaning processes for the various public areas

11.3 Daily Cleaning of a Guest Room

Guest rooms are the main source of income in a hotel. They are a highly perishable commodity and hence should be cleaned quickly in order to ensure that the rooms are sold quickly. All the guest rooms in the hotel should be thoroughly cleaned in the morning shift regardless of the room status and one room attendant will clean between 12-15 rooms. The floor supervisor draws up a “room assignment sheet” for the room attendant, who uses this sheet to prioritize the day’s work and reports the condition of each assigned rooms at the end of the work shift. The order in which guest rooms are normally cleaned in the morning shift is:

- 1) Vacant rooms
- 2) Departure rooms
- 3) Occupied rooms with ‘Clean My Room’ signs
- 4) Other occupied rooms
- 5) All VIP rooms should be cleaned by 12 noon.

The room attendants in the late shift (may also be referred to as the afternoon or evening shift) will look after around 50 rooms each and are required to do the turn-down service in these rooms. Other than this, all departures occurring in this shift need to be cleared by them. The number of night shift room attendants is small and they will often work as a team and clear departures as they occur in their shift. Since there is very little routine work on the floors in the night, they will usually be assigned in public areas other than when they need to clean departure rooms.

A room attendant should not attempt to enter a DND room (a room displaying a ‘Do Not Disturb’ sign). If the room continues to be DND for the entire shift, the supervisor is informed so that an appropriate log entry could be made for the supervisor of the next shift to check the room.

A systematic procedure is adopted while cleaning guest rooms as it saves times and energy, ensures consistent standards, prevents overlooking of any tasks and hence ensures efficiency in service.

11.4 Housekeeping Cart/ Room Attendants Trolley

The housekeeping cart is designed to carry all the items regularly needed by the housekeeper to clean and supply the guest rooms. At the end of each work period, the cart must be cleaned and replenished with sufficient supplies before you leave for the day.

- Stock the cart shelves as shown in the diagram
- Stock the housekeeper's workbasket and place on the top shelf.
- Place the broom on the cart.
- Check the vacuum cleaner bag and replace or empty it if more than two-thirds full.
- Check the vacuum cleaner's rubber belts for damage. If the belt is broken, call maintenance or replace belt.
- Place the vacuum cleaner on the cart.

- Place the trash bag on one end of the cart and the bag for soiled linen on the opposite end.

At the end of the work day:

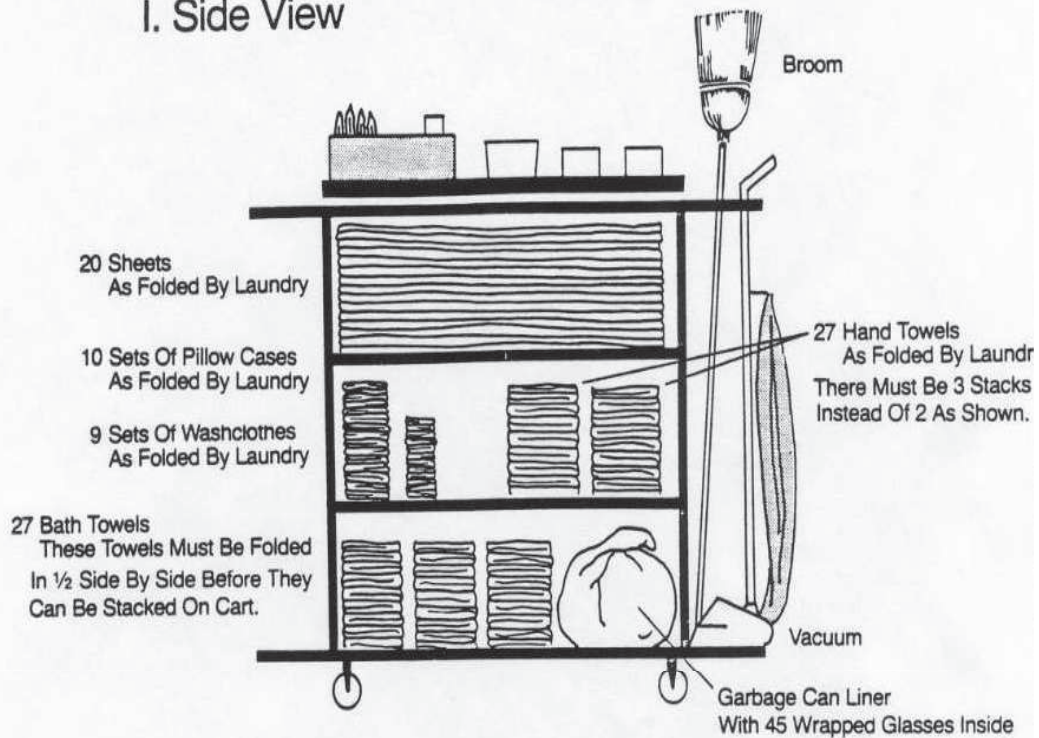
- Empty the housekeeping cart and the housekeeper's workbasket.
- Spray the surfaces with all-purposes cleaner.
- Wipe dry with a cloth.

Supplies

S.No.	Items	Quantity
1	Bed Sheets	20 or number equal to rooms assigned
2	Pillowcases	20 or number equal to rooms assigned
3	Bath Towel	27 or one half of the assigned rooms times three
4	Hand Towel	27 or one half of the assigned rooms times three
5	Face Towel	27 or one half of the assigned rooms times three
6	Gideon Bible	1
7	Hotel Directories	10
8	Matches	45
9	Guest Soaps	30
10	Light Bulbs	2
11	Envelopes	15
12	Comment Cards	15
13	Housekeeping Survey Card	15
14	Do not Disturb Cards	8
15	Trash Bags	2
16	Ice Buckets	
17	Vacuum Cleaner	1
18	Toilet Tissue Rolls	4
19	Letter Heads	15
20	Full Bottle Bath Cleaner	1
21	Non Smoking Tent Cards	6
22	Ashtrays	3
23	Broom	1

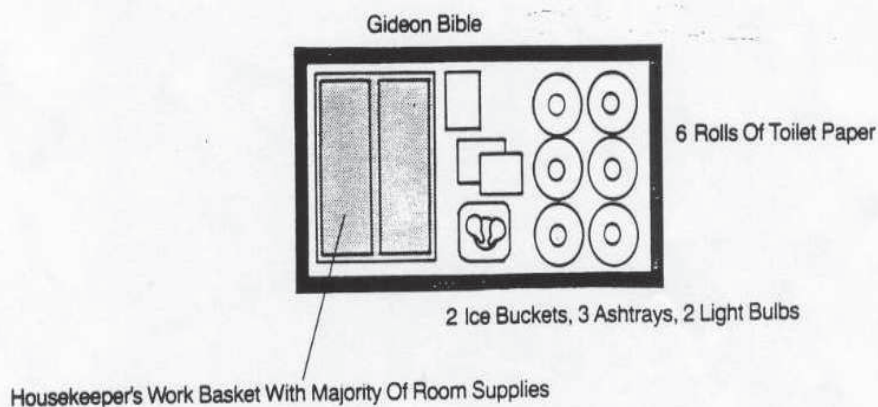
HOUSEKEEPING CART SET-UP

I. Side View



Note: Missing From Sketch Is One Garbage Sack And One Linen Sack. The Sacks Are To Be Placed On Opposite Ends Of The Cart.

II. Top View Of Top Shelf



Supplies

Any in-house advertising (i.e. restaurant menus, local attractions, fact sheets, guest room guid

es, etc.) should be available to replenish supply.

While cleaning guest rooms, the chambermaid's trolley is placed outside in the corridor parallel to the room being cleaned, with the open side facing the room. This serves the following purposes.

1. Prevents intruders from entering the room.
2. Gives the room attendant easy access to room supplies
3. Alerts the guest of an occupied room that the room attendant is working in the room.
4. Becomes easy for the floor supervisor to identify the room in which the room attendant is working.

Cleaning should be carried out with the least possible noise with any necessary conversation conducted in low tones.

11.5 Daily Cleaning of a Departure/Occupied Room

Entering the room

- Ring the bell, announce your department
 - Pause for a while, giving the guest time to answer the door
 - Push the door open gently, announcing yourself
1. If the guest is out: proceed with the cleaning of the room, leaving the door ajar.
 2. If the guest is asleep in the room : leave, closing the door gently
 3. If the guest is in the room and awake: ask if you can clean the room or whether you should come back later
 4. If the guest is out, but returns while the room is being cleaned : ask him whether you should continue or come back later

Cleaning the room

1. Leave the door ajar, while cleaning the room. If there is a trolley, park it alongside the entrance door with open side facing the room
2. On entering the room, switch off the air-conditioning.
3. Check - Just vacated rooms/ departure rooms for
 - a) Damaged or missing articles
 - b) Lost and found articles
4. Check - Occupied rooms for
 - i. No luggage or scanty baggage
 - ii. Sleep outs
 - iii. Extra Person
 - iv. Double Lock
 - v. Do not disturb sign

- vi. Laundry
 - vii. Anything unusual such as a burst pipe, fire, suicide, sick person etc.
5. Open the curtains to avail of maximum light and the windows to allow the room to air in the case of departure
 6. Do a general tidying up
 7. Remove food trays, glasses and other room service equipment.
 8. Arrange guests' belongings which may be strewn around.
 9. Collect trash from wastepaper baskets and ashtrays and discard in trash bag
 10. Remove soiled linen, shaking it over the bed, in order to dislodge any articles between the folds
 11. Remove soiled linen to the pantry/ trolley. The flask/ jug to be filled may be carried out at the same time.
 12. Bring in clean linen, along with the refilled flask/jug.
 13. Make up the bed
 14. Dust the room completely, starting from the entrance door and working around the room till you return to the starting point.
 15. Replenish complementary and supplies. Reline drawers, if required.
 16. Make a note of any plumbing or electrical faults or any other defects in the entire room.
 17. Vacuum clean the carpet, starting from the far end of the room and working towards the entrance.
 18. Close the windows and draw the sheer curtains to the required position (the draperies are left open during the day).
 19. Switch on the air conditioning if an arrival is expected.
 20. Take a final check to make sure that the room is neat and clean and that none of the cleaning equipment or supplies have been left behind.

The final check is a critical step in guest room cleaning. It makes the difference between just cleaning the room and doing a professional job. Carefully look from the guest's perspective- all the furnishings are back in place, lampshades are straight and their wires are turned towards the back. Check air for unusual odour. Your last look is the guest's first impression.

11.6 Bathroom Cleaning

Check all equipment and take it all into the room at one time.

1. Switch on the light and check switches and electrical fittings.
2. Mop the floor if it is wet as wet floors dirty and one is likely to slip.
3. Remove all soiled linen and the waste bin. Clean the bin. Wipe dry and replace.
4. Clean the light above the basin. Clean the mirror from top to bottom.
5. Shift the articles to one side of the wash basin counter. Clean the counter surroundings the wash basin and the basin itself- spread the cleaning agent all over and scrub using a sponge or nylon scrubber, rinse with clean water and wipe dry.

6. Clean the area beneath the basin as well.
7. Clean the bathing area
 - a) The glazed tiles- Apply cleaning agent and scrub
 - b) The shower head- Apply cleaning agent and scrub; also check whether the shower works. Ensure that the shower nozzles are not blocked.
 - c) The soap dish and Grab bar-Apply cleaning agent and scrub free of soap particles.
 - d) Rinse all fixtures and polish dry.
8. The shower curtain- Wipe clean and dry. If heavily soiled, scrub and wash clean in the bath tub itself. Check curtain hooks.
9. Clean towel rack and curtain rod with a damp duster and then a dry one.
10. Now clean the bath tub and the other fixtures such as taps, water mixer, drain (waste grid), chain and waste plug. Use the same procedure as for the wash basin, polishing with a dry duster to ensure a shining finish, free from water marks.
11. Clean the inside of the toilet bowl as well, especially around the flushing rim.
12. Use disinfectant and place the sanitation strip across the toilet seat. The toilet seat is disinfected with a wad of tissue into which a few drops of Dettol have been sprinkled- flush the tissue after use)
13. Clean the W.C. (water closet). Clean the outside of the seat, seat cover, seat hinges, flush handles/ tank. Rinse with a damp cloth and wipe dry.
14. Place bathroom supplies such as soap, shower caps, shampoos, bath towels etc. ensure correct positioning of items and in the case of toilet roll make sure that the end has been neatly folded into a triangle.
15. Dust the inside and outside of the bathroom door
16. Clean the floor, using water, detergent and a disinfectant. Scrub the corners and the drain, rinse with a wet mop and dry using a dry mop. Check the entrance ledge and scrub, if required.
17. Switch off the light and leave, keeping the bathroom door slightly ajar

11.7 Making the Bed

The procedure for making a bed is unique in that one half of the bed is made first and then the other half. The steps below outline this procedure though there may be variations from hotel to hotel:

- Strip bed.
- Make sure the mattress is properly aligned.
- Check that mattress protector is clean and place it flush with head of bed.

- Select appropriate size sheet for bed and open out over top of bed, making sure all sides fall evenly
- Check condition of sheets while placing them on beds.

Standing at the foot of the bed, place the wide hem of the bottom sheet toward the head of the bed.

- Make sure all sides hang evenly.
- Tuck sheet under mattress at the foot of bed to hold it firmly.
- Miter the corner and tuck the sheet under mattress along that one side.

Place second sheet, seam side facing up and wide hem aligned at headboard, in line with head of mattress. Make sure sides hang evenly.

If using a third (top) sheet:

- Center third sheet on top of blanket, allowing a 2" overage at the head of blanket.
- Wrap the overage around the blanket, covering the blanket edge.
- Fold bottom sheet over both blanket and top sheet.
- Fold top edge of second sheet over the top edge of blanket.
- Tuck sheets and blanket tightly under mattress at the foot of bed.
- Miter the corner at the foot of bed and tuck in the rest for that side of the bed.
- With bed finished on one side, move to the opposite side and starting at the foot of the bed, miter the corner.
- Move to the head of the bed and lay back the top sheet, blanket and second sheet.
- Tuck in bottom sheet. Pull this sheet very tightly before tucking under the mattress.
- Straighten out the top bedding so that it hangs down the side.
- Tuck all very tightly under mattress.

Center bedspread at the foot of the bed.

- Make sure the corners at the foot of the bed fit snugly on each corner.
- Make sure all sides hang evenly.
- Leave the top end at the headboard open for pillows.

Open the pillow case and slide it over the pillow towards you.

- Tuck in both ends of pillow case to make an envelope fold.
- Shake the pillow to evenly distribute the feathers.
- Lay pillows flush to the headboard, smoothing them from middle to outer edges.
- Fold top end of bedspread over the pillows
- Fold top edge of second sheet over the top edge of blanket.
- Tuck sheets and blanket tightly under mattress at the foot of bed.
- Miter the corner at the foot of bed and tuck in the rest for that side of the bed.

- With bed finished on one side, move to the opposite side and starting at the foot of the bed, miter the corner.
- Move to the head of the bed and lay back the top sheet, blanket and second sheet.
- Tuck in bottom sheet. Pull this sheet very tightly before tucking under the mattress.
- Straighten out the top bedding so that it hangs down the side.
- Tuck all very tightly under mattress.

Center bedspread at the foot of the bed.

- Make sure the corners at the foot of the bed fit snugly on each corner.
- Make sure all sides hang evenly.
- Leave the top end at the headboard open for pillows.

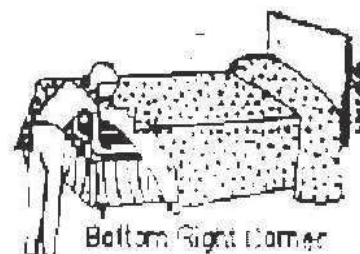
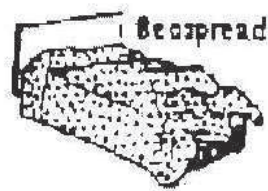
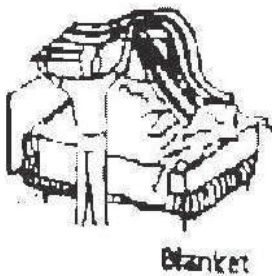
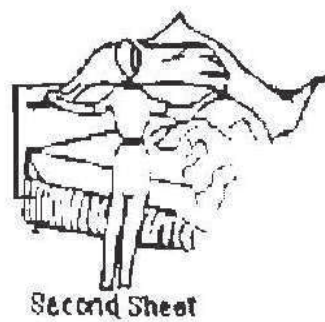
Open the pillow case and slide it over the pillow towards you.

- Tuck in both ends of pillow case to make an envelope fold.
- Shake the pillow to evenly distribute the feathers.
- Lay pillows flush to the headboard, smoothing them from middle to outer edges.

Fold top end of bedspread over the pillows

1. Centre the mattress by lifting and pushing at the corners. Make sure the bed is straight against the headboard.
2. Make the beds as instructed. Do not use dirty or torn linen. Make sure the bed is free of wrinkles or lumps, pillows smooth and blankets or sheets not showing under the spreads. The bed is the focal point of the room. Make sure mattress protectors and blankets are clean.
3. While standing on one side of the bed, centre the mattress protector.
4. Put on the bottom sheet and mitre the corner at both ends.
5. Put on the top sheet and then the blanket; mitre the corner at the foot of bed.
6. Fold back the top sheet over the top of the blanket so that a minimum of six inches of sheet is folded over the blanket. Tuck 2 - 3 inches under the mattress.
7. Put the spread on the bed, straighten and fold top back.

8. Go to the other side of the bed and follow steps 3 through 6 to complete this side of the bed.
9. Make sure the spread is floor even at the foot and the side facing the door for the best appearance when first entering the room.
10. Put pillows into the pillowcases by laying pillows flat on the bed and slowly working the case over the pillow. Do not put the pillow under your chin to put on the case. Be sure pillows are the same size for uniform appearance.
11. Place the pillows flat on the bed, then pull the spread over the pillows and smooth for an even appearance.
12. Position and centre the headboards.



11.8 Daily Cleaning of a Vacant Room

A vacant room is one, which has not been let out to a guest. Since it is a night ready room, the following jobs will have to be done to convert it to a day ready room.

1. Open the draperies and switch off the bedside lamp
2. Remove the breakfast card and replace on the bedside table or writing table drawer.
3. Convert the night bed to a day bed
4. Change the drinking water.
5. Dust the furniture. Dust the bath tub and wash basin as well, or else when water is put in, a film of dust will rise with it
6. Flush the toilet daily
7. If a room is vacant for several days then wash the bathroom floor and vacuum clean the carpet.

11.9 Turn Down Service/Evening Service

Converting a day bed to a night bed is referred to as “turning-down”. Luxury hotels provide this service in the evening from 6.30-9.30 pm. The room attendant is expected to service 45-60 guestrooms in the evening as thorough cleaning is not generally done.

The following jobs are usually done in the evening service:

1. Close the draperies and put on the bedside lamp
2. Remove bedspread (store in the wardrobe) and turndown the bed
3. Place the breakfast card on the pillow
4. Empty ashtrays and waste- bins, if they have been used
5. Replenish room complementary items, if used
6. Many hotels place a good night chocolate on the bedside tables
7. The bathroom may be cleaned, if required and supplies too, may be replenished

11.10 Second Service

This service is given only at the request of the guest, where the room may be required to be thoroughly cleaned after a guest had a party or a get-together in the room. The complementary items are usually not replenished in this service.

11.11 Weekly Cleaning/Special Cleaning

Weekly cleaning attends to cleaning needs identified during a guest room inspection. It includes activities such as dusting in high and hard to reach areas, cleaning fans and lights, vacuuming under beds and heavy furniture etc.

The schedule for cleaning depends upon the quality of the routine cleaning, occupancy, age of furniture, fixtures and general wear and tear of the room. The different ways of schedule deep cleaning are:

1. Giving an extra cleaning task every day to each room attendant in addition to the routine cleaning or
2. One room to clean thoroughly as part of the daily assignment
3. Block rooms during periods of low occupancy and clean the rooms thoroughly.

A thorough weekly cleaning schedule is drawn up in order to ensure that a high

S.No.	Tasks	Day	201	202	203
1	Remove cobwebs, clean fans, vents, lighting fixtures	Monday			
2	High dusting and vacuum curtains	Tuesday			
3	Vacuum baseboards, under beds and furniture and carpet edge.	Wednesday			
4	Polish furniture and brass fixtures	Thursday			
5	Clean windows	Friday			
6	Scrub bathroom tiles and shower curtains	Saturday			
7	Clean Refrigerator	Sunday			

standard of cleanliness is maintained. The following list of seven tasks may be allocated on a daily basis:

11.12 Spring Cleaning

Spring cleaning removes the dust and dirt that accumulates from everyday wear and tear and attends to cleaning needs identified during a guestroom inspection. It includes activities such

as turning mattresses, wiping down walls and baseboards and washing windows and casements. The dirty-dozen can also be perfectly cleaned. Routine cleaning can maintain a guestroom's fresh and spotless appearance for a period of time. But after a while, a room will need deep cleaning. In some properties, deep cleaning is done by room attendants on special project basis; others use teams in which each employee does a particular deep cleaning task.

The following are the spring cleaning tasks that help the property shine are:

- 1) Flipping and rotating mattresses.
- 2) Shampooing carpets.
- 3) Removing soil and stains from wall coverings and baseboards.
- 4) Washing windows, casements, and shades.
- 5) Dusting high and hard to reach areas.
- 6) Cleaning vents and fans.
- 7) Vacuuming under furniture that requires heavy moving.
- 8) Cleaning and vacuuming drapes. Cleaning carpet edges.
- 9) Washing sheer curtains.
- 10) Washing lampshades

11.13 Public Areas

Establishing and maintaining housekeeping procedures in the Public Area is just as important as it is in the guest rooms, but much less standardized. The housekeeping needs of Public Areas vary considerably from property to property because of architectural difference, lobby space allocations, activities and guest traffic. Among the typical “front of the house area” that need daily cleaning are entrances, lobbies, corridors, elevators, public restrooms, swimming pools and exercise rooms.

In general, the cleaning procedures for public areas will take into account three factors:

- They are used by a great number of people and hence surfaces and furnishings get soiled more quickly wear and tear will be considerable, but even more rapid if soil is not removed effectively and regularly.
- They should always look attractive and be safe to be in
- They have to be accessible at all times. This is particularly true of the entrance and circulation areas such as corridors and staircases.

1. Entrances

Hotel entrances demand stringent attention since they are among the most heavily trafficked areas in a property and are kept clean both for aesthetic and safety reasons. The frequency of cleaning hotel entrances is largely contingent on the weather. Matting or runners at entrances can prevent footprints, keep areas free of puddles and prevent outside dirt from being tracked in and also protect guests from slips and falls. Wet weather will demand that runners and mattings be frequently mopped or changed. During all types of weather, an attendant should be assigned to see that the runners and matting are clean, and that entrance are mopped and tidied frequently throughout the day. Finger prints smudges from door surfaces particularly glass areas should also be cleaned by the attendant. Thorough cleaning of door surfaces, including door tracks, is conducted very early in the morning to avoid inconveniencing guests.

2. Lobbies

Lobbies require continual cleaning both because they are heavy traffic areas and because they are the “gateway to the hotel”. Many lobbies are a hub of activity where guests check in, socialize relax or in the case of some properties, visit the shopping arcade. Cleaning is generally scheduled in the late night or early morning hours: 10:30 pm – 7:00 am. Some cleaning tasks, however, must be performed during the day to maintain lobby aesthetics. These tasks include emptying ashtrays and sand urns, attending to heavy traffic floor areas and straightening and damp dusting furniture.

In the nights thorough scrubbing of the lobby floor is undertaken in sections. Other jobs done in the night are:

- a. Wiping and dusting lobby telephone.

- b. Polishing drinking fountains.
- c. Polishing reception & Bell Captain's counters.
- d. Removing fingerprints or spots on walls
- e. Dusting and polishing furniture and table fixtures
- f. Polishing door knobs and wiping surrounding areas.
- g. Dusting & cleaning door jambs and tracks
- h. Vacuuming the rugs, upholstered furniture, blinds and curtains.

3. Chandeliers

Chandelier cleaning represents a great investment in labour for it usually involves gathering together a large inventory of bulbs and setting up a high scaffold or long extension ladder. However, most chandeliers these days are designed so that they can be lowered and raised on pulleys for cleaning and re-lamping. They are cleaned with soft rags and a mild ammonia solution. An alternative method is suspending a huge plastic structure like an inverted umbrella beneath the chandelier. The bulbs are covered with plastic casing to protect them from the moisture. The cleaning solution is sprayed using the upholstery shampoo machine through a fine nozzle. The liquid runs off through a tube at the bottom of the plastic structure into a bucket and the chandelier is cleaned in less than an hour's time

4. Corridors & Staircases

Corridors and staircases must be cleaned in such a way that anyone who has to use them while cleaning is in progress can do so safely with the minimum of inconvenience and without spoiling the appearance of the cleaned surface. This is done by dividing the corridor or staircase in half (lengthways) and cleaning one half first so that people can proceed safely down the other half and footmarks will not spoil the appearance of wet floors. If the corridor or staircase is a long one, it is divided into sections and one half of each section is cleaned at a time. Start at the highest point of each stair landing and work downwards.

5. Lifts & Elevators

The call button panel and outside lift doors are damp dusted as part of the corridor cleaning programme ensuring that no finger marks remain. The door track at each floor should also be suction-cleaned to remove rubbish and cigarette ends which have collected in it. The lift is called and then turned off with the door left open.

- a. A notice is placed on each floor to warn that it is out of service for cleaning.
- b. Ashtrays/urns are emptied and any rubbish removed.
- c. The control panel, any pictures, mirrors, display cases and the walls of the lift (unless they are upholstered) are damp dusted
- d. The floor (and the walls if they are carpeted) is suction cleaned. Hard floor are damp mopped.
- e. The inside of the doors are damp dusted.
- f. The lift is returned to service and the warning notice removed

6. Restaurants & Banquet Rooms

Cleanliness in restaurant is important not only for images, but for safety and sanitation reasons. For the most part, the dining room staff will be responsible for keeping the area presentable during operating hours. In most properties, housekeeping comes in on a nightly, weekly or monthly basis to assist with more thorough cleaning tasks.

Cleaning function rooms:-

- The schedule for routine and periodic cleaning tasks will be adapted to the use which is made of the particular function room, and the nature of its surfaces (walls, floor, doors, furniture and fittings etc.)
- All the furniture and fittings should be damp dusted
- Dismantle and remove any furniture which will not be required
- Suction- clean carpets and mop hard floors (mop-sweep hard floors)
- Check and report any damage, burnt-out light bulbs etc.

If the room is used three times a day for three different events, then this procedure will have to be followed before each event. This equipment to fit in with the bookings made for the room may mean cleaning very early in the morning, in the evening or late at night on some days. Periodic cleaning tasks can be carried out on the days when there is no scheduled function.

7. Public Restrooms/ Cloakrooms

Describing the housekeeping procedures for public restrooms is easier than for some p.a. simply because public restrooms are relatively constant from property. Some properties evoke a special atmosphere by decorating with ornate fixtures and mirrors, allocating lounge space filled with upholstered furniture and plants, and by providing convenience such as hand blow-dryers and changing tables.

Entering the cloak room, the attendant should check to see that the facility is vacant. When entering, the attendant should prop the door open and place an appropriate floor sign at the entrance which indicates that the restroom is being cleaned.

- a. Empty trash containers. Replace waste basket liners.
- b. Clean sinks and countertop areas
- c. Clean toilets and urinals.
- d. Clean the partitions between the toilets.
- e. Clean and restock dispensers for toilet paper, tissue, paper towels and soap. Clean the floor and base boards.
- f. Make a final check visually scan all areas and smell the air for any unusual odours.

8. Leisure areas

Leisure centres, often attached to hotels or conference centres, are a relatively recent development. They include facilities such as a swimming pool, mini-gym, squash courts, racquet ball courts, sauna, and massage areas, steam room and solarium.

In some leisure centres there are two sets of changing rooms, a wet changing room for pool, sauna, solarium or steam bath users and a 'dry' one for people using the squash, gym, and call racquet call facilities.

- A sauna is a wooden cabin with an electric heater or stove which can bring the room temperature to between 80 and 100 C (176 -100F)
- A Turkish bath or steam room has internal walls made of glass, PVC, mosaic or tiles. The steam in a Turkish bath also penetrates the respiratory system, so pine or eucalyptus oil is often added to water system to provide a refreshing extra touch. The steam is let in by means of pipes.
- A Spa is a hot water circulating bath in which 4-5 persons can sit at a time. The water is up to shoulder level. The term is also used to indicate a health resort with natural springs.
- A Jacuzzi is a hot water circulating bath with jets of water thrown at high pressure, and it thus serves as a body massage.

Maintaining Swimming Pools:

Keeping the water in a swimming pool clean and safe requires a lot of labour and there are usually trained staff employed to look after it.

1. Remove any debris floating on the surface of the water with a net. A hand-held filter net can be used and some pools have a special skimming device at water level which traps the larger debris on the surface.
2. Cleaning off any build up body fat off the water line using special cleaning agent (paste and powders) and nylon scouring pad. The bottom of the pool is cleaned by using a tube linked to a pumping system. Water and debris are sucked up through the hose.
3. Chemical disinfectants are used to kill the bacteria in the water. Chlorine is used for outdoor pools while bromine is used for indoor pools. The level of disinfectant should be checked every two hours with a pool testing kit. The recommended ph. value is 7.2-7.4
4. Algaecides sometimes have to be added to pool water usually once a week to prevent algae from growing in it.

9. Gymnasium

The responsibility for maintaining the proper functioning of exercise equipment typically rests with the hotel's engineering staff. Housekeeping personnel will, however, play a role in ensuring that these facilities meet the same standards of cleanliness that the guest enjoys in other public areas.

The different tasks that they need to perform are:

- Dusting equipment
- Cleaning mirrors and glass areas
- Sweeping and mopping floors removing soiled linen
- Restocking clean linen
- Cleaning and straightening any furniture
- Dusting light fixtures
- Spot- cleaning walls
- Cleaning and polishing exercising equipment.
- Thoroughly cleaning and disinfecting massage, parlours, and the different baths.

For safety reasons, it is extremely important for attendants to note the general condition of the equipment and report any suspected malfunctions to their

supervisor. Attendants may also be responsible for cleaning shower and locker areas and replenishing appropriate guest amenities.

10. Façade Cleaning

Cleaning could be done by two ways

- By a jet pressure machine with the pressure of 150 psi using sand, chemical, detergent and water where sand acts as an abrasive.
- The cleaner suspends himself on the ropes suspended from the roof of the building using the safety harness tied around his body. Once he ties himself normal cleaning can be done by scrubbing and water (spider-man process).

11.14 Summary

A major reason for a guest to prefer one hotel over another is the standard of its cleanliness and aesthetics. It is the responsibility of the Housekeeping department to ensure this. Cleaning standards may vary from one establishment to another depending on the specific uses of the different areas, both guest rooms and public areas. This unit has dealt with the different procedures that are used to clean the areas at different times both daily and periodically in order to maintain the standards as also to protect the large investment that goes into the building, furniture and fixtures of the hotel.

11.15 Review Questions

1. Explain the procedure for the daily cleaning of a overnight vacant room.
2. What is 'second service'? Why and how is it performed?
3. At what time is 'turn down' service given? What are the different tasks performed during this service?
4. What are public areas in a hotel? What are the general factors to be kept in mind while cleaning public areas?
5. Discuss the cleaning of chandeliers.
6. How is a swimming pool kept clean and safe for use by the guests?
7. Explain the following terms:
 - a) Jacuzzi
 - b) Spa
 - c) Sauna

11.16 References & Suggested Reading

1. Andrews Sudhir, Hotel Housekeeping A Training Manual, McGraw Hill Education Pvt Ltd, Second Edition
2. Raghubalan G. & Smritee Raghubalan, Hotel Housekeeping, Oxford Higher Education, Second Edition
3. Branson Joan C. & Lennox Margaret, Hotel, Hostel & Hospital Housekeeping, Hodder & Stoughton
4. Allen David M., Accommodation & Cleaning Services, Hutchinson & Co. Ltd., First Edition

Unit -12 : Routine Systems and Records of the Housekeeping Department

Structure of Unit:

- 12.1 Introduction
- 12.2 Objectives
- 12.3 Reporting Staff Placement
- 12.4 Log Sheet
- 12.5 VIP List
- 12.6 Room Assignment sheet
- 12.7 Room Occupancy Report
- 12.8 Guest Room Inspection
- 12.9 Floor Register
- 12.10 Work Orders
- 12.11 Call Register
- 12.12 Guest Special Requests register
- 12.13 Key Control
- 12.14 Lost & Found
- 12.15 Special Cleaning
- 12.16 Summary
- 12.17 Review Questions
- 12.18 References and Suggested Reading

12.1 Introduction

One of the most important functions of the Executive Housekeeper is first planning and then organising the Housekeeping operations to ensure that all the large and small jobs of the department proceed smoothly. However, planning will serve no purpose if each detail of the 24 hour operation is not monitored and controlled. In order to do this, a daily routine needs to be followed and all activities of the department recorded for control purposes. Recording and reporting is standardised and simplified by the use of well-designed formats. This ensures that work proceeds systematically without losing sight of any of the large number of details that are part of the work routine, all of which are important for the smooth running of the housekeeping operation.

12.2 Objectives

At the end of this unit, you will be able to understand the routines and records of the Housekeeping department related to:

- Reporting for work
- The activities and routine operational procedures
- Lost and Found
- Guest special requests
- Co-ordinating with Front office

12.3 Reporting staff placement

Though there may be some variations in shift timings and daily routines from hotel to hotel, essentially the operations remain the same and the department works in three shifts the usual timings for which maybe:

Morning Shift: 7.30 a.m. to 4.30 p.m.

Afternoon Shift: 2.00 p.m. to 11.00 p.m.

Night Shift: 11.00 p.m. to 8.00 a.m.

The staff punch in their cards at the time office to mark their attendance, change into their uniforms and report for work at the Housekeeping Desk at the beginning of the shift where their duties are allocated and recorded in the Staff Placement register. This register ensures that all the housekeeping responsibility areas are manned without exception to ensure smooth operations. It also ensures accountability in case of any problems or complaints that may be reported at a later time.

Date _____								
Morning Shift						Late Shift		
Floor	Room Attendants			Corridor Attendant	Floor Supervisor	Floor	Room Attendant	Floor Supervisor
	A	B	C					
1						1		
2						2		
3						3		
4						4		
5						5		
6						6		

<p>Desk Sup:</p> <p>Public Area Sup:</p> <p>Lobby Attendant:</p> <p>Lobby Toilets: Gents: Ladies:</p> <p>Pool Changing Gents: Ladies:</p> <p>Health Club: Gents: Ladies:</p> <p>Service Floor:</p> <p>Linen Supervisor:</p> <p>Linen Assistant:</p> <p>Extra staff: Housemen</p> <p style="padding-left: 40px;">Room Attendant</p>	<p>Desk Sup:</p> <p>Public Area Supervisor:</p> <p>Lobby Attendant:</p> <p>Lobby Toilets: Gents:</p> <p>Ladies:</p> <p>Pool Changing: Gents:</p> <p>Ladies:</p> <p>Health Club: Gents:</p> <p>Ladies:</p> <p>Night Shift</p> <p>Sup 1-(Desk) :</p> <p>Sup 2-(PA & Floors) :</p> <p>Housemen: Lobby</p> <p style="padding-left: 40px;">Service Floors</p> <p style="padding-left: 40px;">Restaurants</p> <p>Room Attendant: 1/2/3_____</p> <p style="padding-left: 100px;">4/5/6_____</p>
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12.4 Log Sheet

The first task of the supervisor on reporting for duty should be to carefully study the log book/log sheet filled by the supervisor on the previous shift. This serves as a handover record which documents key information and activities of a floor on a shift. It helps in maintaining continuity of the work on the floor for example there may be a request in the morning for an extra bed to be made up in a room in the evening. The log sheet helps in ensuring that the request is automatically taken care of at the appropriate time without need for any reminders from the guest.

Hotel XYZ Floor Supervisor Log Sheet			
Floor:_____	Day:_____	Date:_____	Floor Supervisor Signature_____
1. VIP Rooms cleaned:	2. Rooms not serviced:		
3. Rooms not checked:	4. Rooms with extra items:		
5. Rooms with extra beds: are to be made:	6. Rooms where extra beds		
7. Under Repair: Comments:	8. Guest Complains/		
9 Maintenance Follow-up to be done:	10. Keys handed over to:		

A briefing is then held usually by the Deputy Executive Housekeeper for the staff to communicate essential information to them such as:

- VIPs in house
- Job allocations
- Banquets and other function in the hotel
- Any new policies and procedures
- Checking the grooming of the staff

12.5 VIP LIST

A VIP List is prepared by the Front Office and sent to all the departments including Housekeeping on a daily basis. It helps in ensuring that sufficient care is

taken to make the stay of the VIPs special. It is on the basis of this information that Housekeeping will be able to place VIP amenities in rooms assigned for VIP guests due to arrive on the day and to replenish amenities in rooms where VIPs are stayovers.

VIP List				
Day: _____				
Date: _____				
V I Ps Expected Today				
Name	Room Assigned	Company/ Designation	Expected date of departure	Remarks & Special Instruction
V I Ps In House				
Name	Room No	Company/ Designation	Expected date of departure	Remarks & Special Instruction
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>_____</p> <p>By</p> </div> <div style="width: 60%; text-align: right;"> <p>Prepared</p> </div> </div>				

12.6 Room Assignment Sheet

This format, also referred to as Room Attendants Report, is given to each room attendant after the beginning of shift briefing. Room attendants record tasks done during their shift on this sheet and also help them to plan their work for the day. After each room is serviced, the room attendants list down the time they have entered in the room for service, the time out after completion, the room status before service, the room status after service, the number of extra beds placed and any other information regarding the room. The physical check of rooms on the basis of which this Room Attendant Report is prepared also forms the basis on which the Housekeeper's Report is complied.

[illegible]

12.7 Room Occupancy Report

The Room Occupancy report is very important as it is based on a physical check of each room in the hotel and it ensures that the hotel Front Office will be able to collect the correct amount of revenue from the sale of each room as rooms are charged on the basis of the number of pax staying in each room. On the basis of the physical check of the rooms and the information received from the floors, the Room Occupancy Report or the Housekeeping Room Status Report is prepared twice a day and one copy sent to the Front Office at 10.00 am and 3.00 pm. This report is then checked against the Front Office records. Any discrepancy between the Housekeeping report and the Front Office records calls for a physical rechecking of the particular guest rooms by the Front Office. A Discrepancy Report is then prepared recording the discrepancies and the action taken to correct the status. The Housekeeping will also receive a copy of this report.

Hotel XYZ Room Occupancy Report								
Date: _____								
Time: _____								
Room no.	Room Status	No. of Guest	Room no.	Room Status	No. of Guest	Room no.	Room Status Cod	No. of Guest
101			201			301		
102			202			302		
103			203			303		
104			204			304		
105			205			305		
145			245			345		
146			246			346		
147			247			347		
148			248			348		
149			249			349		
150			250			350		
Code V - Vacant			C/O - Check Out			DND- Do Not Disturb		
DL- Double Lock								
O - Occupied			SB- Scanty Baggage			OOO- Out Of Order		
S/O- Slept Out								
<div style="border-bottom: 1px solid black; width: 100%;"></div> <div style="display: flex; justify-content: space-between;"> House Keeper </div>								

12.8 Guest Room Inspection

Guest room inspection ensures that the desired results of an established cleaning system are consistently achieved. The purpose is to note any problems that may have been overlooked during cleaning before the guest notices it. Room inspection not only helps to identify the ordinary problems of cleaning but also helps identify areas in the room needing special cleaning and maintenance. Inspection programmes can take many forms. In some properties, rooms are spot checked randomly, in others, only after departure or every room may be checked daily. Each floor supervisor is usually responsible for a certain number of rooms (40-60) & should be aware of the current status of each room he or she is assigned.

The room is checked to ensure that

- Correct standard of cleanliness has been maintained
- For any technical repairs if necessary

Correct room inspection report on a checklist is completed by the floor supervisor. She notes down the conditions and proper operation for the various fixtures in the room. This is also simultaneously recorded on the floor register so that a continuous record is maintained of the position of the rooms.

An inspection programme is not effective if there is no follow-up of identified problems. Depending on the properties policies and procedures, the floor supervisor or desk supervisor may also be responsible for filling out work orders for maintenances that are needed.

Hotel XYZ															
Floor Supervisor's Room Checklist															
Floor: _____							Date: _____								
Shift: _____															
SN	Name of Article	Room No.						SN	Name of Article	Room No.					
1	Room No.							46	Service Directory						
2	Door							47	Flask						
3	Lock Operation							48	High ball Glasses						
4	Peep Hole							49	Light switch						
5	DND/ CMR Card							50	AC Control						
6	Lights & Switches							51	Music Operation						
7	Wardrobe Door							52	Carpet						
8	Micro light							53	Skirting						
9	Hangers							54	Walls & ceiling						
10	Extra Pillows							55	Cobweb Checking						
11	Laundry bags							56	Bathroom Door						
12	AC Operations							57	B/R Door Latch						
13	Luggage Rack							58	Bolt						
14	Shoe Shine Card							59	Robe hook						
15	Vestibule Ceiling							60	Bottle Opener						
16	Dresser & Stool							61	Vanity Unit						

17	Ashtray							62	Mirror										
18	Matches							63	Face Towels										
19	Candle & Stand							64	Tissue Box										
20	Guest Folder							65	Soap & Soap Dish										
21	Stationery							66	Ashtray										
22	Fax Form							67	Match Box										
23	Comment Card							68	Gargle Glasses										
24	Rm Service Menu							69	Shower Caps										
25	Breakfast Knobs							70	Shoe Shine Strip										
26	Sewing Kit							71	Soap Suds										
27	Waste bin							72	Toilet Rolls										
28	TV & Prog Guide							73	Toilet Roll Spindle										
29	Mirrors							74	Sani Bin										
30	Sofa Chairs							75	Disposal bags										
31	Coffee Table							76	WC										
32	Heavy curtain							77	Flush										
33	Sheer Curtain							78	Drain Grating										
34	Window Op							79	Bath tub										
35	Window Cleaning							80	Bath Tub Stopper										
36	Head Board							81	Plumbing Fixtures										
37	Bed & Mattress							82	Shower curtain										
38	Bed Cover							83	Clothes line										
39	Wall Pictures							84	Towel Rack										
40	Bed side Table							85	Towels-Bath/ Hand										
41	Bed side Lamp							86	Bath Mat										
42	Lamp Shade							87	Chrome Fittings										
43	Telephone							88	Tiles & ceiling										
44	Scribbling Pad							89	Light Fixtures										
45	Pen							90	Guest belongings										
Code		G: Good						P: Poor						N: Not Done					
<div style="border-top: 1px solid black; width: 100%;"></div> Floor Supervisor																			

12.9 Floor Register

HOTEL XYZ Floor Register	
Date: _____	
Vacant	Floor Staff: Morning: _____ Late Shift: _____

Expected Departure	Expected VIP's:				
	VIP's Staying On:				
Departure	ROOM NO.	STATUS	TIME CLEANED	CHECKED	REMARKS
	101				
	102				
	103				
	104				
	105				
	106				
	Rooms U R	Baby Cot: _____ Extra Bed: _____ Hard Board: _____ Iron: _____ Sleep Out: _____ Scanty Baggage: _____ Extra Items Provided: _____ <u>Jobs Attended:</u> <u>Jobs Pending:</u> _____ Floor Supervisor			

12.10 Work Order

The floor supervisor informs the Desk Housekeeper about the maintenance jobs to be attended for which the Desk Housekeeper makes a work order in triplicate. The original copy is kept in the maintenance file with the desk house keeper and the other two go to the maintenance department. The maintenance engineer gives both these copies to the technician who is required to attend to this complaint. The technician proceeds to the respective floor and informs the GRA who opens the room. Both the copies of the work order are signed after the work is done while the technician fills up the date and time against the work completed. One of these copies is given to the GRA/supervisor which is then filed into the maintenance

report file. The other copy goes back to the maintenance department for future reference and audit.

Work Order								No.
1234								
Room Number/Area								Date
Time								
Carpenter	Mason	Mechanic	Plumber	Electrician	A/C Heating Tech.	AV/Audio Tech.	IT	Other
<p style="text-align: center;">Nature of Complaint</p> <p>Name of Technician assigned:</p>								
<p style="text-align: right;">Prepared</p> <p>by _____</p> <p>Date of completion _____ Time of completion _____</p> <p>Housekeeping Supervisor Signature _____ Technician Signature _____</p>								

12.11 Call Register/Guest Message Register

This register keeps a record of all calls received at the Housekeeping Desk. These would relate to many things but the most common are requests from guests such as for an extra blanket or soap and from housekeeping staff working on the floors and public areas regarding maintenance required. The information would then be conveyed to the concerned floor or to the Maintenance Department as appropriate and a follow-up would be ensured for speedy service.

Guest Message Register							
Date:						Shift:	
Time	Area/ Room No.	Message	Given by (Name)	Desk Sup (Sign)	Forwarded		Sign
					To	Time	Work done (Time)

12.12 Guest Request Register

Guests may sometimes request for items that are not normally placed in the rooms such as an iron and ironing board, a hair dryer, hot water bottles etc. These items are supplied to them and a record is maintained to ensure control over the items lent to the guest in the Guest Request Register or Guest Loan Register. In some hotels the guest may be charged for the service otherwise this is a complimentary service unless the items are received back in a damaged condition. In case of damage to the articles, the guest will be charged for the damage.

HOTEL XYZ GUEST REQUEST REGISTER									
Date of Issue	Time	Room No.	Name of Guest	Items	Expected Dep Date	Issued by	Date of Return	Time	Sign

12.13 Key Control

A system of key control is essential to the security of a hotel. All keys whether metal or electronic should be adequately controlled. The best lock in the world may be unable to protect a property or its guests if poor key control allows a criminal to obtain a key to that lock. Towards this end, master keys of the housekeeping department are not allowed to leave the housekeeping office unless they are signed out by authorized persons in the Key Control Register. This register will, at any time, have a record of where a particular key is – either issued to someone or safely locked in the key rack in the housekeeping office.

Key Control Register

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Page No.									
Date	Key Code	Time Out	Name	Sign	Issued by	Date	Time in	Sign (Returned)	Received by

12.14 Lost & Found Register & Enquiry File

Lost and found property can be divided into :

1. **PERISHABLES** These are kept in the housekeeping department for 24 hrs and then either disposed or given to the finder. A gate pass is issued to the finder in case he wishes to take it out of the premises.
2. **ALCOHOLIC BEVERAGES** like an open bottle of wine or a sealed bottle of any other alcoholic beverages are handed over to Food and Beverage Controls for safe keeping after they are sealed and kept for three to six months. The open ones are kept for three months and could be drained off after this period. The sealed bottles could be disposed of as per the policy of the hotel after three to six months if they are unclaimed.
3. **VALUABLES** are kept in a safe deposit box under lock and key for a period of one year. These include electronic items, cash and jewellery. The keys to this safe deposit box are with the Executive Housekeeper. In her absence, the duty manager has a right to access this deposit box and hand over the article to the claimant.
4. **NON-VALUABLES** such as toys, clothes etc are kept in the Lost and Found cupboard for a period of three months in order of the dates in which they were found. The top shelf of the cupboard has the oldest articles which are to be disposed of as per the policy of the hotel if they are unclaimed. The cupboard keys are with the desk housekeeper.

All articles left behind by the guest in any part of the hotel either in the guest rooms or in a public area is deposited in the Housekeeping department. The Lost & Found items are then tagged with a Lost & Found Slip which contains all essential information about the item and then stored date-wise till claimed or as per hotel policy. This information is also recorded in a Lost & Found register so that all such information is available at a glance. This is particularly useful when the claim is made a very long time after it has been misplaced.

LOST AND FOUND SLIP	
1234	No.
Legend	
Description	
Finder's name: Location: Time: Name of the guest: Address of guest:	
ACTION TAKEN	Telephone No. Name of Guest: Signature of Guest: Date:
Article claimed in person	
Article mailed	Postal Address: Dispatch No. Dispatcher's signature: Date:
Article surrendered to finder	Name of finder: Employee ID No. Gate Pass No. Employee's Signature: Date:

LOST AND FOUND REGISTER							
DEPOSIT							
S N	Date	Time	Area	Description Of Article	Name of finder	Finder Sign	Received by sign

LOST AND FOUND REGISTER (continued)							
DISPOSAL							
Name	of	Telephon	Address	Date	Dispatch	Sign	Handed

Claimant	e No.		Dispatched/ Claimed	No.	(Claimant/ Finder)	over by Sign

12.15 Special Cleaning

Weekly cleaning/Special cleaning attends to cleaning needs identified during a guestroom inspection. It includes activities such as dusting in high and hard to reach areas, cleaning fans and lights, vacuuming under beds and heavy furniture etc. The schedule for cleaning depends upon the quality of the routine cleaning, occupancy, age of furniture, fixtures and general wear and tear of the room. The different ways to schedule deep cleaning are:

4. Giving an extra cleaning task every day to each room attendant in addition to the routine cleaning or
5. One room to clean thoroughly as part of the daily assignment
6. Block rooms during periods of low occupancy and clean the rooms thoroughly.

A thorough weekly cleaning schedule has to be drawn up in order to ensure that a high standard of cleanliness is maintained. The following list of seven tasks can be allocated on a daily basis.

S.No.	<u>Tasks</u>	Day	201	202	203
1	Remove cobwebs, clean fans, vents, lighting fixtures	Monday			
2	High dusting and vacuum curtains	Tuesday			
3	Vacuum baseboards, under beds and furniture and carpet edge.	Wednesday			
4	Polish furniture and brass fixtures	Thursday			
5	Clean windows	Friday			
6	Scrub bathroom tiles and shower curtains	Saturday			
7	Clean Refrigerator	Sunday			

12.16 Summary

This unit describes the routines and various records that form part of the housekeeping operation. Each shift begins with a briefing of the staff usually by the deputy housekeeper. This includes imparting information regarding allocation of work to the individuals, room status, the day's events and any other issue which will affect the operation of the department. The room attendants can then proceed to their floors with their Room Assignment Sheets after having their floor keys issued to them. Other than cleaning the rooms allotted to them. It is expected that the room attendants will update the room status of their section after a physical check of the rooms by 10.00 a.m. The consolidated Room Occupancy report is then made at the desk for the entire hotel. Any discrepancies between the status of the rooms as recorded by Front Office and as reported through a physical check by the Housekeeping department is resolved by another physical check by the Front office.

The Floor Supervisors use a Room Inspection Checklist to check the rooms on their respective floors so that departure rooms can be made available for sale as soon as possible. Any maintenance work required in any of the rooms is conveyed to the Engineering Department through Work Orders prepared by the Housekeeping Desk. Once the work is completed, it is checked by the concerned Supervisor and a copy of the signed work order is filed in the Housekeeping department.

A number of other records are also maintained by the Housekeeping Desk such as the Call Register which will at any time show the record of the various calls received by the Desk many of which are from in-house guests who may require additional supplies, linen, refilling of drinking water, early room cleaning etc and the information of when and who completed the requests.

An important responsibility of the Housekeeping department is managing Lost and Found. This involves recording information about items left behind by the guest and the disposal of those items, whether by handing over to an authorised claimant or by to the finder or by any other means as per the hotel policy. Other records of the Housekeeping include the Special Cleaning Register and Handover records.

12.17 Review Questions

1. What is the purpose of the Call Register?
2. What is a Room Assignment sheet? Explain the method of using it during routine operations.
3. How often is a Room Occupancy Report prepared? What is the information that is recorded in this report?
4. What procedure should be followed when an article left behind by a guest in the room or public area is found by a hotel staff member?
5. What is a Guest Room Inspection Checklist?
6. What are the different items available on request for the guest? How are they monitored?

7. What is the purpose of Special Cleaning and what are the different ways in which it could be scheduled?

12.18 References and Suggested Readings

1. Sudhir Andrews, Hotel Housekeeping A Training Manual, McGraw HILL Companies, Second Edition
2. Raghubalan G. & Smritee Raghubalan, Hotel Housekeeping, Oxford Higher Education, Second Edition
3. Branson Joan C. & Lennox Margaret, Hotel, Hostel & Hospital Housekeeping, Hodder & Stoughton
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Unit – 13 : Pest Control

Structure of Unit:

- 3.0 Objectives
 - 13.1 Introduction
 - 13.2 Categories of Pests
 - 13.3 Pest Control Methods
 - 13.4 Common Pests and their control measures
 - 13.5 Eco friendly pest controlling
 - 13.6 Summary
 - 13.7 Important Questions
 - 13.8 Key Words
 - 13.9 References and Further Studies
-

13.0 Objective

The objectives to study this unit are-

- To study the impact of pests in any hotel and the common infestation areas.
 - To understand the major pest control methods.
 - To learn about the different types of pests and their identifying features in hotels.
 - To discuss about the methods of pest control for each pest identified.
-

13.1 Introduction

Pest is an organism, insect or fungi which harms or destroys the human food, shelter or environment. An animal can also be a pest when it causes damage to an environment or carries germs. It is simply an animal whose presence in some way destroys the interest of man. It is destructive, harmful or troublesome to human in one or the other way.

In food industry the presence of various types of pests could be very common because of suitable breeding and developing conditions available. Hotels and restaurant could be the favourite habitat to different pests. Thus it is important to identify the infestation symptoms, infestation areas and to adopt effective pest control measures for them .An efficient pest management programme must include the following-

1. Preventive measures to keep a pest away from the property.
2. Suppression methods to reduce down the pest population to an acceptable level.

3. Eradication methods to completely destroy the pests so that no further harm is done.

13.2 Categories Of Pests

A pest can be divided in six categories:

1. Pest which cause material damage like woodworm, moth, carpet beetles, mice and rats.
2. Pest which contaminates food and the environment like flies, cockroaches, mice and rats.
3. Those which are relatively harmless but repulsive to many people like spiders, silverfish.
4. Those which attack food stores like flour beetles.
5. Parasites which directly attack human being like bedbugs, fleas.
6. Seasonal nuisances or casual intruders from outside like ants.

13.3 Common Pest Control Methods

Controlling a pest can be done by various methods .Sometimes the chemicals are needed whereas in some cases mechanical methods are also very effective .In some cases combination of two or more methods can also be used to control the pest population. What so ever the method is used the main motive should be, to eradicate the pest from the premises without causing harm to the environment and to the habitat of human .The most commonly used pest control measures are-

Biological Pest Control Method

The biological way of pest control deals with the control and prevention of pests in a biological manner. It involves the introduction of natural enemies to kill the pests .It deals with the pest by an effective and efficient management and control, without causing harm to the natural environment. For example: In order to prevent mosquitoes and insects in water resources the BT *Bacillus thuringiensis* ssp. *Israelensis*, bacterium that kills larvae of mosquito is used. The main aim of these biological methods is to make sure that least harm is given to the eco system that exists in environment and the impurities are removed in the most competent manner.

Elimination of breeding grounds

All the pests need food and dark places for shelter, breeding and growth. Proper waste management and drainage of still water, eliminates the breeding ground of many pests. Garbage provides food and shelter for many unwanted organisms as well as an area where still water might collect can be used as a breeding ground by mosquitoes. An efficient waste disposal management systems adopted by hotels could restrict the pests' population. Also the use of LED lights, sufficient

ventilation and sunlight can be an effective weapon to stop the breeding of insects and pests.

Restriction of food and water supply

Food, water or moisture is the main growth element of any pest. Once the food source or water source is restricted the pest population automatically becomes inactive. An efficient hygienic and cleaning procedure in hotels can control various pests. This includes proper handling, storage and cleanliness of food and food storage areas.

Climatic Control

Climate conditions like temperature, humidity levels affect the pest activity. Pests may be killed or suppressed by undesirable temperatures. Sunlight can be a big barrier to wood rots and moths.

Mechanical Control

Pest control procedures which includes the use of various mechanical tools are termed as mechanical pest controlling methods. The commonly used mechanical methods are-

Poisoned bait

This proves to be a very effective weapon against rats. This is a very common and easy method adopted by households mainly to restrict the entry of rats and preventing their breeding

Poison spray

This type of pest control is a very common way to stop and evade pests. Spraying of poisonous gasses or fumes through trucks, planes or hand units is a useful and effective way for controlling pest. These poisonous sprays are used in households and business premises also to stop and prevent the breeding of pests and insects in the premises. Although, these fumes may even harm human beings thus care has to be taken while using these methods.

Space fumigation

This process is one of the most costly ways of pest control. This process involves a structure which is covered and is airtight. Once this airtight structure is created then deadly gasses are penetrated and injected inside the structure to kill the harmful pesticides present in it. The concentration is for a period of 48-72 hours. This is a very effective way of pest control.

Space treatment

This process exists for a long time. It involves fogging and misting. This type of pest control does not require huge costs and no vacuum needs to be created. The work in the building can be continued without any stoppage. Insecticides are used which minimizes the residual effects

Traps

With the many traps available on the market today one can easily remove mice and rats from premises. One must first know what rodent needs to be removed, you can then decide what type of trap is the best suited to your needs. The snap trap is the most widely used, it utilizes a trigger (sometimes shaped like cheese) to hold bait, and kills the rodent by striking it behind the head with a wire rod or jaw. In some instances use of glue traps also called glue boards can also be used. This type of trap requires the mouse or rat to attempt to cross the trap so the glue can hold the rodent. After a catch is made the rodent can be disposed out.

Hygiene and Sanitation

Hygienic and good sanitation practices in hotels and food handling areas automatically restricts the growth and development of pests. An effective waste management technique, proper design of food handling areas and improved cleanliness in food preparation ,handling and storage areas makes it a pest free premises.

13.4 Common Pests and Their Control Methods

Moth



It is a destructive pest that attack on clothes. Moths are of a pale buff colour and seen flying mainly between June and October. The adult clothes moth has a body length of between 6 and 8 mm, with a wingspan of 9 to 16 mm. The larva which resembles a small caterpillar is yellowish white in colour with a very small brown head. The female lays its eggs in some dark, warm place or material which the larvae will eat later. Places such as under beds, under furniture, and in clothes/material left or stored open in wardrobes. An adult moth lives for about 2 - 3 weeks. When fully grown they crawl into sheltered place .The material which are attacked by moth are natural fibers like wool, fur, skin, feathers etc.... If untreated an infestation can quickly cause damage to furnishings and clothing that can be very costly .Thus the articles which most need protection from damage by moth are-

- Blankets ,Quilts
- Carpets
- Curtains and upholstered furniture.
- Stuffed animals and birds.

Infestation Signs – Round holes on the fabric

Control Procedure

- Articles should be cleaned, washed or dry cleaned properly before storing.
- Regular vacuuming and inspection of stored items should be done which disturbs the hidden eggs and larvae.
- Storage must be done in a well ventilated and sunny room or items can be kept outside in sunlight frequently.
- Moth deterrents like Naphthalene balls, Camphor tablets and paradichlorobenzene can be used for storing natural fibers.
- If articles are found with live grubs the safest thing is to burn them immediately.

Carpet Beetles



Carpet beetles are 2-4 mm long small brown, grey and cream ladybirds. The larvae are small covered in brown hair and tend to roll when disturbed. It is the larvae which do the damage by eating the carpet furs and wool. The female usually lays it's eggs in the seams of the carpet where the larvae grows and develops by eating the carpet fibres.

Infestation Signs- Fairly well defined round holes along the seams of the fabric or carpet is seen.

Control Procedure

- Frequent vacuum cleaning of fluff and debris from storage cupboards is necessary.
- Insect killing powder may be sprayed between floorboards under carpets.
- Sunlight and well ventilated rooms for storage of carpets.

Wood Boring Beetles



Wood boring beetles destroys the wood .The beetles lays eggs in cracks of unpolished wood, floors and back of roof timbers and chests of drawers. On hatching, the grub eats its way through the wood and thus eventually the grub matures bores towards the surface of the wood and changes into a pupa. From this pupa the beetle emerges and causes tunnel in the wood and may take 2-3 years to weaken the wood. Further it bites the wood making exit hole and fly.

Infestation Signs- Wood eating noise

Entry and exit holes in the wooden furniture/articles, Wood bore

Control Procedure

- a) To kill woodworm the exit holes should be injected with petrol, kerosene oil. Close the hole with cotton.
- b) Wood should be polished.
- c) Woodworm fluids like **Rentokil ,Cuprinol** can be used for spray.
- d) A badly infested piece of wood should be burnt immediately to avoid further harm.

SILVERFISH



These are the wingless insects, silvery grey in colour .They are round in front and tapered towards the neck.They need a moist place to grow and develop. Commonly found in basements, drains around pipes and sinks etc .They feed on

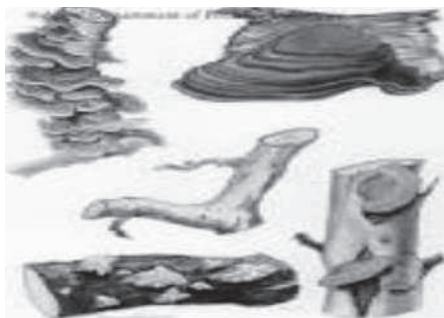
starchy food paste in wall papers and old books and may attack clothing made of cotton and rayon.

Infestation Signs- Silverfish is visible in drainage areas and near sink areas. Very old book and wall papers with eaten up sign shows the presence of this pest.

Control Procedure

- a) Regular cleaning of cupboards and surroundings of sinks is necessary.
- b) Keep the sink area dry. Drainage areas must be cleaned regularly.
- c) Spray insecticidal powder near the sinks.
- d) Wall papers should be free of moisture.
- e) Books should be stored in well ventilated room.

WOOD ROTS are of two types



Dry Rot –It is a term used for the decay of timber (wood) by a fungus which grows and lives on the wood and reduces it finally to a dry crumbling state. It nearly always starts in damp more than 20% moisture content, unventilated places, behind wood paneling and under floorboards. The fungus spreads by means of strands and reaches to the nearest wood to develop further. It has a capacity to run over bricks and reach to the nearest available wood article thus very harmful if not treated immediately.

Infestation Signs-Root like white strands on the wood

Control Procedure

- a) Wood areas should be kept dry and polished.
- b) If wetness persists allow ventilation or artificial warmth by means of blowers can be given.
- c) If root like strands are visible the best eradication method is to cut the wood piece and burn it immediately. Do not store this

type of wood anywhere or it will spread to the neighboring wood.

Wet Wood—This is a term used for the decay of wood by fungus and with presence of moisture content of more than 40% .It is usually less harmful and can be stopped if identified on time. Once the wood item is infestated by wet wood rot it becomes Inside any premises it is more likely to be found in kitchen, bathrooms and floors.

Infestation Signs- The effected timber becomes dark brown to black, Yellow or brown streaks or patches are often found in decayed timber.

Control Procedure

- a) Wood areas must be kept dry, well ventilated and polished.
- b) Bathrooms should be well ventilated and sunny.
- c) Badly decayed wood items should be cut out and replaced with timber treated with a fungicide.

Housefly



It is one of the commonly found pest .It has a hairy body,3 pairs of legs ,each having a pad with hair .The secretion from these pads enable dirt and germs to stick to it which is later transferred to food or other surfaces it lands on .Flies spread diseases of the intestines ,nose and throat. While feeding on solid foods like sugars, sweets and fruits, the housefly vomits a fluid from its mouth to soften the food, further making it into a solution it sucks up. While feeding it excretes after every 2-3 minutes.A single fly can carry 28000000 bacteria in its alimentary canal and 50,00000 bacteria on its hairy body and feet The fly has a powerful sense of smell. It is most active at temp. 26-32 degree.

Control Procedure

- a) Environmental sanitation is one of the most important factors to resist flies. It is achieved by proper disposal of garbage, decaying food and waste.
- b) Protective display of food is must.
- c) Adequate fly proofing of doors and windows of kitchen and food services areas prevent their access to food.

- d) Destruction of flies could be done by various insecticidal sprays aerosol are effective in controlling fly.
- e) Poisonous fly strips ,electric fly trap are also very effective

Cockroach



Are large winged insects with long antennae, brown to blackish brown in colour. These are nocturnal in nature and gives a foul odour .They contaminate unprotected food, utensils and other surface. They travel from sewers to garbage dumps and collect numerous diseases causing microorganism. Cockroach could spread diseases such as diarrhea, dysentery, typhoid, fever intestinal worms and food poisoning. They are found almost everywhere in the building, in cracks and food containers. Food preparation areas and food storing areas are mostly prone to cockroaches.

Infestation Signs- Movement of cockroaches can be seen in the kitchen areas after the lights are off. Eggs can be seen in cupboard corners ,in drawer's crevices and in untouched areas of the kitchen.

Control Procedure

- a) Good sanitation conditions are the key to cockroach control.
- b) Covering dustbin at night keeping the area free of food particular as well prompt garbage disposal is essential.
- c) All cracks and crevices should be properly sealed.
- d) Good lighting and ventilation prove to be deterrent to pest favoring dark damp places to rest and breed.
- e) Cockroach traps should be installed over drains.

ANT



They are the pest known to transmit diseases from excrement to food. They cause immense wastage of food by eating some of it and thus making the food unfit for human consumption. They also eat wrappers .Commonly known as social pest as exists in groups or colonies and live and work together. Found in space between walls, under floors and in undisturbed litter outside buildings. They prefer to eat sweets and fatty foods while some like meats, wood. They can be harmful as they bite. Their presence indicates the poor hygiene conditions.

Infestation Sign- Immediate presence of ants on sugary items shows their presence in the premises.

Control Procedure

- a) Food should be kept covered.
- b) Suitable pesticides should be applied.
- c) Good sanitation methods should be adopted .Any spillages especially sugary items must be cleaned away as soon as possible.

Bed Bugs



Bed bug's eggs are microscopic, young bugs are as small as a poppy seed and adults are the size of an apple seed with a flat head and flat oval body.. They are nocturnal in nature and feeds on human blood .These are light red to brown in colour. They are more of a nuisance than a danger as they cause

severe irritation in some people leading to loss of sleep and lack of energy. They leave fecal spots on sheets and in their hiding places that are small, dark red and round. They crawl and do not fly. Usually transport themselves in luggage and beddings of travellers. In the day they hide in the crevices of beds, furniture, and behind wall papers etc .

Infestation Signs- Occasionally, they leave an odor. They are also identified by their light brown shed skin. Fully fed bugs may leave small blood stains on bed sheets.

Control procedure

- a) A thorough washing and drying of affected bedding at high temperature and attachments on beds kills the pests.
- b) Cleaning the mattresses and all nearby items; encasing the mattresses so that remaining bed bugs will not escape and will eventually die.
- c) To completely eradicate the pest it is necessary to fumigate the premises thoroughly.
- d) Pyrethrin and pyrethroid insecticides work quickly on them, but some bed bugs are resistant to them. Application of kerosene oil is also effective.
- e) Pour hot water on potential hiding areas of the bugs.
- f) Heat treatments or freezing temperatures are also very effective to kill bed bugs. , it is necessary to heat the infested rooms to 130 degrees for three hours or 140 degrees for two hours.

Rats And Mice



Collectively comes in the category of rodents which shows many common features. Physically mice are smaller in size with big ears, grey furry body. Usually they have a thin tail. Rats are bigger in size and mostly seen in fields and through sewage systems may enter inside the houses as well.

Both the pests are very hazardous as they carry numerous disease germs. They contaminate the food stuff by eating, urinating and droppings. Most commonly seen in kitchens and food service areas. Though make their hideouts in store rooms, linen storage areas and trash containers.

Infestation Sign- Mostly visible in food areas in search of food. Leaves distinctive droppings

Control Procedure

- a) To prevent rat and mice infestations hotels should keep food, grass seed, dry pet food and similar items in containers.
- b) Garbage and recycling bins should be well contained and emptied frequently.
- c) Seal holes in the building and screen the facility's vents. Seal air conditioning units, too.
- d) Repair sewer pipes and place wire mesh in the drains.
- e) Eliminate free standing water in or outside the building.
- f) High-risk areas should be monitored regularly.
- g) Traps are the most preferred treatment however safety precautions should be taken care.

Lizard

Lizards are typically dry land animals loving the sun and its heat. Usually they are very small and slender creatures. A very interesting protective feature of these lizards is the power to break off their tails automatically. This power of automatically breaking off parts of the body is called autotomy. Broken parts usually regenerate eventually.

Lizard control is usually carried out in the warmer periods of the year. Lizards are cold blooded animals and hence in the cold season they tend to hibernate in the warm corners of the house to restore their body temperature. During the warmer periods they come out and can be seen crawling up and down the walls. They usually come out after dusk as they feed on smaller insects that fly around the light sources. Lizards are also found in places infested with cockroaches.

Control Procedure

- a) To prevent lizard menace its hiding places such as dark corners, picture frame etc should be regularly cleaned.
- b) Various electronic items such as refrigerators, ovens, mixers etc should be regularly cleaned

- c) Seal holes in the building and screen the facility's vents. Seal air conditioning units, too.
- d) As they thrive of insects etc it is important to control the insects.
- e) Fumigation and other chemical control should be carried out regularly.
- f) High-risk areas should be monitored regularly.
- g) Traps are the most preferred treatment however safety precautions should be taken care.

13.5 Ecofriendly Pest Controlling

Eco friendly pest management is a technology of using pest control methods in an environmentally sensitive way. It is normally termed as "Green pest management" where a pest control strategy is developed to monitor pest levels, takes steps to prevent pest problems and uses control methods that are organic (plant based) materials or materials of natural origin. Green pest management is an extension of integrated pest management and is similar in all regards except for the control methods. While both integrated pest management and green pest management choose the least risky pest control material.

Materials of natural origin may be either organic, such as plant oils, or inorganic, such as boric acid. Some commonly used plant oils are Rosemary, Wintergreen, Clove Oil and other oils. They act as an efficient insecticide at some concentrations.

Though, green pest management restricts the use of chemicals recent advances in chemistry have produced some materials that are extremely low in toxicity to humans. Some key materials that are chemicals not of natural origin include insect growth regulators (IGR's). IGR's have action that is usually specific to insects, or that would affect insects primarily. Hydroprene or Methoprene are two common examples. These are chemical materials, so are not usually appropriate for organic pest management strategies. However, due to low mammalian toxicity they may be appropriate for low impact structural pest management.

13.6 Summary

In reference to any housekeeping department pest control is an important activity to be done. In hotel house keeping a very high level of hygienic standards are required to restrict the growth and development of any pest. Being a food industry it is most likely to be attacked by various types of pests as food is the main growth element of any pest. As any pest management programme needs skilled approach thus most of the hotels give this service to an outsource expert company. However, an understanding of various types of pests, their growth needs and infestation signs to every housekeeper is important.

In this chapter the focus is given on the identification of different types of commonly found hotel pests and their eradication procedures. Further, the chapter discusses about the common types of control measures. However, in any pest management programme the basic need is the high level of cleanliness and sanitation standards. The housekeepers must understand the general guidelines for cleanliness and hygiene as rightly said “prevention is better than cure” and in hotels the pest preventive measures can be taken care primarily by the housekeepers.

At the end the chapter also gives an idea about the “Green Pest Management” in which the use of natural origin of pest control measures are adopted.

13.7 Important Questions

1. Define Pest and state their role in human environments.
2. Classify pest giving an example of each category.
3. Discuss Biological pest control method.
4. What are the different types of mechanical pest control methods? Discuss.
5. How hygiene and sanitation standards in any hotel can restrict the growth and development of pests?
6. Write down a note on the characters, infestation signs and control measure of following pests-
 - a) Moth
 - b) Carpet Beetles
 - c) Ants
 - d) Bed Bug
 - e) Cockroaches
 - f) Silver fish
7. What is “Rot”? Explain with it types.
8. Describe rodents with their features and control measures.
9. Why housefly are considered the most hazardous pest in any organization. Explain.
10. Discuss “Green Pest Management.

13.8 Key Words

- **Eradication-** Destroying a pest population completely.
Contagious -Capable of transmitting disease; carrying a disease
- **Green Pest Management-**It is pest management technique which is done by avoiding chemicals and using the organic pest control measures. Also called as eco friendly pest management
- **Grubs-** Larvae of an insect are also called grubs.
- **Infestation Signs-** Signs of pest attack.
- **Larvae-** A stage in the lifecycle of an insect starting from after they leave their eggs and lasting until their transformation into pupae.
-

inoleum- A durable, washable material made in sheets by pressing a mixture of heated linseed oil, rosin, powdered cork, and pigments onto a burlap or canvas backing. Linoleum is used as a covering especially for floors.

- **alathion-** A trademark used for the organic compound, C₁₀H₁₉O₆PS₂, used as an insecticide
- **Nocturnal-** Animals which are active at night time are termed as nocturnal.
- **Parasite-** An animal or plant dependent upon another for support and food.
- **Pest-** An organism or fungi which is harmful to human or human environment.
- **Pest Deterrents-** Substances which stop the growth and development of any pest
- **Rodents-** Mice and rats are called rodents..

13.9 References And Further Studies

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Unit – 14 : Outsourcing and Contract Cleaning

Structure of Unit:

- 14.0 Objective
- 14.1 Introduction
- 14.2 Defining Outsourcing and Contracts
 - 14.2.1 Factors influencing decision on contract services.
- 14.3 Contract Services in Housekeeping
- 14.4 Hiring Contract Providers
- 14.5 Contract descriptions
 - 14.5.1 Pricing of Contracts
 - 14.5.2 Rate Agreements
- 14.6 Advantages and Disadvantages of Outsources
- 14.7 Outsourcing of Laundry
 - 15.0 Laundry Tips
 - 16.0 In House Vs Outsourced Laundry
- 16.1 Summary
- 16.2 Term for Review
- 16.3 Review Questions
- 16.4 Reference and Suggested Reading

14.0 Objective

The learner will be able to understand the importance of outsourcing and contract cleaning in hotel operations. The learner will also understand the factors that influence decision of in house handling or outsourcing of the services. The learner will also be able to identify various methods of pricing of contract and choose the best for the organization.

14.1 Introduction

Hotels are increasingly opting for contract services and outsourcing to sustain cost-effective housekeeping operations and to ensure that the resources and assets of the property are utilized to the maximum. A study of business and government agencies conducted by Knight Frank Property Management Services in the USA in the year 2000 found that 41 per cent of the executive housekeepers surveyed outsourced more than they used to five years before the survey. In addition, 47 per cent expected to increase the amount of work outsourced over the next few years.

Cleaning is the solid foundation of good facilities management. No matter what its business, be it healthcare provision, office space, leisure services, retail or catering, a building that has a fit-for-purpose cleaning service makes for a safer and healthier working environment. To balance budgets and improve results,

more companies are now outsourcing their cleaning services, but there are some key issues to consider when looking for a contract cleaning provider.

14.2 Defining Outsourcing and Contracts

Outsourcing is a conscious business decision to move internal work to an external provider. A contract can be defined as 'an agreement between two parties negotiating a business deal.

Both these terms are now being used interchangeably. However, while all outsourcing involves a contract, all contracts are not necessarily related to outsourcing. For instance, you can have internal staff (that is, employees on the payroll of the organization) and on contract as well.

Some of the first processes to be outsourced in hotels include janitorial, security and catering services.

14.2.1 Factors influencing decision on contract services.

When choosing between outsourced and in-house services, their costs, the quality of the services and the convenience are important points to consider. A contractor must be 20-30 per cent more productive than direct labour (or in-house staff) in order to provide an equal service at an equal cost and still get a fair profit. The decision as to whether the initial investment in in-house operations is possible and worth the monthly savings is one that belongs to the hotel's management and owners. There are always pros and cons to consider when assessing the need for outsourced services. A few questions to ask before considering outsourcing are as follows:

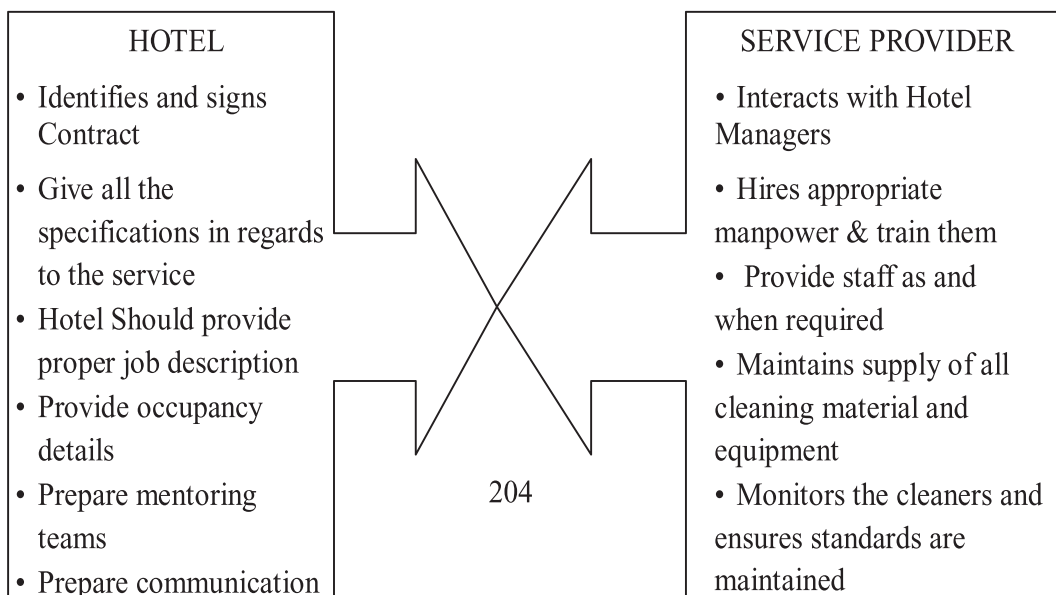
- What are the costs involved?
- Is there a time, resource, or expertise constraint?
- Would an outsider have more credibility?
- Is the activity part of the core business?
- Can the contract be managed effectively?

Outsourcing contracts will not work unless they are properly managed. Steps for determining and implementing such contracts include evaluating costs, setting objectives and appraising results. The goal of such contracts is to develop a trusting partner relationship in which both parties are winners.

14.3 Contract Services in Housekeeping

Hotels may go in for the following types of outsourcing contracts:

- Complete cleaning programmes, with all the work and responsibility undertaken by the service provider.
- Regular, selected cleaning within an establishment to assist the existing housekeeping staff, for example, the cleaning of public areas at night.
- Periodic services to assist existing housekeeping operations such as window cleaning, cleaning of walls and ceilings and cleaning of carpets.
- Hiring contracts with various rental firms for linen, equipment, conference utilities, etc.
- Leasing contracts for equipment, furniture and furnishings, which are drawn up for a given number of years. For furniture and upholstery, these are usually written for a 5-7 year lease period; for soft furnishings, the lease is generally for 3 years.
- The entire housekeeping operations of the property put out on contract by a hotel, with the whole gamut of housekeeping activities becoming the responsibility of the contractor.
- Consultancy services, where a housekeeping expert visits the hotel and guides the existing staff on achieving professional standards.
- The following are some areas of housekeeping where services may be offered on contract basis:
 - Cleaning—deep cleaning, public area cleaning, cleaning of hard to reach areas, polishing of different surfaces, carpet and floor cleaning or full cleaning services
 - Linen hire—entire hotel linen or specialized linen like banqueting items
 - Equipment and furniture hire
 - Laundry—complete or part
 - Flower arrangements and decorations
 - Pest control
 - Horticulture and landscaping
 - Eco-friendly garbage disposal
 - Other services like shoe-polishing machines, guest amenities such as hangers, etc.



14.4 Hiring Contract Providers

These are the steps the management should follow once they have decided to outsource a particular service for the hotel:

- Put out tenders to at least three contractors and compare quotes.
- Check out their existing market credibility by contacting previous/current clients. It is very important to get reliable referrals from other hotels, members of professional organizations, or business associates
- Check references thoroughly and visit other job sites.
- Check whether the contractor is registered and licensed under The Contract Labour Act 1970 of the Government of India.
- Preferably select a contract provider with a local office.
- Check on the type and amount of training provided to workers.
- Check on the degree to which the contract provider undertakes supervision of the work.
- Prepare detailed contract specifications, indicating the exact number of work hours, areas of operations and responsibility, processes to be used, frequency of service, time-table and any special projects.
- Consider the effect on existing labour with regard to possible redundancy and redeployment.

Some guidelines a hotel can follow to make its outsourcing contracts a success are provided below:

- Greet the contracted workers when they arrive and review the job parameters
- Visit the job site shortly after work has begun to ensure that the hotel's expectations are being met.
- Give the project a spot-check and a rundown at completion to review the contractor's work and to ensure that specifications are being met
- Make sure you are properly insured.
- Keep equipment and supplies belonging to the hotel and those belonging to the contractor separate.
- Consider not paying in advance.

Expectations from the service provider

- **Understanding and anticipating the needs**

Contract Service provider needs to understand what the client wants and this is a particular skill, and one that is highly relevant in today's market. Each Hotel want to collaborate with service provider who can not only understand, but also anticipate what they need, and this can only come through practical experience and a hands-on approach. Contract cleaners are now stepping up to the mark by branching into more specialist services, tailored to complement their core skills.

- **Flexibility in offerings**

Clients are increasingly looking to their suppliers and service providers to help them keep costs down while still providing the highest possible standards. One solution is to switch from full-time to part-time cleaning operatives. This could mean changing from one operative working eight-hour shifts to more operatives working shorter shifts. This cuts down on National Insurance costs, a saving that can be passed on to the client, but it can also have other benefits. By having more operatives working for shorter periods of time, productivity can be increased as employees are less tired, and fresh pairs of eyes coming on shift more often helps with monitoring and service delivery.

- **Timing is everything**

Another aspect to think about is when the cleaning takes place. A switch to daytime cleaning can result in cost savings, as clients are not having to pay the 'premium' associated with night-time cleaning, which is effectively an 'out of hours' service. For example, it will reduce utility and energy usage, and therefore cost, as lighting will be required for a shorter period of time. But close consideration should be given as to how appropriate daytime cleaning is for the client or location in question. Employees may not welcome cleaning taking place while they are trying to work, and there are both noise and health and safety issues, which could influence whether this is a viable option.

Environmental Sustainability

Sustainability is something that is becoming increasingly important across the board, and wider ethical standards are also coming into the mix in relation to cleaning and maintenance provision. Clients now want to be sure that the services they procure fit in with their own corporate social responsibility aims, so cleaning contractors that use energy-efficient equipment and concentrated products that need less packaging and storage facilities on site may be a better fit for your business

14.5 Contract Specification

It is essential that the executive housekeeper provides the service provider with a clearly defined and detailed specification of the work to be done, how it is to be done and so on. It is from this that the service provider draws up the contract. Contract specifications should be carefully worded and should necessarily cover the following points:

- The period or duration of the contract, date of signing the contract and a provision for regular review of the specifications.
- The schedule of areas to be serviced and the frequency with which a job is to be done. This is important, as the level of cleanliness depends on the time lapse between successive cleaning processes. For example, horizontal surfaces may need daily dusting and vertical can do with weekly.

- A description of the method, equipment and materials required, as well as the hotel's quality expectations, including appropriate penalty and cancellation clauses.
- A list of the security requirements. Sometimes, all contract staff are vetted and specified rooms have to be kept locked.
- A provision for adequate supervision, listing the hotel's requirements specifically
- A provision for storage areas, lockers and perhaps accommodation for the contracted staff.
- The time expectations for the job, covering sickness and annual leave.
- A verification of the insurance coverage for workers, guests, hotel employees and assets.
- Specified frequencies of inspection agreed upon with the service provider.
- The remuneration for the job, the terms and conditions of payment and a termination procedure.

Both parties should sign these contract specifications.

14.5.1 Pricing of Contracts

There are two basic methods of pricing of a contract -fixed price contracts and cost reimbursement contracts.

1. Fixed Price Contracts:

- a. A price that is not subject to any adjustments.
- b. Places upon the contractor maximum risk and full responsibility for all costs and resulting profit.
- c. It provides maximum incentive for the contractor to control costs and perform effectively.

2. Variations of fixed price contracts:

- a. Economic price adjustment: revision of prices for specific contingencies.
 - Adjustments based upon increases or decreases from an agreed upon level in either published or established market prices for specific items.
 - Adjustments based upon actual increases or decreases in the price of specific items of cost or specific labor that the contractor incurs.
 - Adjustments based upon increases or decreases in the specific labor or material cost standards or indexes, such as Govt of India Labour Department
- b. Incentive Contracts: An FPI contract specifies a target cost, a target profit, a price ceiling and a profit adjustment formula. The FPI contract provides a profit motive for the contractor to perform efficiently from a cost perspective. If the

contractor completes the contract while incurring less cost than originally anticipated, the contractor will receive more profit.

- Used when a fixed-firm contract is not appropriate
- Supplies/services can be acquired at lower costs, with improved delivery or improved technical performance.

3. Cost Reimbursement Contracts

a. Provides for payment of allowable incurred costs, to the extent prescribed in the contract. Establishes an estimate of total costs for the purpose of obligating funds and establishes a ceiling that the contractor may not exceed, except as his own risk.

b. Cost reimbursement contracts place the least cost and performance risk on the contractor.

c. Cost-reimbursement contracts are suitable for use only when uncertainties involved in contract performance do not permit costs to be estimated with sufficient accuracy to use a type of fixed price contract.

The basis of payment for outsourced services may include one or more of the following:

- A management fee for consultancy services.
- A unit rate agreement.
- A fixed period cost.
- A cost for the job plus a percentage of profits
- A cost for the job plus a fixed fee.

14.5.2 Rate Agreements

Most contracts are agreed on a unit-rate basis. The executive housekeeper provides of the area to be covered and the frequency of the job and asks the service provider for the costs. The contractor measures the area and calculates the cost thus

$$\text{Man-hours} = \text{areas} \times \text{time} \times \text{frequency}$$

For example, if a contracted firm has to clean five different areas, taking two hours each, twice a week, then man-hours will be calculated as:

$$\text{Man-hours} = 5 \times 2 \times 4 \text{ hours} = 80 \text{ hours.}$$

To the cost of wages (for workers and supervisors), the firm adds costs of equipment, agents and supplies, plus overheads and profits and then quotes a price.

14.6 Advantages and Disadvantages of Outsourcing

The decision to avail of outsourcing requires a lot of groundwork. There are many pros and cons that need to be considered. Different properties may have different needs in terms of the services to be given out on contract. The same kind of service may not be suitable for two different hotels. Ultimately the management and the owners need to brainstorm over whether outsourcing is essential for their particular property or whether the idea is just the result of a trend.

Advantages

The following are some possible advantages of outsourcing:

- There is no capital outlay for equipment, so that money is available for investment in other purposes. (In most cases, the contractor provides all supplies and equipment.
- There is no equipment lying idle (particularly specialized gadgets).
- Contracts alleviate the necessity- of buying or hiring specialized equipment.
- The difficulty of finding, training, organizing and supervising staff is passed on to the service provider.
- Good contract firms provide skilled labourers, well trained in their area of expertise. This is because they may be able to offer higher salaries than hotels employing labor directly and can therefore attract more highly qualified and competent staff.
- Extra work may be carried out at certain times without increasing the basic staff.
- Accurate budgeting can be done for a fixed period.
- Contractors provide uniformed workers and take responsibility for all their wages and benefits.
- The contractors are accountable for the results. Their workers stay on the job until it is done.
- The hotel receives the benefits of the service provider's up-to-date knowhow in their area of expertise and of the latest equipment and technology.
- Knowledgeable experts can provide sound advice and help reduce costs and legal risks. In addition, independent contractors are required to carry their own liability and workers' compensation insurance.
- Contract services alleviate many of the problems between the management and workers' unions.
- Contract services can generally be terminated faster and more easily than the services of regular employees, while reducing the likelihood of employment claims and lawsuits.

Disadvantages

The following are some possible disadvantages of outsourcing:

- Contracting weakens the authority of the management over the quality and loyalty of the staff.

- Workers brought in by the contract providers are not representatives of the hotel and may not have the requisite skills for guest interactions, or the same pride in their work or job satisfaction.
- There is loss of flexibility in effecting changes, as the housekeeper no longer controls the entire operations.
- There is a natural tendency among contractors to use cheaper products, which may be of poor quality and may damage the building and its contents in the long term.
- There may be poor supervision, with the standard of work falling below par as a result.
- Workers may not show up within the designated time frame.
- There may be problems regarding security.
- There may be problems regarding liaison and cooperation between departments.
- Contract cleaners may not meet the hotel's standards of quality. One of the reasons for this is the sudden growth of contract cleaning firms, resulting in cut-price tenders being offered and accepted (clients usually accept the lowest priced tender), which do not enable the contractors to employ a sufficient number of employees of the right calibre to do the job properly.

14.7 Outsourcing of Laundry

Laundry is an important function for hotels, but what provides the best service - in-house, outsourced, or a mixture of both? Most managers struggle to take an appropriate decision on this.

Laundry and housekeeping are two of the most important functions in hotels, but often they are services put to the bottom of the priority list. Ironically, it's the services of these departments that guests will remember; the little touches when they return to their room after a day spent sight-seeing or in a long business meeting. Laundry quality leaves a lasting impression – hence it has to be a fresh and clean one.

It is important that we provide the best services to the guest. Processing laundry in-house means to retain control, while outsourcing to a reputable laundry company can ensure consistency. Hence it is difficult to find a perfect solution to this.

Many hotels have started to use the mixture of both, they will send its flatware out and do towels, facecloths and robes in-house.

Cost and quality are two of the most important considerations for hotel managers. But the two most important factors space and money make it a difficult decision. Those who don't have the space, or the money to do both options, how do you decide which route to take?

Consistency is a major factor. One must be confident that standards will be maintained with identified laundry contractor so that inferior laundry can be

rejected without argument. Signing a contract based on the high quality laundry shown on signing day will not necessarily guarantee this level of quality continues. One need to factor in time to check the laundry deliveries – there are chances that dark hairs can fall between the sheets from operatives' hair and marks from the iron may be there on the sheets. It is important that clear guidelines and terms are discussed and detailed worked out at the beginning of the outsourcing contract.

14.7.1 Laundry Tips

- One should remember to factor in capital and operational costs as part of a review for laundry outsourcing
- While preparing maintenance contracts – it is important to make sure they include all laundry equipment
- It is important to check the water re-cycle tank

14.7.2 In-House Versus Outsourced Laundry

In-house/own linen

- One can choose own quality
- Saving on high rental costs
- Cost savings on purchasing and washing
- Hotel has to maintain its own stock inventory
- Replacement of the linen is own responsibility with cost implications
- Staff generally takes more care of its own linen
- Good quality linen can be sold to guests, this helps in creating relationship with the hotel

Outsourced/hired linen

- Quality/choice may not be up to the expectations of the hotel
- Rentals may be too high for the hotel
- Hotel does not have to maintain high stock inventory
- Poor quality linen is replaced,
- Linen replacement may not always guaranteed by the service provider but should be considered at the time of entering the contract.
- Improper handling of the linen may be charged to the service provider
- Damaged stock can also be charged for
- There is a possibility that the hotel staff may be less careful with the linen as it doesn't belong to the hotel

CASE STUDY MAISON TOOLBOOTH HOTEL

The family owned Maison Toolbooth hotel in Colchester is a well-established luxury hotel. Owners, the Milsom Group, recently upgraded the laundry facilities and the results have revealed not only an increase in laundry efficiency, but also an improvement on the profit margin.

Each washer is equipped with Electrolux's Clarus control options to ensure water and energy savings. This inbuilt microprocessor co-ordinates timing, optimal water levels and temperature for a combination of superior performance and minimum water and energy consumption.

Four dryers and two ironers complete the replacement laundry equipment. The ironers speed up the laundry process as the sheets can be taken straight out of the dryers with the heated cylinder in the ironers drying and ironing table linen and bed sheets.

Since the update, the hotel laundry service has taken on the laundry requirements of all four hotels in the Milsom Group and Daniel Courtney, hotel manager, is delighted with the new facilities. "The laundry is working to full capacity", he states. "We have four laundry operators working from Monday to Friday, and during our busiest periods we can do the laundry, not only for the hotels, but also for a number of outside catering events a week."

The On Premises Laundry has enabled the laundry service to operate as a business in its own right, becoming a profit centre for the hotel and showing a significant increase in productivity.



LEADING OUTSOURCING AGENCY OF INDIA

G4S is the leading security & Facility solutions provider since inception in India in 1989. Starting with a single employee, it has grown spectacularly to its present strength of 160,000 employees. Today, G4S has a strong nationwide network of more than 200 branches and regional offices. Its extensive presence within India lends a local savour to its services, which helps us to create client adapted solutions more successfully. G4S has a strong and lasting association with its clients ranging from banks, corporate houses, diplomatic missions & embassies, residences, transportation, hospitality, telecommunication and aviation industry to name a few.

As the leading integrated security solutions provider, G4S India offers a wide spectrum of services to its clients ranging from large multinationals to an individual, covering almost every security product and service available in the market.



LEADING HOUSE KEEPING OUTSOURCING AGENCY OF INDIA

SpringClean™, a leading provider of professional housekeeping services in Delhi India, it is a subsidiary of Chemical & Metallurgical Design Co. Ltd. - A Paharpur Group Company that is well known for leading the way and creating best practices in the service sector.

With over 20 years of excellence, it provides professional, meticulous and “value for money” corporate housekeeping services. It has been working closely with its clients to understand what is needed. Being a premier Corporate Housekeeping Agency in Delhi NCR encompass a range of cleaning solutions that enables the clients to scale their services to meet the changing needs of the business dynamics

14.8 Summary

In the unit the learner will appreciate the fact that much deliberation goes into considering the contracting out of a particular function in housekeeping. The Unit we have discussed various types of contracts and the services offered on contract basis in housekeeping. It also discussed various guidelines for hiring contractors and drawing up contract specifications, understand the ways of pricing contracts.

14.9 Terms for Review

- Contract
- Out Sourcing
- Laundry
- Linen
- Man-hour

14.10 Review Questions

1. Briefly describe Out Sourcing in context to House Keeping.
2. Explain various factors that influence decisions on outsourcing.
3. Give various types of contracts that are popular in hospitality industry.
4. Give various advantages & disadvantages of Outsourcing.
5. What are the factors that influence decision of outsourcing of Laundry?

14.11 Reference & Suggested Reading

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Unit -15 : Linen Management

Structure of Unit:

- 15.0 Objective
- 15.1 Introduction Linen Room, Layout
- 15.2 Care and Storage Conditions
- 15.3 Linen Room Requirements
- 15.4 Types of hotel Linen
- 15.5 Sizes of linen
- 15.6 Par Stock, Factors effecting par stock
- 15.7 Linen Exchange Procedure
- 15.8 Stock taking
- 15.9 Discard Management
- 15.10 Summary
- 15.11 Important Questions
- 15.12 Key Words
- 15.13 References and Further Studies

15.0 Objectives

Following are the objectives of study of this unit-

- To study the importance and role of linen in hotel housekeeping.
- To discuss about the various types of linen and their uses in a hotel.
- To learn about the procedures of linen upkeep, operations and linen movement within the hotel.
- To understand the important concepts related to linen handling in a house keeping department.

15.1 Introduction

The term 'linen' originally referred to those fabrics which were made from the fiber derived from the stem of the flax plant. However, linen in the context of housekeeping department means all launderable articles and often includes bed sheets, pillow slips, towels, mattresses, curtains, fabric lampshades and upholstery. Housekeeping is the department which is purely responsible for purchasing, issuing, upkeep and storage of the all hotel linen. It is under the control of linen and uniform room supervisor who further reports to the Executive housekeeper. Linen in housekeeping department is considered as the second largest expense thus the cleaning, storage and maintenance of linen require lot of considerations. For this reason every hotel have a separate linen room for the storage and an efficient movement of linen within the housekeeping department and as well as in all departments of the hotel. Linen rooms in hotels are of mainly two types -

1. Centralized Linen room-Where all the hotel linen is operated and controlled from one central point .The issuing of room linen as well as other outlet linen is done from this area and the linen room supervisor is the whole sole responsible for all linen movement. It is mainly seen in small properties like resorts with less number of rooms.
2. Decentralized Linen Room- It is the type of linen room mainly seen in large hotels .Here the linen room feeds the floor pantries for linen requirements on the floors and the floor pantries maintain their par stock of linen. The floor supervisor is responsible for the movement and par stock of linen in the floors.

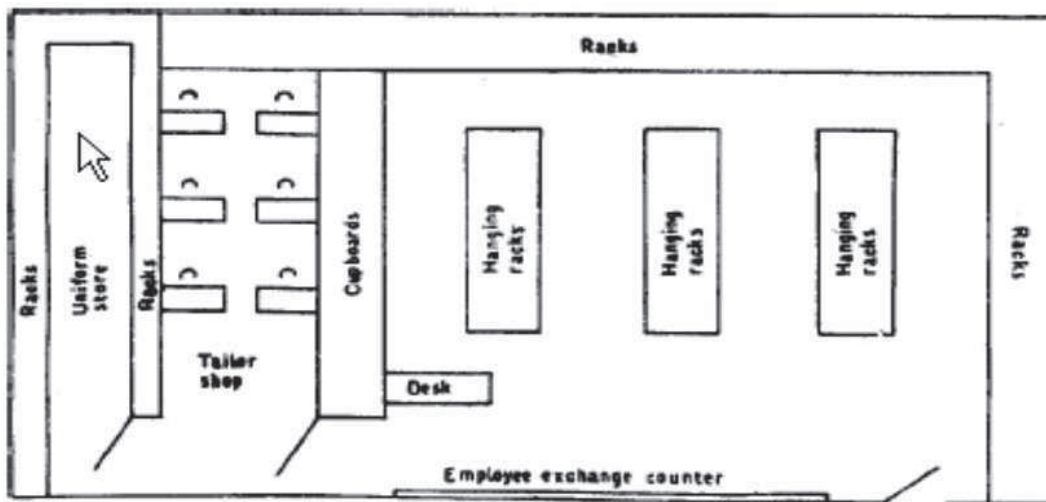


Fig.

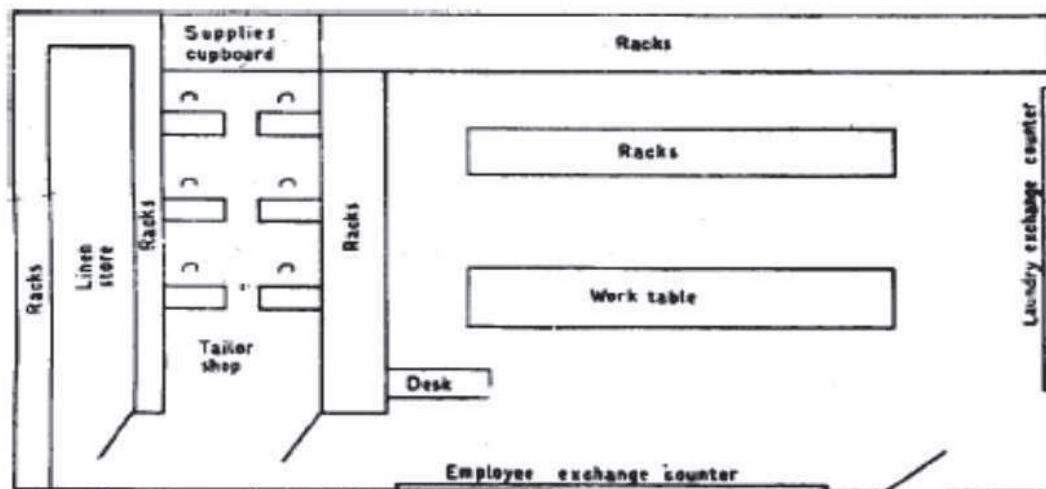


Fig.

LAYOUT OF LINEN ROOM

15.2 Care and Storage Conditions

Linen as discussed above is one of the most expensive items of the department thus proper care and storage is an utmost requirement. The departmental budget of the housekeeping department also depends a lot on the linen use and upkeep. Following storage points can prolong the life of linen items –

1. The linen room should be well ventilated and airy to restrict the growth of pests.
2. The room should have only one entry and exit point to safeguard the linen stored.
3. There should be an exchange counter for the issuing and receiving of linen.
4. The linen room should have appropriate space for storage of different types of linen articles. Properly designed non corrosive shelves, racks should be used.
5. Heavier linen must be stored in lower shelves while light linen at upper racks.
6. There should be sufficient movement space for trolleys and employees in the linen room.
7. Articles that are not in frequent use should be covered to avoid the accumulation of dust over them.
8. Smaller articles must be placed in bundles.
9. Room linen and restaurant linen should be stacked separately to avoid the mixing of both.
10. Preferably the linen room should be located near to the laundry and service elevator with a tailor room or tailor section in it.

15.3 LINEN ROOM REQUIREMENTS – Equipment And Areas

- Storage shelves both open and closed
- Hanging space
- Reserve Stock storage
- Drop counter for exchange of linen (stable-type door)
- Trolleys for clean linen
- Soiled linen hampers
- Linen keeper's desk and storage space for records
- Telephone and computer
- Stepladder
- Washbasin

- Storage for materials required to clean the room
- Iron and ironing board
- Area for accumulation of soiled linen
- Area for receiving laundered linen
- Area for sorting and counting of linen
- Sewing section
- work tables

15.4 Types of Hotel Linen

Housekeeping Linen consists of:

- Bed Sheets (including 3rd sheets) single & double
- Pillow cases
- Towels-extra large bath sheets (usually for VIPs)
- Bath towels
- Medium sized towels
- Face towels
- Hand towel
- Bathmats
- Bathrobes
- Mattress pads
- Blankets
- Bedspreads
- Curtains
- Shower-curtains
- Glass cloths

Following are also included in housekeeping linen:

- Pool towels
- Health club & beauty parlor towels.

F&B Linen:

- Table cloths of different sizes (including banqueting cloths)
- Slip cloths (Sometimes one can use floor-length for the first cloth & fitted usually to round tables. This is called jupone. In French jupe is skirt & the table has been skirted)
- Napkins
- Glass cloths
- Tea towels for polishing plates & cutlery
- Waiters' service cloths
- Tray cloths
- Bar-runner
- Buffet skirting
- Kitchen cloths
- Oven cloths

15.5 Sizes of Linen

Sheets

- Single 78" x 108" or (203 x 274 cm)
- Double 90" x 108" or (228 x 274 cm)
- Pillow cases 20" x 30" or (50 x 75 cm)

Blankets

- Single 70" x 100" or (175 x 250 cm)
- Double 90" x 100" (228 x 250 cm)

Bedspreads can be throw over type or fitted and should reach the ground.

Towels

- Bath sheets 40" x 70" (100 x 178 cm)
- Bath towels 30" x 54" (76 x 137 cm)
- Medium sized towels 22" x 40" (56 x 100 cm)
- Hand towels 15" x 24" (38 x 60 cm)
- Face cloths 10" x 10" (26 x 26 cm)
- Bath mats 24" x 36" (60 x 92 cm)

Different hotels tend to use slight variations on towel sizes.

Table linen:

- Square 36", 54" 63" or 72"
(91, 137, 160, 182 cm)
- Oblong 52" or 90" x 72"
(133 x 230 x 183 cm)

Napkins 24" square (60 x 60 cm)

Again different hotels tend to use a variety of sizes according to their needs.

Hotel linen and the most usual fibers used:

- Bed Sheets – Poly cotton or linen are best suitable for bed sheets.
- Pillow cases – ditto
- Towels and bathmats & face cloths – 100% cotton
- The looped type towel is called terry or Turkish and the smooth huckaback, there is also another type called honeycomb but this is usually only used for small hand towels as used in cloakrooms in hotels.
- 3rd sheet – 100% cotton usually with seersucker weave. If they are made of 50% cotton & 50% polyester and perma-press finish it is called them crinkle sheets.

- Blankets – 100% wool or wool & nylon, or terylene or acrylic mixtures.
- Bedspreads – Cotton or cotton & synthetic mixtures are the most usual and practical. Very luxurious suites may have silk or wool where the design requires this.
- Curtains – Heavy draped curtains generally are made from cotton or cotton & synthetic mixtures, though again silk or wool can be used in luxury suites.
- Net curtains can be made of 100% sheet cotton or more usually nylon.
- Upholstery Material – This is for chairs & sofas, generally heavy strong. Cotton, wool & silk can also be used in very luxurious areas.
- Table linen – Can be made from linen. Linen is expensive but extremely hard – wearing. It has a luster to it as well so is very beautiful for table-linen. Cotton is more generally used. Both cotton and linen can be mixed with synthetics. Most table-linen is made is damask-weave.

15.6 Linen Requirements

The calculation for linen requirement in any hotel is done by determining the par stock for each item. Par stock is defined as the minimum amount of any linen item that is required at any particular time for the proper functioning of the department. The par stock quantity of linen is also referred as ‘House Setup’ or ‘Linen Coverage’. A par number has to be set up to maintain the par stock of linen. The “par number” is a multiple of set up quantity required to support daily housekeeping functions. In most deluxe hotels the par number is kept at 4-5 times the set up

I set in circulation

II set in laundry

III set in linen room

IV set in stores

V set for emergencies

Usually hotels having OPL (On premises laundry) works on a 4 par system whereas hotels having outsourced laundry keep one extra stock for any emergencies.

FACTORS EFFECTING PAR STOCK

- Type of laundry- Hotels having an OPL maintains a par level to 4 whereas hotels having outsourced laundry keep a par level to 5 to avoid any problems regarding delivery periods.

- Occupancy level and usage –It also effects the par stock number, as higher the occupancy higher is the frequency to change the linen, similarly frequency of usage also determines the par stock number.
- Replacement-The general rule is to store bone full par stock quantity of new linen on an annual basis as replacement for worn out, damaged, lost or stolen linen articles.
- Emergency- A power failure or equipment damage may shut down the hotel's laundry operations. One par stock of linen is kept on hand for such emergency situations.

15.7 Linen Exchange Procedure

LINEN EXCHANGE PROCEDURE – Linen exchange procedure is done for guestroom linen and F&B Linen. The exchange is always done in the linen room.

Room Linen Exchange Procedure

- Soiled linen may be received by two methods to laundry. Either directly to laundry (Manually / through linen chute) or via linen room.
- In both cases soiled linen is counted at floors and the count is entered in room linen control form.
- If linen goes first to linen room two copies of room linen control form is made.
- Both copies along with the soiled linen are send to the linen room.
- If soiled linen goes directly to the laundry the 3 copies of laundry linen exchange form is filled instead.
- The linen room supervisor/ laundry supervisor recounts and stamps "Received" on the form.
- One copy returned to floor. Second copy goes to linen room and third copy is filed in laundry.
- Linen room supervisor issues fresh linen for the soiled ones on 1:1

Articles	Sent Floors	By	Received by laundry	Sent to floors	Balance
Bed Linen					
Bed Sheets					
Pillow Covers					

Night Spreads				
Mattress Protector				
Bath Linen				
Bath Towel				
Face Towel				
Hand Towel				
Bath Mats				
Others				
Blankets				
Curtains				
Shower Curtains				
Sofa Covers				
	Signature of Floor Supervisor	Signature of Laundry Manager	Signature of Linen Room Supervisor	Signature of Linen Room Supervisor

Ref: Sudhir

Andrews, Training Manual

Room Linen Control Form

Restaurant Linen Exchange Procedure-

- Exchange is done at stipulated time only.
- F& B staff brings the soiled restaurant linen.
- Linen room staff takes the soiled linen checks, counts, verifies it with Food and Beverage linen exchange filled by the restaurant manager.
- Fill the details in F&B linen exchange register.
- Issue is done on 1: 1 and any extra issues are entered in linen exchange register.

FOOD & BEVERAGE LINEN EXCHANGE FORM	
Restaurant Name_____	Date_____

Time_____				
Article Name	Par Stock	Soiled Linen Received	Fresh Linen Issued	Balance
<div>_____</div> <div>_____</div> <div> Linen Room Supervisor's Signature Restaurant Supervisor's Signature </div>				

Andrews, Training Manual

Ref: Sudhir

Food and Beverage Linen Exchange Form

LINEN EXCHANGE REGISTER					
Date-_____					
Outlet Name	Linen Name	Linen Room Par Stock	Soiled Linen Received	Fresh Linen Issued	Balance

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Linen Exchange Register

Ref: Sudhir

Andrews, Training Manual

15.8 Stock Taking

STOCK TAKING OF LINEN

It is also known as the physical inventory of linen. The manual counting of each and every linen item in the hotel is termed as stock taking of linen. The housekeeper needs to take physical stock periodically to check on losses and be able to budget for future purchasing. In housekeeping stocktaking of Linen is usually done in 3 months.

To do a linen stock-taking, the housekeeper has to plan carefully in advance and inform everyone concerned. For housekeeping linen the following method is usually used.

- The floor supervisor checks each room after it has been serviced & notes the linen stock. (Any room she cannot get into are passed to the evening shift in the handover & they do that count)
- Dirty linen is sent down as usual & clean up to the floor but a time to stop all movement of linen must be established e.g. 3:00 p.m. then on the floors the linen is counted in the service room. Also the laundry counts the soiled ones and the linen room the clean & new stock. Together it is all counted.
- Condemned linen has to be counted also to get the stock corrects as it has to be deducted.
- Cut-downs (i.e. pillow-cases made from torn sheets or napkins made from torn table cloths) have to be adjusted. Few luxury hotels do this. Neither do luxury hotels use any repaired linen.

Linen stock sheet:

Item	Linen in rooms	Linen in service room	Linen in laundry	Linen in linen room use new		Condemned	Totals	Original stock
Single								

sheets								
Double sheet								
Pillow cases								

- To count restaurant linen one follows a similar method i.e. in the early morning count what is in the laundry.
- Count what is in the linen room.
- Count what is in the restaurant.
- The three together forms the total.
- Often stock-taking is done with a member of the accounts dept., or they spot-check on the work.
- Normally the executive housekeeper also spot-checks & she collates the final totals.

To count uniforms one counts what is:

- In the laundry
- In the uniform room
- In the lockers (at night)

15.9 Discard Management

Discard Management

Discards are the linen items which are, for or the other reason not in a condition to be presented in front of the guest. They are sometimes also termed as “condemned linen.” Though as we discussed early that linen is very expensive item in the department thus an efficient management of these discarded items is very necessary so as to control the losses and budget of the department. The Linen room supervisor also prepares a discard register which mentions the date, item name and the count of the discards. This is further helpful for future purchasing of these items and bringing the par level back in position.

Discard management is thus, managing the discard items in such a way that minimum losses are seen by the housekeeping department.

Reasons of Discard

Any linen item may be declared as discard due to many reasons .The most common ones are-

- Permanent Stains those are impossible to remove.

- Shrinkage of fabric which change the dimension of the linen item. A shrink bed sheet cannot be used in guestrooms.
- Torn out items though can be mended but are not suitable for guest use.
- Discoloration is another factor that makes a fabric not suitable for use.

Methods of Discard Management

Discard Management of linen can be done by various ways depending upon the condition and usage ability of the discard item .The house keeper has an aim to use the item in the best suitable way to compensate it's cost. The common methods are-

- Reuse linen items for other use without making any alterations. A faded bed sheet can be used as cover sheets during room maintenance or in store room.
- Reuse after alteration, where shrink bed sheets can be cut down to make pillow slips.
- Items comparatively good in condition can be sold or auctioned among employees.
- Heavily stained or condemned items can be kept for 1-2 time use by making polishing pads or polishing clothes.

15.10 Summary

Linen room is one of the most important rooms of the housekeeping department .Linen and Uniform room supervisor is responsible for all the operations in this room. In this chapter the role and importance of linen room is discussed. The different types of linen rooms in the hotel, their operations, layout and the common activities of the linen room are also explained. Linen is considered as one of the biggest housekeeping expense thus all the activities related to linen upkeep and movement is very important to understand .The chapter explains step by step procedures for room linen as well as restaurant linen exchange procedures. This also includes the different forms and formats related to exchange process. Other important terms related to linen i.e. Par Stock, stock taking and Discard management are also explained. Par stock is the optimum quantity of any linen item at a particular time for the smooth functioning of the department. Understanding the par stock level helps to maintain the required level for any item and also helps the housekeeper to run the department without any problem. Similarly, stock taking is also very important .It is the physical counting of all the linen in the hotel. It helps to find out the number of discards and also to estimate the count for future purchasing .As stock taking describes the number of discards which can be efficiently handled by managing them in such a manner that minimum losses are occurred to the department .This process is called discard management and again it is one of the important activity to control linen in any hotel.

Thus, discard management along with methods of managing discards are discussed in detail. The entire chapter gives the student a brief idea about the importance and operations of the linen room.

15.11 Important Questions

1. Define linen room. Also explain the different types of linen rooms of a hotel.
2. Draw down a neat layout of linen room of a 5* hotel labeling all the sections.
3. Discuss the major activities performed in a linen room.
4. List down the different equipments and important areas of a linen room.
5. What are the necessary care and storage conditions required for a linen room?
6. List down the different types of linen items commonly used in hotels with their sizes.
7. Define Par Stock. Write down the factors which affect the par stock of linen.
8. Write down step by step procedure for guestroom linen exchange procedure.
9. Elaborate restaurant linen exchange procedure in detail.
10. Draw down the forms and formats made for exchange of linen in hotels.
11. Define stock taking. Write down the procedure for stock taking of linen in hotels.
12. Explain Discard Management. Write down the common reasons for discards and the methods of discard management.

15.12 Key Terms

1. Bath Linen- Different types of towels and bath mat used in bathrooms are collectively termed as bath linen.
2. Discard items – Linen items which are not in a condition to be presented in front of guests.
3. Discard Management- Managing the discarded linen so as to make the maximum use of them.

4. Dry Cleaning- Cleaning the fabrics in non aqueous medium usually by organic solvents
5. Linen- Fibers those are derived from the flax plant. In hotel terms linen is any laundrable material.
6. Linen Chute- A big tunnel from where the soiled guestroom linen is directly thrown to the laundry
7. Linen room – A room meant for the storage and exchange of linen in hotels..
8. OPL- On Premises Laundry. A laundry which is situated inside the hotel.
9. Par stock – A minimum amount of an item to smoothly run the department
10. Stock Taking- A physical /manual counting of all the linen items in the hotel .

15.13 efernces and Further Studies

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- 3 Branson, C,Joan. & Margaret Lennox. (5th Edition, November 1998) . Hotel, Hostel & Hospital House Keeping,Publisher Hodder Arnold.
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Unit – 16 : Hygiene & Safety

Structure of Unit:

- 16.0 Objective
- 16.1 Introduction
- 16.2 Personal Hygiene & HACCP guidelines
- 16.3 Safety
 - 16.3.1.1 Basic Instructions For The Prevention Of Accidents
 - 16.3.1.2 Safety Guidelines For Lifting, Bending, Carrying, And Pushing
 - 16.3.1.3 Lifting From The Floors
 - 16.3.1.4 Some suggestions to reduce injuries in the housekeeping department
 - 16.3.1.5 Precautions while working in rooms
 - 16.3.1.6 Precautions while working in Laundry
- 16.4 Handling Hazardous Chemicals
 - 16.4.1.1 Safety Precautions: Acids
 - 16.4.1.2 Safety Precautions: Cleaning Materials
 - 16.4.1.3 Emergency Procedure
 - 16.4.1.4 Common Symbols
- 16.5 Summary
- 16.6 Terms for Review
- 16.7 Review Questions
- 16.8 Reference and Suggested Reading

16.0 Objective

The objective of the unit is to introduce learner to the importance of hygiene in work. It also enables learner to understand the various hazards and threats in day to day operations of house keeping department. The learner will be able to identify the hazards existing in the house keeping work environment and various precautions needed to be followed to avoid any accident or mishap in the working.

16.1 Introduction

Hygiene is a set of practice performed for the preservation of health. This can vary between different cultures, gender and egalitarian groups. Some regular hygienic practices may be considered good habits by a society while the neglect of hygiene can be considered disgusting, disrespectful or even threatening

Sanitation involves the hygienic disposal and treatment by the civic authority of potentially unhealthy human waste, such as sewerage and drainage.

The maintenance and housekeeping departments are the two most injury prone areas in a hotel with the labor intensity, physical activity and training being the main reasons. Housekeeping staff on a daily basis clean 14-16 rooms and make up to 8000 movements during an eight hour shift. It is a physically demanding job which primarily involves making beds, cleaning rooms, bathtubs, sinks, fixtures

removing stains and vacuuming. It is a profession highly prone to sprains and strains and hoteliers must cultivate work practices that prevent injuries from occurring.

16.2 Personal Hygiene & HACCP Guidelines

PERSONAL HYGIENE is the basic concept of cleaning, grooming and caring for our bodies. While it is an important part of our daily lives at home, personal hygiene isn't just about combed shiny hair and brushed teeth; it's important for worker health and safety in the workplace. Workers who pay attention to personal hygiene can prevent the spread of germs and disease, reduce their exposures to chemicals and contaminants, and avoid developing skin allergies, skin conditions, and chemical sensitivities.

1. BATHE DAILY

A daily shower is a must whether you feel it or not. Regular bath (every morning and after all athletic activities) helps in keeping the body clean, fresh and odour free. Cleaning body is also important for skin rejuvenation, as the scrubbing of your arms, legs, and torso will slough off dead, dry skin and help our skin stay healthy and refreshed, and will prevent acne, blemishes and other skin eruptions

DO NOT SHARE YOUR TOWEL AND WASH THEM ON A REGULAR BASIS.

2. HAIR

- Washing hair at least every other day is important to keep the hair and scalp healthy and in good shape.
- In case of lice or dandruff, take necessary action at the earliest
- Frequent hair cut is essential for healthy hair.



3. NAILS

- Trim your nails and keep them in good shape, it will prevent problems of infected nail beds.
- Trim them daily with soap so that no dirt or residue remains beneath the nail.
- Best time to cut nails is after bathing when they are soft and easy to trim .
- Moisturize nails and cuticles regularly.

4. EYES

- Wash your eyes with water ,so that all the dirt comes out easily
- In case you wear specs or lenses keep them clean all times.

5. TEETH

- Brush your teeth twice a day for at least 3-5 minutes.
- Essential oil based mouthwash should be used.
- Floss your teeth
- Clean and brush the surface of your tongue daily to prevent bacteria formation



6. CLOTHES

- Wear clean clothes as dirty clothes are a source of contamination and can cause very serious skin disorders.
- Wear a clean pair of socks every day (especially after athletic activities) .
- Wash clothing and linens on a regular basis as the longer it takes to clean them, smellier they become.

7. BODY ODOR

- Always keep your underarms and groin area clean and dry to discourage bacteria.
- Change out sweaty clothes as soon as possible after exercising or perspiring.
- Trim or shave your underarm so that there is less surface area of accumulation of sweat and bacteria.
- Cut back on alcohol and foods that may contribute to body odor, including curry, spicy food, onion and garlic.

8. EARS

- Clean your ears with your fingers while having a bath.
- Daily cleaning of all hearing devices is essential to remove germs that can be introduced into the ear.
- Earrings should be kept clean, and should be removed daily so that the piercing can be attended to.
- Use of hair product can build –up on the ear and should be washed off when possible to avoid irritation to the skin of the ear.

9. FOOT

- Wash your feet properly while having a bath, especially between the fingers.
- Wear the right socks.
- Shoes should be of right size.
- Wash shoes or insoles of shoes if possible.

HACCP audit checklist of personal hygiene includes questions as follows:

1. Uniforms use zippers/ press studs, not buttons.
2. Uniform do not have pockets above the waist.
3. Only leather / vinyl shoes are worn. The toes on these shoes are enclosed.
4. Shoes are clean, neat and in good repair.
5. Head covering are worn and they cover all of the hair.
6. Men with beards and moustaches wear a face snood.
7. Hair pins clips, etc are not used to keep head / beard covering in place.
8. Jeweler / only plain wedding ring (no stone) and sleeper earrings (maximum diameter 2cm)
9. Wrist watch is not worn.
10. Gloves are made of impermeable materials.
11. Personnel wearing gloves still wash their hands at regular intervals.
12. All cuts and wounds are covered by water proof blue band-aid containing a metalized thread.
13. Personnel handling food, food material and equipment have received adequate and continued training in the hygienic handling of food and in personal hygiene.
14. Personnel prior to employment have had a medical examination to determine their fitness to work in a food processing environment.
15. People smoke only in designated area.
16. People eat and drink only in designated area (example lunch room , offices)
17. Nail polish, false finger nail, and false eyelashes are not worn.
18. Hands and finger nails are clean.
19. People are clean in appearance.
20. People practice good personal hygiene.
21. Staff wears only company issued uniforms.
22. Visitor wear lab coat. If lab coat are impractical / unsafe for contractors they shall be provide with company issued uniforms.
23. Personnel wearing lab coat also wear clothing under the coat (example: Shirt and Trousers).
24. Uniforms are clean at the starting of the operation and in a good repair.
25. If uniforms are expected to become soiled rapidly, disposable aprons are worn over the uniform.
26. There are adequate first aid facilities stocked with approved band-aids.

27. People with bandaged hands who handle exposed product, packaging materials, and equipments coming into contact with exposed products wear gloves.
28. There are no personal items (example: Bags, newspaper, cloths, etc) in food premises.
29. There are no consumption of food (including chewing gum) and drinks in food premises. The only exception in drinking from the water fountains provided.
30. There is no food in employee's lockers.
31. Samples taken for quality checks is disposed of and not returned to the container from where they come.
32. Food equipment is not placed in the mouth not blown into.
33. Utensils used for eating or drinking are not carried in the pockets of clothing.
34. No person who is affected by or is a carrier of communicable disease (example: gastroenteritis, a severe cold , sore throat , cough , influenza) or infected sore, work with food in an area in which there is a reasonable possibility of food ingredients becoming contaminated by such a person.
35. Medical examinations are carried out when required in order to prevent contamination of food.
36. Any person suffering from communicable disease must obtain a medical certificate starting their fitness to return to work in a food premises, prior to coming back on to the sides.
37. Staff does not cough or sneeze directly over food.
38. Personnel who come in direct contact with food , food ingredients , or equipment must wash their hands with soap and water before starting work , following meal breaks , after blocking a cough or sneeze with hand , after touching the hair , nose , mouth , or eyes after handling garbage , after smoking , after cleaning , and upon entering food processing area.
39. Hands are not wiped on uniforms.
40. If gloves are used to handle food they are disposed of between task so as to avoid the contamination of food.

16.3 Safety

This term is used with reference to such things as disaster, emergencies, fire prevention, and protection and for conditions that provide for freedom from injury and damage to property.

16.3.1 Basic Instructions For The Prevention Of Accidents

1. Always follow guidelines when using any cleaning equipment.
2. Replace caps on cleaning chemicals immediately and securely after dispensing.

3. Label cleaning agents clearly.
4. Keep floor clean and dry.
5. Place warning and safety signs around the area while cleaning.
6. Always use dry hands before touching plugs, sockets, and electrical fittings.
7. Mark faulty equipments as 'out of order'.
8. Dispose of rubbish carefully.
9. Open and shut doors carefully.
10. Never place cigarette butts or sharp objects in the trash bag on the room attendants' carts.
11. Clean away broken glass carefully.
11. Always keep work and storage area clean.
12. Do not placed guest and cleaning supplies on top of locker, hampers, boxes or any other containers.
13. Never store item at a height where it is not visible from the floor.
14. If any defects and unsafe conditions are found, report you're supervisor.
15. Return tools and equipments to there proper place after use.
16. Keep glass out of linen.
17. Keep cords out of path ways.
18. Never smoke in the elevator.
19. Do not overcrowd the elevators.
20. Be cautious when pulling containers on and off elevators.
21. Use the correct cleaning equipment for the job.
22. Do not leave room service trays in the guest corridors.
23. Walk on the right side of the corridor,
24. Carry pointed objects with the sharp end down,
25. Never substitute the ladder.
26. Places the broken glass and metal in the proper containers.(sharp bin)
27. Correct tripping and slipping hazards immediately.
28. Use handrails on stair ways.
29. Report defective wiring, plugs and appliance to your supervisor immediately.
30. Check the cords and plugs of any electrical appliance before plugging in.
31. Do not use faulty appliances.
32. Look for sharp objects before kneeling on carpet or on bathroom tiles.

33. Report any evidence of careless smoking in a guest rooms. (Burnt carpets or bedspreads).
34. Do not use bare hands to pull trash out of canes.
35. Be careful when carrying heavy items, and never attempt to carry more weight than you can handle safely.
36. Pick up any foreign matters or objects that guest may observe on stairs and floors.
37. Know basic first aid and fire protection procedures.
38. Follow correct method when emptying ash trays.
39. Ensure hands are dry before handling electrical equipment.
40. Always wear protective gear before commencement of risk jobs.

16.3.2 Safety Guidelines For Lifting, Bending, Carrying, And Pushing

POSITION	WRONG WAY	RIGHT WAY
LIFTING FROM THE FLOOR	Bending over double with arms stretched puts pressure on the spine	Bend arms, knees and hips to take the strain.
REACHING DOWN TO THE FLOOR	Avoid reaching down to the floor with straight legs and bent back-this causes strain	Go down on one knee
KNEELING ON THE FLOOR	Do not kneel with your back arched	Take the strain on the shoulders and hips with your spine hollowed.
BENDING DOWN TO A LOW SHELF	Continuously staying bent over with the legs almost straight may cause back trouble	Bend at the knee, with your spine upright, to reach a low shelf
CARRYING THINGS ON THE ARM OR IN HAND	Leaning to one side with the arm stretched down is a wrong way to carry a heavy bag or other such weight.	Support the bag on your hip with the body upright.
CARRYING THINGS ON THE HIP	Weight carried below the hips strains one leg and the spine	Weight rested on the hip is shifted to both legs.
MOVING FURNITURE	Do not push with bent back and outstretched arms.	Keep a straight back, arms bent, and take the strain on your legs.

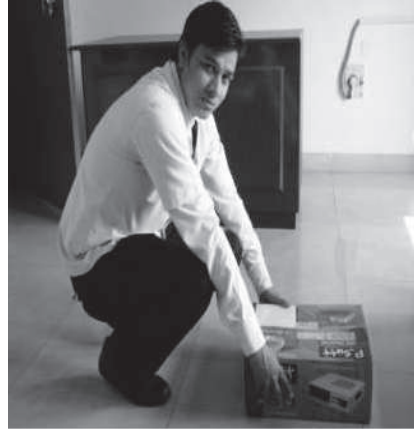
16.3.3 Lifting From The Floors

Lifting furniture, bending and stretching when cleaning can lead to accidents and cause injury. Substances used for cleaning baths, toilets and floors are potentially dangerous chemicals and may cause dermatitis and chemical burns. There may also be hazards from biological material and sharp

Wrong Way



Right Way



KNEELING ON THE FLOOR

Wrong Way



Right Way



CARRYING THINGS ON THE ARM OR IN HAND

Wrong Way



Right Way



MOVING FURNITURE

Wrong Way



Right Way



16.3.4 Some suggestions to reduce injuries in the housekeeping department are:

- Providing lighter service carts that are well maintained can go a long way in preventing injuries. Tires should be fully inflated and wheels well aligned which minimizes the force required to operate a cart. The housekeeping staff should be trained to push the carts as opposed to pulling them.
- Many hotels have completely done away with carts and room attendants work with hand caddies. The team makes sure that the linen closets on each floor are fully stocked with supplies.
- Providing lighter vacuum cleaners with low noise levels should also be considered.
- Repetitive motion injuries also commonly occur due to the repetitive use of the same muscles over and over again. Varying techniques that make use of different muscles, job rotation and resting muscles for periods as short as 10 seconds can also prevent injuries in the housekeeping department!
- Housekeepers should be required to wear shoes with plenty of cushioning to minimize stress on the back.
- Our bodies function best in neutral and comfortable positions. When making beds, housekeepers should be trained to kneel or squat and bend from knees rather than the back. To increase reach and access to distant places, step stools and other tools with long handles should be used when cleaning bathrooms.

- Room attendants should step inside the bathtub to clean the walls and back of the tub and never stand on the edge of the tub.
- Training plays a key role in accident prevention in the housekeeping department. Topics should include knowledge of workplace hazards, lifting methods and pre-shift warm up sessions. Soliciting feedback from employees and those that have been injured on the job can go a long way in formulating policies to prevent injuries in the future.
- Injury prevention should receive full support from senior management and culture of safe practices should be developed. Forming a safety committee in charge of accident prevention is also a good idea.
- Staff should be trained in maintaining proper posture and lifting. Good posture is attained when the knees, shoulders, ears and hips are in one straight line. When lifting objects, tuck your pelvis, bend your knees and carry the object as close to the body as possible. Heavy object should never be carried alone and you should ask for assistance.
- Another very useful tool used to uncover potential workplace hazards is a job safety analysis. JSA involves analyzing every task in the housekeeping department, the hazards involved and a brief explanation on how to complete each step safely.

Employee injuries have a severe effect on employee performance, productivity and morale and can have serious consequences from a medical, legal and insurance stand points. Following the simple guidelines outlined above will help you keep your housekeeping department safe.

16.3.5 Precautions while working in rooms

- Ensure that you have received proper training and instruction, including the danger posed by biological hazards and sharps, e.g. used syringes
- Ensure you are provided with, and wear, adequate personal protective equipment, e.g. gloves that protect from biological matter
- Ensure proper precautions and equipment for transport and storage of biological waste and sharps
- Use trolleys for laundry
- Be aware of safe handling techniques, e.g. ensure assistance is available when lifting heavy furniture
- Before undertaking manual handling tasks, assess risk involved e.g. moving beds,
- Safe working practices for cleaning rooms should be developed, e.g. clean the far side of the bath first to avoid having to lean over a slippery surface
- Use the safest possible cleaning agent and follow manufacturers instructions Ensure water is provided at a safe temperature.
- Wherever possible fit castors/ wheels so that item can be wheeled, instead of being lifted

- Learn to spot and report fire risks, e.g. faulty wiring, faulty fire detection equipment, blocked emergency exits, fire doors propped open

16.3.6 Precautions while working in Laundry

- All machines should be removed from power when not in use and especially before cleaning, maintenance, etc.
- Laundry room should have adequate ventilation
- Chemicals should be handled and stored in accordance with the manufacturer's instructions.
- Machines should be properly guarded especially when in use
- While storing check for shelving and storage to ensure it's safe
- Laundry area should be reasonably clean and tidy. Do not leave laundry lying around the floor
- Proper precautions should be undertaken in relation to hot surfaces
- Lint filters in tumble dryers should be cleaned before use and lint should not allowed to accumulate
- Adequate time should be provided for fryers to cool down before reusing.
- There should be smoke alarm installed in the laundry area

16.4 Handling Hazardous Chemicals

Chemicals are present in every workplace. Even in the cleanest, most modern office, hotels, restaurants, employees may be routinely exposed to inks, toners and adhesives not to mention a wide range of chemicals used in cleaning and maintenance.

Chemicals can exist in many forms:

- Dust, fumes, fibres, powders.
- Liquids.
- Gases, vapours, mists.

Any chemical, in either gas, liquid or solid form, that has the potential to cause harm is referred to as a hazardous or dangerous chemical. Such chemicals include those:

- Brought directly into the workplace and handled, stored and used for processing e.g. solvents, cleaning agents, glues, resins, paints.
- Generated by a process or work activity e.g. fumes from welding/ soldering, dust from machining of wood, flour dust, solvents.
- Generated as waste or residue e.g. fumes from soldering iron, carbon monoxide from engine or motor exhausts.
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16.4.1 Safety Precautions: Acids

1. NEVER touch an unmarked bottle.
2. When working with acids, ALWAYS wear a face mask and gloves. Cover ALL exposed body parts for protection.
3. When working with volatile substances, ALWAYS wear a gas mask designed to filter acid vapors and organic vapors.
4. When diluting acids, ALWAYS pour acid into water SLOWLY.
5. Acid Disposal: First, dilute acid by pouring the acid slowly into a beaker of water. Turn on faucet in sink, then pour diluted acid into sink with running water. Continue to wash down with water.
6. Before disposing of acid, make sure it has cooled. Never take heated acid directly from the hotplate for disposal.
7. All acids must be stored in LOWER cabinets. This is to prevent spills from happening.

Trash disposal:

1. Trash must be DOUBLE-BAGGED. Never put any acid-drenched paper or rags into trash bags (especially, rags with HF). Never put glass in trash bags. Think about the custodian who will have to take your trash away but has no idea what is in it. You know what you put in it, but nobody else does.
2. When disposing of ion exchange resins, there are two options. Fold ion exchange resins into a piece of paper and throw into trash. Or, pour directly into drain with running water. NEVER let ion exchange resins dry and sit around in the sink. The particles can be easily carried by wind into the air, potentially contaminating the lab.
3. Do not touch anything that is not yours.

16.4.2 Safety Precautions: Cleaning Materials

1. All products used are potentially hazardous and should be used strictly in accordance with the manufacturers' instructions.
2. Remember that substances which may be without risk when used in accordance with the manufacturers' instructions may be harmful if used in other ways.
3. In addition to the manufacturers' specific instructions, you should follow the general good working practices in the handling of all cleaning products which are detailed below and which have been covered in the general safety training given to cleaning staff.
4. Bearing in mind that any cleaning material may produce a harmful effect by

- Contact with the skin

- Absorption through the skin
- Inhalation into the lungs
- Ingestion by mouth

The following general rules for good working practice apply.

1. During the handling and use of cleaning materials

- Whenever possible, avoid skin contact
- Any contamination of the skin must be removed with large amounts of water. Contaminated clothing must be removed immediately
- Hands must be washed prior to eating, drinking, smoking and visiting the toilet
- All liquids must be handled with extreme caution to avoid splashing or spillage
- Any eye contamination must be rinsed away with copious amounts of water and medical attention must be sought
- Any cases of dermatitis connected with work activities must be reported to Supervisors immediately

2. During the storage of cleaning materials

- Ensure that all storage areas are clean and tidy
- Ensure all containers are tightly sealed and in trays to contain spillages or leaks
- Spillages should be dealt with as advised by the manufacturer. If in doubt about what to do, clear the area, seal it off and seek advice
- Avoid transferring products from one container to another. If transfer is unavoidable, the following rules apply
- Remove old labels from and thoroughly clean the receiving container
- The receiving container **must** be labeled in the same way as the container of the product being decanted into it
- Decanting should only be carried out by Supervisors or Senior Cleaners
- Do not store incompatible products such as bleach and acid in close proximity to one another, to avoid the possibility of harmful reactions should spillages or leakage occur
- Always store flammable products such as Brasso in the correct type of containers and away from sources of heat. Use with extreme caution
- In both the use and storage of cleaning materials, ensure adequate ventilation at all times
- **In both the use and storage of cleaning materials, ensure adequate ventilation at all times**

16.4.3 Emergency Procedure

Although emergency procedures training and fire drills are carried out regularly, by the hotels/organizations yet the following details will serve as a useful reminder

- In the case of **accident or illness**, call for help from Security staff and State the nature of the problem and the **building and room number**. Ask for an ambulance to be called if you consider it necessary. Do **not** call directly for an ambulance without informing Security as this

may result in a delay whilst the ambulance crew look for the correct building without assistance. Security staff are trained First Aiders and will make arrangements both to treat the casualty and to meet the ambulance and direct it to the correct location.

- Be prepared to give ambulance personnel as many details as possible about the injury or illness of the casualty.
- In the case of **fire** or **major spillage** of harmful materials, activate the fire alarm, if one is fitted, and evacuate the building. If there is time to do so safely, **close doors** in the affected area to contain the fire or fumes from coming out.
- Go straight to your assembly point, give the Fire Brigade details of what has happened and if there is anybody still in the building.
- Do not take risks with your safety or that of anyone else. Remember, help is always available from the trained emergency response team.

16.4.4 Common Symbols



Oxidizers: Shown by a yellow diamond. Oxidizers such as hydrogen peroxide, sodium chloride etc. will react, sometimes explosively with anything organic. This could be many chemicals, even including flour, oil, or sawdust.



Flammable liquids: Shown by a red diamond. Flammable liquids such as fuels and oils represent a fire risk.



Corrosives: Shown by a diamond, half white, half black.

Precautions: Avoid contact with human body. Do not inhale vapours. Substance will attack or eat away skin, metals etc.



Toxic and infectious substance: Shown by a white diamond. It is vital that the toxic route is identified. Staff need to be correctly trained in simple techniques (such as washing hands after handling chemicals, and changing clothes when they are contaminated).

Burns & Scalds	Affected area must be cooled as quickly as possible with cold water until the pain soothes and burning sensation subsides
Accidental Ingestion of Chemicals	Obtain medical advice immediately. Follow instructions as mentioned on the pack
Skin Contact with Chemicals	Remove clothes immediately. Wash off chemical quickly and thoroughly with running water. Obtain medical advice if needed.
Eye Contact	Open eyes and wash with water for minimum 10 min. Obtain medical advice if needed.
Exposed to chemical fumes or vapour	Remove affected person at once to fresh air. Obtain medical advice if needed.

16.5 Summary

The maintenance and housekeeping departments are the two most injury prone areas in a hotel with the labor intensity, physical activity and training being the main reasons. Housekeeping staff on a daily basis clean 14-16 rooms and make up to 8000 movements during an eight hour shift. It is a physically demanding job which primarily involves making beds, cleaning rooms, bathtubs, sinks, fixtures removing stains and vacuuming. It is a profession highly prone to sprains and strains and hoteliers must cultivate work practices that prevent injuries from occurring.

The unit covers various aspects of hygiene and lists various practices for maintaining good personal hygiene. Further it also covers the various challenges in terms of handling various hazards such as acids, chemicals, cleaning materials etc. Precautions in handling heavy objects and care in physical intensive works are also elaborated.

16.6 Terms for Review

HAZARD: - A hazard is anything that has the potential to cause harm, in terms of injury, ill-health or damage to the environment. For example, working with dangerous chemicals or processes which give rise to dusts or fumes

RISK: - Risk is the chance (e.g. high, medium or low) that a person or the environment will be harmed by the hazard. It also considers how severe the harm or ill-health could be.

CARCINOGEN: - A chemical that causes or can potentially cause cancer (e.g. breathing in asbestos fibres, skin contact with used motor oils).

16.7 Review Questions

1. List out various precautions to be kept in handling Acids.
2. Why is personal hygiene important? Explain.

- 3 . Give some suggestions in reducing the Injuries in House Keeping department.
4. List various precautions while working in a laundry.
5. Explain some important symbols and their significance.

16.8 Reference & Suggested Reading

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