

Housekeeping

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1. INTRODUCTION TO HOUSE KEEPING DEPARTMENT

- 1.1 Types of Hotel & services offered
- 1.2 Types of Room
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UNIT - 1

INTRODUCTION TO HOUSE KEEPING DEPARTMENT

The aim all the hotels establishments is to provide their customers with clean, attractive, comfortable, and welcome. Housekeeping department, in any hotel business, contributes to major amount of profit though it is considered as an ancillary service. The simple reason being, a customer demands a clean, tidy, and pleasing ambience.

Housekeeping generates the first impression on a guest's mind. The housekeeping efforts clearly show how the hotel will take care of its guests.

What is Housekeeping?

Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness, and keeping it at highly desirable ambience.

Classification of hotels & services offered

Location	Target market	Size of the property	Level of service	Length of stay	Theme
<ul style="list-style-type: none"> • City center/downtown hotel • Suburban hotels • Motels • Airport hotels • Resort hotels • Forest hotels • Floatels • Boatels • Rotels 	<ul style="list-style-type: none"> • Commercial hotels • Convention hotels • Resort hotels • Suite hotels • B&B hotels • Extended-stay • Casino hotels • Timeshares • Condominiums Service • apartments/ corporate lodgings) 	<ul style="list-style-type: none"> • Small hotels • Medium sized hotels • Large hotels • Very large hotels • Mega hotels • Chain hotels 	<ul style="list-style-type: none"> • Economy/budget hotels • Mid-scale/mid-market hotels, Luxury hotels 	<ul style="list-style-type: none"> • Transient hotels • Residential hotels • Semi-residential hotels 	<ul style="list-style-type: none"> • Heritage hotels • Ecotels • Boutique hotels • Spa

Based on Location

City-center/downtown hotels:

Hotel Location

- In the centre or heart of the city and within a short distance of the shopping areas, theatres, public buildings, business centre.

Hotel Rate

- Higher (due to location advantages)

Suburban hotels:

Hotel Location

- In the suburbs. These hotels have the advantage of quieter surroundings.

Hotel Rate

- Moderate to low (disadvantage of having to travel greater distance).

Motel

Hotel Location

- On highways and provide modest lodgings to highways travelers and provide ample space for parking.
- The length of stay is usually overnight.

Hotel Rate

- Rates are generally lower than other hotels.

Airport hotels

Hotel Location

- Near the airports. They cater mainly to transit guests, who might have to stay over at the hotel between flights.
- Generally, these type of hotels have contract with different airlines to have a continuous and guaranteed business

Hotel Rate

- Rates are generally higher

Resort hotels

Hotel Location

- At hill stations, near the seashore, etc where people can enjoy the stay and relax for a longer period as well as to people who are looking for a change for health reasons.
- Resorts are further categorized on the basis of their location and positioning like health resorts, hill resorts, beach resorts, summer resorts, winter resorts, etc.

Hotel rate

- Rates are generally higher

Forest hotels

Hotel Location

- Within a forest range. They cater to people who love to spend time in forest and enjoy with animals and birds like to visit these types of hotels.

Hotel Rate

- Rates are generally lower than other hotels.

Floatels

Hotel Location

- Luxury liners or ships.
- Rivers, big lakes and seas are ideal spots for these types of hotels.
- In cruise ships, rooms are smaller and all the furniture is fixed down.

Hotel Rate

- Rates are generally higher.

Boatels

Hotel Location

- Combination of Boat and Hotel.
- A houseboat hotel is referred to as a boatel.
- and the kettuvalams of Kerala are houseboats that offer small butluxurious accommodation to travelers in midst of lakes and waterways.

Hotel Rate

- Rates are generally higher.

Rotels

Hotel Location

- Combination of railway and hotel.
- Hotels on wheels.
- Palace on Wheels and Deccan Odyssey are trains providing a luxurious hotel atmosphere in India.
- Rotels also include some large trucks with the interiors done up like hotel rooms. They are normally used by a small group of travelers to visit various places by road.

Hotel Rate

- Rates are generally higher

Classification of hotels & services offered

Size

Or number of rooms

The numbers of rooms constructed categorizes the size of the hotel. Following are the standard number of rooms as per the size.

Small hotels:

- There is no hard and fast rule. In the West, hotels with less than a 100 rooms are considered as small.
- However in India, hotels with 25 rooms and less may be considered small hotels.

Medium-sized hotels:

- World over, hotels with 100-300 rooms are considered as medium sized hotels.
- However in India, hotels with 25-100 rooms are normally considered as medium sized hotels.

Large hotels:

- In the West, hotels with 400-600 rooms are termed as large hotels.
- However in India, hotels with 101 -300 rooms are usually called as large hotels.

Very large hotels:

- World over, hotels with 600-1000 rooms may be called as very large hotels.
- However in India, hotels with more than 300 rooms are referred to as very large hotels.

Mega hotels:

- Hotels with more than 1,000 rooms are called mega hotels.

Chain hotels:

- These types of hotels have a number of branches at different locations such as at different cities, states or countries, etc., but provide service of the same standard in hotels at different sites. These types of hotels maintain the same service standard by following the given set of procedures.

Target Markets

Commercial hotels:

- Hotels situated in the heart of the city in busy commercial areas so as to get increased profit in business.
- These hotels mostly cater to businessmen and are typically designed on the European plan.

Convention hotels:

- Hotels which have a large convention complex and cater to people taking part in a convention, meeting, seminar or similar event are called convention hotels.

Resort hotels:

- These types of hotels are generally used by people who come for a long vacation want to relax and enjoy during the outing period.
- Generally, the period of stay is long such as a week or even a month.

Suite hotels:

- These hotels offer rooms that may include such house-like facilities like small kitchen, complete with utensils, a small refrigerator and may be a microwave oven.
- These types of hotels cater to people who are frequent travelers and needs accommodation like home away from home.
- Most of the hotels classify some rooms in this category so get the business from this segment as well.

B&B hotels:

- The expansion of B&B is bed and breakfast.
- Provides lodging with breakfast and sometimes a little bit of snacks.
- These accommodations may vary or specially constructed small commercial building with 20-30 guestrooms.
- The rates of these types of accommodation are lower than other hotel as services like meeting rooms, laundry, lunch, dinner and recreational facilities are usually not offered.

Extended-stay hotels:

- This hotel is similar to suite hotels but usually offer kitchenette amenities in the room
- The guests who like to stay for five-six days or even longer and do not want to spend money on exotic food in restaurants prefer these type of hotels.
- The length of stay generally determines the room tariff.

Casino hotels:

- Hotels that provide licensed gambling facilities are called casino hotels.
- At some casino hotels, gambling activities always open (24 x7x 365).
- Rooms and the food and beverages operations in these hotels may be quite luxurious
- They also provide extravagant floorshows and chartered flights for guests.

Timeshares:

- These are vacation interval hotels, which involve individuals purchasing the ownership of a hotel for a specific period of time.
- Usually one or two weeks in a year is the period of stay which is decided as per mutual understanding of both the parties and the owners then occupy the unit during that time.
- Owners may also have the unit rented out by the management company that operates the hotel.

Condominiums:

- These are very much similar to timeshare hotels.
- Units in condominium hotels have only one owner instead of multiple owners, each for a limited amount of time each year.
- In a condominium, an owner clearly tells to the management company about the duration he/she wants to occupy the unit and the management Company may rent the unit for the remainder of the year to someone else.
- Revenue generated during the remainder of the year goes to the owner with a commission amount going to the management company

Service apartments/corporate lodgings:

- These are the accommodation made for guests who wish to stay for longer periods of time, generally up to six months or even a year depending upon the needs of their work and projects.
- Guests in these type of hotels often include salaried employees and businessmen moving from one city to another as well as consultants on temporary assignments, corporate training programs and special projects connected with movie or sporting events.
- Corporate lodgings usually provide fully furnished apartments for guests.

Level of Service

Hotels may also be classified into economy, mid-scale and luxury hotels on the basis of the level of services they offer and the rates of tariff.

Economy/budget hotels:

- As the name suggests, economy/budget hotels are cheaper than the other hotels because they provide items and supplies which are required on daily basis, and that too of not very expensive and luxurious quality.
- These properties focus on meeting the most basic needs of guests by providing clean, comfortable and inexpensive rooms.
- This type of hotels generally appeals to budget minded travelers who want rooms with all the amenities which fulfils basic needs.

Mid-scale/mid-market hotels:

- Mid-scale/mid-market hotels are the most popular hotels as they appeal to the largest segment of the travelling public.
- Mid-market services are modest but sufficient and the staffing level is moderate but not huge.
- This type of hotels generally offer a small living room or parlour area with a grouping of appropriate furniture and a small bedroom with a king size bed.
- Sometimes, they also provide with a kitchenette, complete with cooking utensils, refrigerator and microwave oven.

Luxury hotels:

- Luxury hotels, as the name suggests, offer world-class services, providing upscale restaurants and lounges, exquisite decor, concierge services, opulent meeting rooms and dining facilities.
- Even bath linen is also provided twice, once at the time of housekeeping service given to the room and second at the time of turndown service at evening
- In addition, these guestrooms contain furnishings, decor and artwork that are more expensive than that of guestrooms in the mid-market service category.

Unit 1 – lecture 3

Classification of hotels based on:-

Length of Stay

These types of hotels are categorized on the basis of length of the stay.

Transient hotels

- These are short-stay hotels.
- Here a guest can register for a day or even less than a day means only for few hours as well.
- Transient hotels generally are situated near airports and seaports.
- They are usually five star level hotels and may have travel agencies within the premises and also offer a car on hire.
- The occupancy rate is usually high, sometimes it touches or even crosses 100 per cent as each room may be sold more than once each day.

Residential hotels/apartotels

- Residential hotels or apartotels are the hotels, which provide accommodation for long period, and it can be from a month's time to a year or two.
- Usually, the hotels prepares documents like detailed lease agreement and get it signed by the customer because rent is paid either on monthly basis or quarterly but never on a daily basis.
- The guestrooms include a sitting room, a bedroom and a kitchenette.

Semi-residential hotels:

- Semi-residential hotels incorporate the features of both transient and residential hotels.

- If somebody wants to stay for few hours then they may sell the room on hourly basis and if somebody requires it for a long period then an agreement can be made and the room given to the guest accordingly.

Theme hotels

Heritage hotels

- As you know after the independence, in India, many kings and nawabs lost their status as kings or nawabs.
- They had built their residences as palaces or hawelies which contributed to the civilization and culture of our country in a grand manner.
- To preserve those magnificent architectural marvels and also to earn revenue, many of these historical places have been purchased by hoteliers and converted them as hotels.
- The Ministry of Tourism has three categories, namely, heritage, heritage classic and heritage grand.

Ecotels

- Ecotels are hotels, which follow environment friendly practices and procedures.
- Instead of being environment friendly, environment sensitive phrase is being used nowadays, after accepting that no hotel can be truly friendly to the environment, since in one way or the other they will be, though in a small way, harming the environment.
- But any hotel can try to be an environment sensitive by using less harmful products.

Boutique hotel

- Boutique hotels provide the best possible accommodation, are furnished in a themed and stylish way, and come with the best of personalized.
- These hotels try to offer services and facilities to show utmost importance to the guests.
- They cater to corporate travelers and discerning travelers who place high importance on privacy, luxury and service delivery.

Spas

- Spa is a place to take invigorating practices like massage.
- Spa refers to a tub for relaxation or invigoration, usually including a device for raising whirlpools in the water.
- A spa resort is a hotel that provides therapeutic baths and massages along with other features of a luxury hotel.
- A medical spa is a facility that operates under the full-time, on site supervision of a licensed healthcare professional.

Unit 1

Types of Room

In hotels the rooms are categorized and priced according to the type of bed, number of occupants, number of bed, decor, specific furnishings or features and nowadays special even the special theme available in the room.

Later when assign the guest room before the arrival of the guest the front desk agent must be aware of guest room characteristics for each room type available in the hotel. Also not to forget any guest specific request or room specific request requested by the guest for eg:- room away from the elevator, King bedded room, twin bed room, non- smoking room etc.

The condition of guest rooms maintained by housekeeping is the most vital factor as far as the customer satisfaction in the hotel business is concerned.

- **Single Room** – A room with the facility of single bed. It is meant for single occupancy. It has an attached bathroom, a small dressing table, a small bedside table, and a small writing table. Sometimes it has a single chair too.
- **Double Room** – A room with the facility of double bed. There are two variants in this type depending upon the size of the bed
 - King Double Room (with king size double bed)
 - Queen Double Room (with queen size double bed)

It is equipped with adequate furniture such as dressing table and a writing table, a TV, and a small fridge.



Single Room



Double Room

- **Double-Double (Twin Double) Room** – This room provides two double beds with separate headboards. It is ideal for a family with two children below 12 years.
- **Triple Room** - It is a room, as the name suggests, is for three guests and has one double and a single bed for triple occupancy. All the supplies and amenities are as per triple occupancy.
- **Quad Room** - It is a room, as the name suggests, for four persons and has two double bed or one double bed and two single beds for Quad occupancy. All the supplies and amenities are as per Quad occupancy.
- **King Room** - a room with a King-sized bed..
- **Queen room** - a room with a Queen-sized bed.
- **Twin Room** – This room provides two single beds with separate headboards. It is meant for two independent people. It also has a single bedside table shared between the two beds.



Twin Room



Twin Double Room



Hollywood Twin Room

- **Hollywood Twin Room** – This room provides two single beds with a common headboard. If a need arises, the two beds can be brought together to form a double bed.
- **Duplex Room** – This type is composed of two rooms located on two different floors, connected with internal stairs.
- **Cabana** – This type of room faces water body, beach, or a swimming pool. It generally has a large balcony.



Duplex Room



Beach Cabana

- **Studio** – They are twin adjacent rooms: A living room with sofa, coffee table and chairs, and a bedroom. It is also equipped with fan/air conditioner, a small kitchen corner, and a dining area. The furniture is often compact.
- **Lanai** – This room faces a landscape, a waterfall, or a garden.
- **Sico** - Sico room is a smart solution to space efficiency. Sico rooms usually have special beds which can be folded according to the guest's need. Guests get a meeting room by day and a sleeping room by night, with the comfort of a real mattress. With most meetings today consisting of ten people or less, Sico.
- rooms offer the flexibility to accommodate small meetings without tying up large meeting rooms.



Penthouse



Lanai

- **Suite** –It is composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who prefer more space, wish to entertain their guests without interruption and giving up privacy. There are various types of suites –
- **Penthouse Suite** – Luxurious than the regular suite. It is provided with the access to terrace space above the suite. It is aloof from crowd and provides a bird’s eye view of the city. It has all the amenities and structure similar to a regular suite.
- **Presidential Suite** – The best possible suite in the hotel.
- **Mini-Suite or junior suite** - A single room with a bed and sitting area.
- **Parlour:** A sitting or living room not used as bed room. **Studio Room:** A parlour setup with one or two studio beds or couches which can be converted into beds.
- **Efficiency Room:** A room having some kitchen facilities prominent in motels, resorts and residential hotels.
- **Family room** – A room with two double beds, meant for two, three or four persons.
- **Hospitality suite:** A suite or room, as in a hotel or convention center, rented by a business firm, political candidate, or the like, to meet and entertain clients, potential customers, etc.
- **Executive room** – a room that has large bedroom with a sitting area, provided with chairs and usually sofa and coffee table. This type of room typically has a workstation/lounge near the window. This is really a combination of bedroom cum sitting room.
- **Sample room:** A room, as in a hotel suite, in which merchandise is displayed for sale to the trade.
- **Connecting rooms:** Rooms with individual entrance doors from the outside and a connecting door between. Guests can move between rooms without going through the hallway.
- **Adjoining rooms:** Rooms with a common wall but no connecting door.
- **Adjacent rooms:** Rooms close to each other, perhaps across the hall.

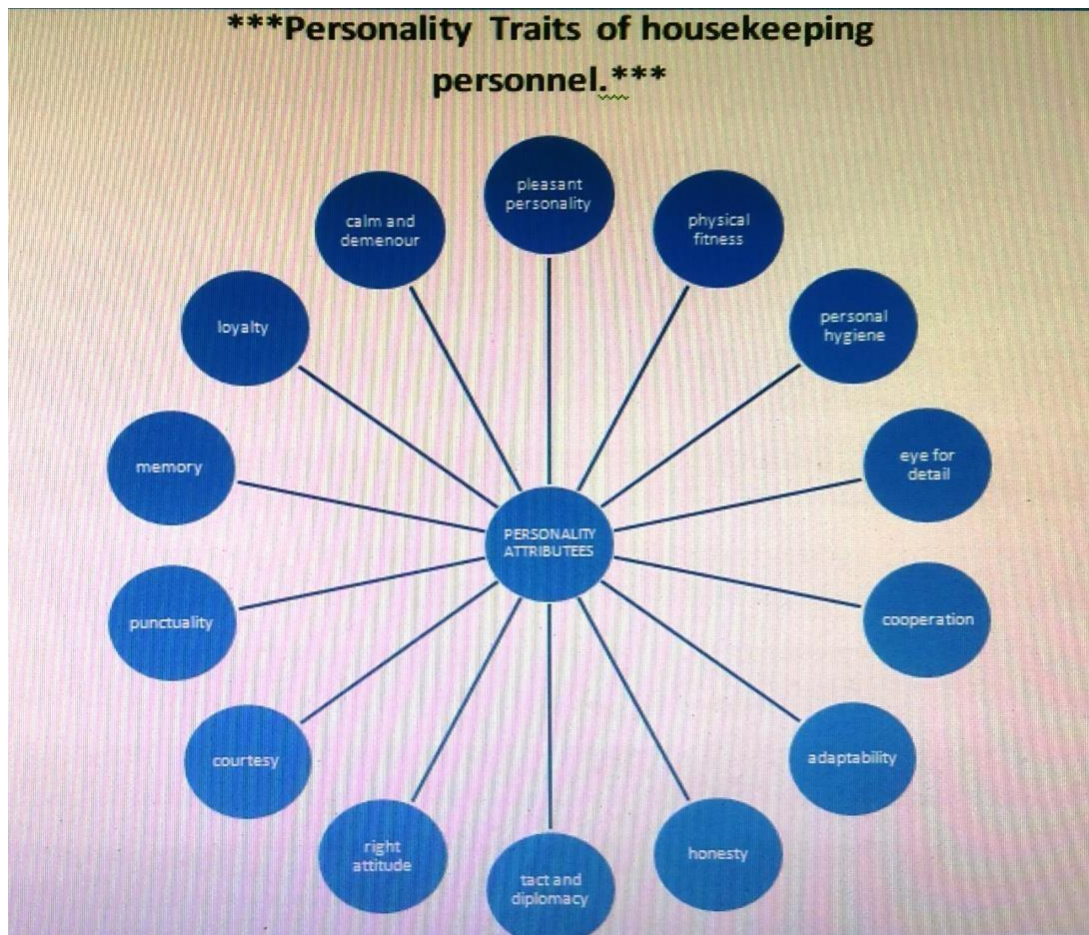
Role of Housekeeping department in a Hotel

Housekeeping plays a very important role in hospitality industry such as:-

- To maintain overall cleanliness of the entire hotel at all times.
- To perform cleanliness duties most efficiently and effectively.
- To use good quality, safe cleaning equipment and chemicals.
- To manage laundry and linen.

- To control pests.
- To keep up the hotel with classy interior decoration.
- To take care of the furniture, fittings, and fixtures of the entire hotel.
- To achieve the maximum possible efficiency in ensuring the care and comfort of guests and in the smooth running of the department.
- To establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department.
- To ensure a high standards of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet hall, conference venues, health clubs, and so on, as well as maintain an inventory for the same.
- To provide uniforms for all the staff and maintain adequate inventories for the same.
- To cater to the laundering requirements of the hotel linen, staff uniforms and guest clothing.
- To Provide and maintain the floral decorations and maintain the landscaped areas of the hotel.
- To coordinate renovation and refurnishing of the property as and when, in consultation with the management and with interior designers.
- To deal with lost and found articles.
- To ensure training, control and supervision of all staff attached to the department.
- To establish a good working relationship with other department.
- To ensure that safety and security regulations are made known to all staff of the department.

Personality traits of housekeeping personal



Pleasant Personality - A pleasant personality is the result of good grooming and good presentation in front of guests. The way a staff looks is the first impression he/she creates, and this reflects on the quality of service and standards in an establishment. It is good to remember that 'your last look in the mirror will be the guest's first look'. All the supervisory housekeeping staff and the guestroom attendants (GRAs) should be especially well groomed, as they come into close contact with the guest. The staff should be turned out in clean and crisp uniforms. Aftershave and perfumes used shouldn't be too strong. Mild deodorants should be preferred. Most establishments follow a minimum jewelry and light make-up policy for female housekeeping staff. Hair must always be clean and, in case of Long hair, tied up or back. Many hotels have a maid's cap for attendants. Because of the Long hours involved, housekeeping staff should wear comfortable, light, low-heeled box Shoes

Physical fitness

Housekeeping is a 24 x 7 x 365 operation and the staff work long hours on their feet. Most of their work is manual and may require them to handle heavy equipment. 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'.

Personal Hygiene

Personal Hygiene deals with matters pertaining to the health of the individual for the maintenance of which the responsibilities lie with him alone.

Elements of personal hygiene includes

- good and healthy habits
- cleanliness of the skin
- cleanliness and care of hair, eyes, ear, teeth , nose, nails, fingers
- Clean and tidy uniform and footwear's

Eye for detail

- Room Attendants need to have an eye for detail in order to make up a flawless guestroom
- Housekeeping supervisors need to have a keen sense of observation to inspect these rooms for perfection
- The power of critical observation is what distinguishes good service from average

Cooperation

- Housekeeping staff must cooperate not only with each other but also with the staff of other departments
- This is absolutely essential since housekeeping involves a lot of team work for efficient functioning

Adaptability

- This is an important quality in housekeeping staff
- They should be willing to try out and experiment with new ideas
- New methods and materials (foreign brands)

Honesty

- Trust and respect across the triangle of staff, guest and management relationship then there will be a work atmosphere that encourages efficiency and a good team spirit

Tact & Diplomacy

- It requires a lot of tact and diplomacy on the part of housekeeping staff to handle those who make unusual requests or complaints at their.
- Staff needs to be trained in handling guests who make such requests

Right Attitude

- Right attitude employee is proactive and anticipates the guest's needs and wishes
- E.g. an even temper, courtesy, good humor, remains calm and poised in difficult times

Calm

- Calm behavior helps employees to think rationally for themselves and to display their presence of mind

Courtesy

- Staff should never argue with the guest if they cannot deal with the situation; it should be referred to the senior member of the team
- Guests will always remember pleasant and charming staff as this adds to the positive experience in a hotel

Punctuality

- Respect for time during working hours will reflect on the employees' work and help to create an impression worthy of appreciation

Memory

- Remembering guest likes, dislikes, needs and wishes will be a tremendous asset to the hotel

Loyalty

- An employee's first obligation and loyalty are to the establishment in which they are employed to its management.

Daily Routine Housekeeping

- The Housekeeping Day

The housekeeping day refers to that part of the 24 hours in a day when housekeeping operations are in the full swing. The three shifts are usually as follows:

1. Morning shift : 7.00 am to 4.00 pm
2. Afternoon shift : 2.00 pm to 11.00 pm
3. Night shift : 11.00 pm to 8.00 am

- Opening The House

Opening the house refers to a daily operational procedure whereby rooms are assigned for servicing to GRA's scheduled for work that day. The procedure depends entirely upon the occupancy level of the hotel.

- Morning shift

The morning shift employees punch in their cards and proceed to the locker room to change into their uniforms. Normally, the soiled uniforms would have been exchanged on a one-for-one basis the previous evening. The activities carried out by the employees in the morning shift are described in this section.

- Briefing: The deputy housekeeper or the executive housekeeper, being the managerial staff will hold the briefing session for all the employees at the beginning of a work shift. This process facilitates a two – way communication between the management and the staff. Usually this is the time at which grooming standards are checked before allocating job to the staff. The following may be communicated in the course of a briefing session of 10 minutes :
 1. Any VIP in the house.
 2. Policies and new procedure to be followed by the staff or the hotel in general.
 3. Job allocations.
 4. Immediate reporting relationships for the shifts.
 5. Checking of grooming standards and personal hygiene.
 6. Appreciation for work will done on earlier shifts.
 7. Rectification required (on the basis of observation).
 8. Banquet or other events to be held in the hotel.
- Room assignments: After the briefing, the floor supervisor hand over the room assignment sheets to the GRA's. Blank room assignment sheets are prepared in triplicate so that they can be used for updating the room status in the afternoon and evening. Each rooms that the concerned GRA has to service, giving their status as indicated in the daily work report.
- Handover of keys: Once the GRA, have received their room assignment sheets, they are handed the floor master keys for their particular floor by the deputy housekeeper.
- Reading the cart: The GRA's armed with the master keys, then proceed to the floor pantries on their individual floors, where they make additions and alternations to their room attendant's cart according to the room occupancy.
- Room status check: At the stage one of the most important morning shift activities to be undertaken by the housekeeping staff is the physical checking of the room status.
 - All rooms check: The GRA's carry out a physical check of the room status & enter it in their room assignment sheets. If there in any discrepancy between the room statuses received from the front desk and the actual physical status of the room, the GRA should immediately inform the floor supervisor, so that it can be cleared up with the front desk. A consolidated report is to then

generate from the information received at the control desk by the control desk supervisor. This is called the housekeeping room status report.

- Vacant only status: In many properties, to avoid disturbing guests just to check the status of the room, a discrepancy report is generated by the inspection of 'on charge' and 'vacant and ready rooms'.
 - Sharing experience and inviting ideas or practical solutions to tackle any particular common problem.
 - Handover of any incomplete work to the staff on the next shift.
 - Checking the next day's duty roster.
- Afternoon / Evening shift:
The afternoon shift (also called as evening shift on some properties) GRA's update the room status again by understanding a physical check of guest rooms by 4.30 pm. The third blank room assignment sheet prepared earlier is filled with the updated status. They also read the day's entries in the log book. The GRA's then provide the turn-down service in all the occupied rooms at around 7.00 pm, when guests are expected to be out for dinner or other engagements. Any late checkout rooms also need to be serviced for late arriving guests or walk-in guests. The evening GRA's re-stock the room attendant's carts in the floor pantries for the next day's work and goes off duty.
 - Night shift:
The night shift supervisor takes over duty from the supervisor of the previous shift. The night shift supervisor is responsible for the following documents:
 1. Night report to housekeeping collection from the front desk to open the house in the morning.
 2. Originals and copies of all the daily work reports.
 3. All the section work sheets.
 4. Copies of the housekeeping status report.
 5. Completed key control sheet.
 6. Night supervisor's report on evening activities.

Room service and inspection: Having collected their carts and supplies, the GRA's now proceed to service the guestrooms.

The order of cleaning guestrooms is as follows:

1. Guest requests for early make-up (EM).
2. VIP rooms (before 11 am).
3. 'check-out' status rooms blocked for new arrivals.
4. 'Check-out' rooms.
5. Occupied rooms with 'please make my room'.
6. Stay overs.
7. Rooms that had a DND card displayed earlier in the morning.
8. Rooms due to move to 'check-out' status much later in the day.

Once the GRA's are through with the servicing of all rooms, usually by late afternoon, they undertake a physical check of the room status fill in the information on the blank duplicate of the room assignment sheet, and hand it over to the floor supervisor. The floor supervisor submits this to the control desk supervisor. The sheets from all the GRA's are consolidated by 3.30 pm. To generate the second housekeeping status report for the day and this is passed on to the front desk.

Clean-up, reporting, and handover:

The GRA's now send all the soiled linen (collected in the soiled linen bags on their room attendant's carts) down the linen chute. Around 3.30 p.m. the GRA's re-stock the carts for evening guestroom servicing. The floor supervisors collect and file away all forms and reports & they submit their work sheet at the control desk. The supervisors make morning shift staff hand over keys at the control desk, sign the key control sheet and assemble for their debriefing.

Debriefing and going off duty:

This session, similar and complementary to briefing at the start of a shift, may include the following:

- 1) Discussing problems faced by any staff member.
- 2) Sharing experiences and inviting ideas or practical solutions to tackle any particular common problem
- 3) Handover of any incomplete work to the staff on the next shift
- 4) Checking the next day's duty roster.

UNIT II

1. ORGANIZATION OF HOUSEKEEPING DEPARTMENT

1.1 Organization Chart of a Small, Medium & Large Hotel

1.2 Duties & Responsibilities of House Keeping Personnel

1.3 Inter departmental coordination

1.4 Control Desk Operations

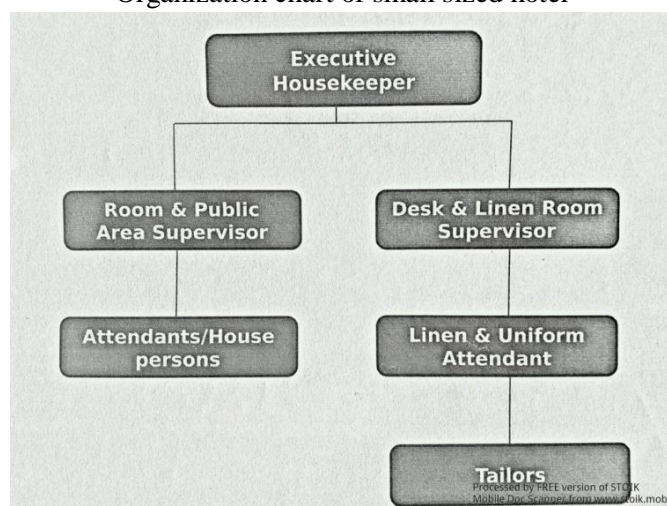
ORGANIZATION OF HOUSEKEEPING DEPARTMENT - UNIT 2

The organization structure of housekeeping department should provide a clear picture of the lines of authority and the channels of communication with the department.

Housekeeping department chart not only provides for a systematic direction of orders, but also protects employee's from being over directed. The chart shows that each employee should take orders only from the person directly above him / her.

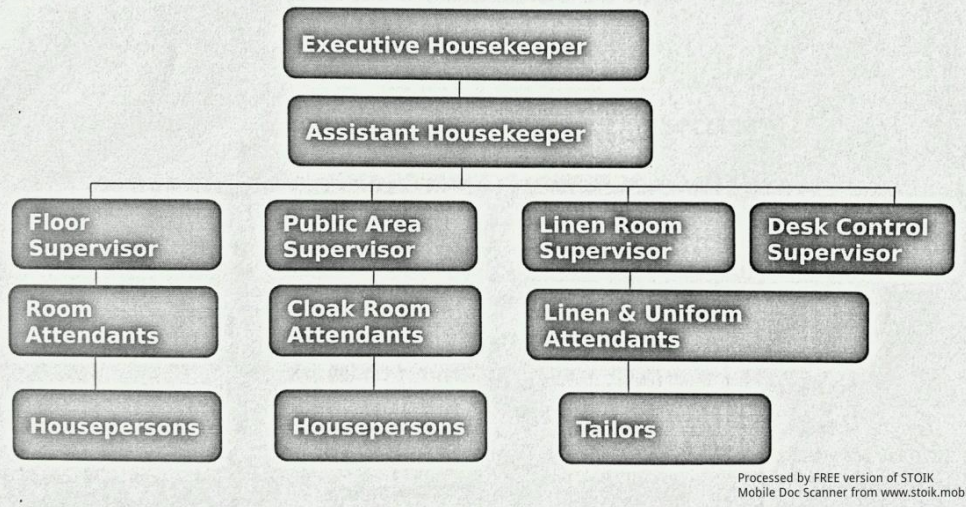
Also a copy of the chart should be posted in an area so that all housekeeping staff can see where they fit into the overall organization of the department. Ideally all hotels place the organization chart on either the housekeeping control desk room or the place where usually the daily briefing happens.

Organization chart of small sized hotel



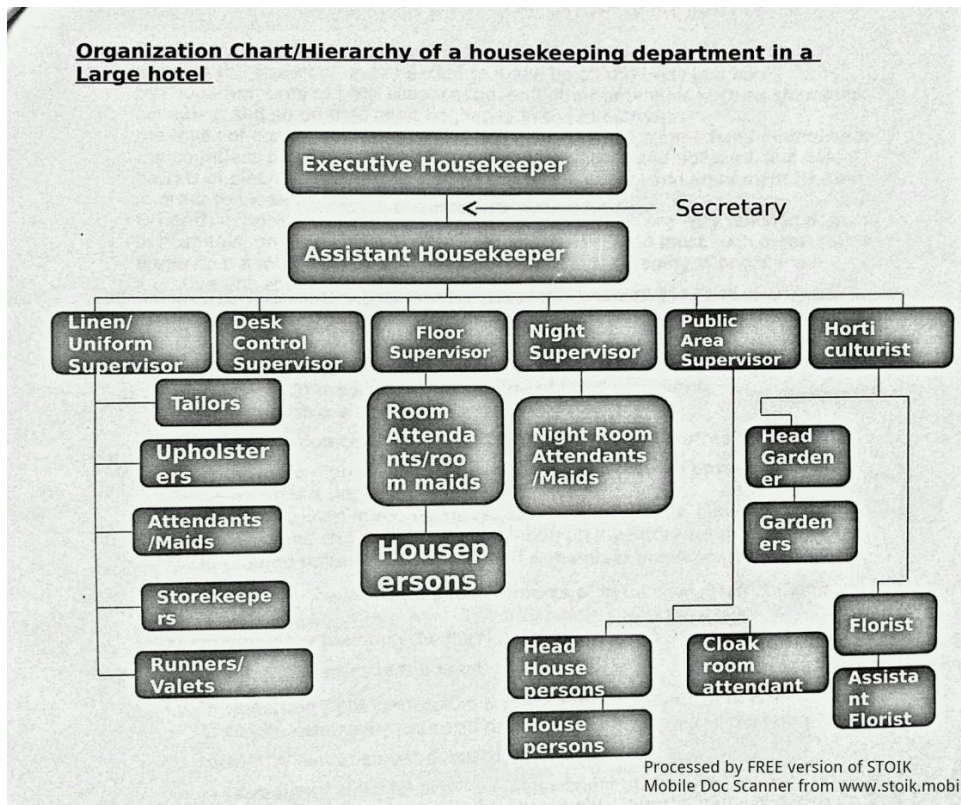
Organization chart of medium sized hotel

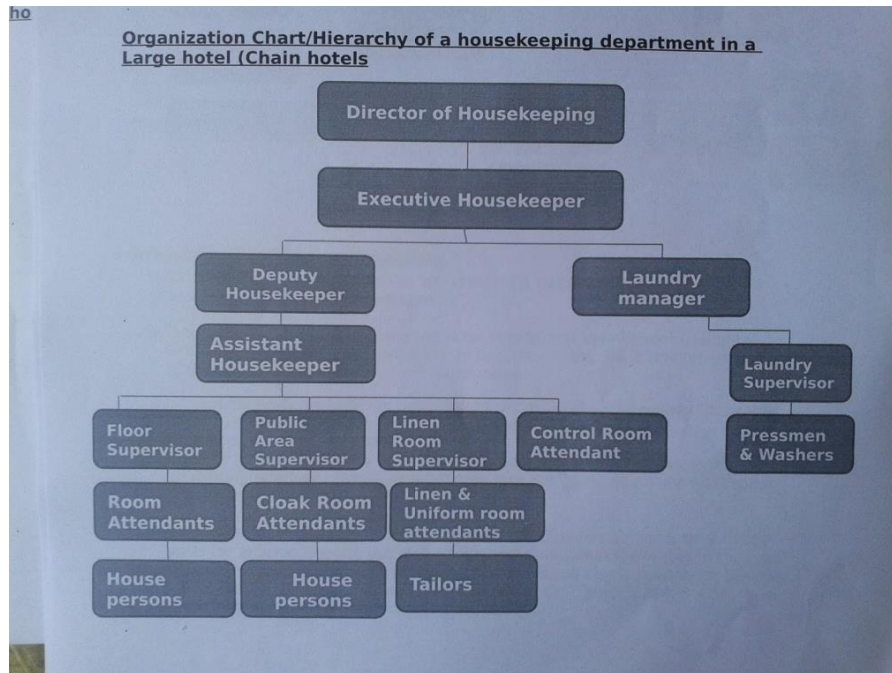
Organization Chart/Hierarchy of a housekeeping department in a medium-sized hotel



Organization chart of large sized hotel

Organization Chart/Hierarchy of a housekeeping department in a Large hotel





Unit 2

Duties and responsibilities of Housekeeping Personnel Executive House keeper/ Director of House keeping

The Executive house keeper is expected to

1. Organize, supervise and co-ordinate the work of housekeeping personnel on a day to day basis.
2. Ensure excellence in housekeeping sanitation, safety, comfort and ethics for hotel guests.
3. Draw up duty rosters and supervise the discipline and conduct of her staff.
4. Assure proper communication within the department by conducting regular meetings with all personnel.
5. Hire new employees, warn employees when hotel policies are violated and discharge employees when necessary.
6. Counsel employees on various duties and on work related issues.
7. Motivate her staff and keep their morale high.
8. Establish and maintain standard operating procedures for cleaning and to initiate new procedures to increase the efficiency of labour and product use.
9. Search constantly for and test new techniques and products.
10. Maintain an inventory of the furniture, linen and motivate equipment in the rooms and related premises and ensure they are regularly checked.
11. Organize maintenance and repair of guest rooms.
12. Deal with articles that a guest may have left behind in a room.
Ensure the provision of proper uniforms for the hotel staff.
13. Ensure observances of hygiene & safety precautions.

14. Offer suggestions to the human resource department concerning selection, recruitment, replacement, duty, alterations, up gradation, and so on.
15. Evaluate employees in order to upgrade them when openings arise.
16. Organize and supervise on-the-job and off-the-job training of staff.
17. Liaise between the maintenance and housekeeping departments.
18. Inspect and approve all supply requisitions for the housekeeping department and to maintain par stock inventory control and cost control procedures for all materials.
19. Check the reports filed and the registers maintained.
20. Maintain a time log book for all employees within the department.
21. Be responsible for the redecoration and refurnishing of rooms, lobbies, and so on.
22. Provide a budget to the management and undertake budget control and forecasting.

Assistant House Keeper/ Housekeeping Manager

Duties and responsibilities:

The assistant housekeeper is expected to

1. Be responsible for the efficient and orderly management of cleaning, servicing and repairing of guest rooms.
2. Be responsible for the hotel linen and check its movements and its distribution to room attendants
3. Keep an inventory of all housekeeping supplies and check it regularly.
4. Assist the room attendants in their work.
5. Provide the front office with a list of rooms ready for allotment of guests.
6. Organize the flower arrangements.
7. Arrange the training of staff and substitute for the executive house keeper in case of his/her absence.
8. Update record books, register and files.
9. Compile the maid's roster.
10. Check the VIP and OOO(Out Of Order) rooms.

Floor House Keeper/ Floor Supervisor Duties and responsibilities:

The floor house keeper is expected to

- Supervise the handing over of soiled linen to the laundry and the requisitioning of fresh ones from housekeeping.
- Ensure supply of equipment and maintenance and cleaning supplies to floors and public areas.
- Issue floor keys to room attendants.
- Supervise spring cleaning.
- Report on maintenance work on her floor.
- Co-ordinate with room service for cleaning.
- Maintain par stock for the respective floors.
- Co-ordinate with the front office manager.
- Facilitate the provision of extra services to the guests, such as baby sitters, hot water bottles and so on, on request.
- Immediately report any safety or security hazard to the security department or to the management.
- Check on scanty baggage.
- Prepare housekeeping status report.
- Supervise cleaning on the allotted floors and areas including guest's rooms, corridors, and staircase and floor pantries of the allotted floors.

- Report on standards of individual staff performance.

Public Area Supervisor Duties and responsibilities:

The public area supervisor is expected to

- Ensure that all public areas and other functional areas are kept clean at all times.
- Organize special cleaning of public areas.
- Ensure that all maintenance jobs are attended to in co-ordination within the maintenance department.
- Ensure that flower arrangements are placed in appropriate places in the public areas.
- Ensure that banquet halls and conference halls are kept ready for functions and conferences.

Night Supervisor

Duties and responsibilities: The night supervisor is expected to

1. Ensure that all public areas are thoroughly cleaned at night which is the only time when traffic is low.
2. Clear departure rooms to the front office if necessary.
3. Plan the order of work according to priority and direct the staff accordingly.
4. Make sure that departure rooms are serviced and made ready as soon as possible in order that reception may relate at any time.
5. Organize special cleaning of rooms as required.
6. Anticipate guests requirements at all times thereby ensuring comfort and satisfaction.
7. See that all lost-and-found articles are deposited with the control desk.
8. Ensure the submission of room attendant's reports and the room status report.
9. Report any safety and security hazards.

Evening shift Supervisor

Duties and responsibilities: An evening shift supervisor is expected to

1. Check all log entries and ensure that they are followed up.
2. Ensure all keys are deposited back before taking over the shift.
3. Ensure the cleaning of rooms that were not serviced in the morning, rooms with a 'do not disturb'(DND), double locked (DL) or refused service status.
4. Ensure all departure rooms are cleaned and released to the front office as soon as possible.
5. Ensure that the turn down service is carried out for all rooms.
6. Ensure public areas are kept clean at all times.

Linen Room Supervisor/Linen Keeper

Duties and responsibilities: The linen room supervisor is expected to

- Be responsible for the entire hotel's linen.
- Send dirty linen to the laundry after checking them piece by piece.
- Check laundered linen before giving it for ironing.
- Put away linen neatly once it has been washed, ironed and mended.
- Hand out linen to the various departments on presentation of vouchers signed by the heads of the respective departments.
- Maintain a register of linen movements & check the linen regularly.
- Look after the ironing and laundering of guests clothes and the uniforms of the hotel staff.
- Supervise the work of the linen attendants and tailors.

- Make suggestions relating to replacement purchases.

Uniform Room Supervisor

Duties and responsibilities:

The Uniform room supervisor is expected to

- Be responsible for providing clean serviceable uniforms to the staff of the hotel.
- Keep an inventory control of various uniforms in various stages of use such
- As when sorted ones handed over, or which are being washed or dry – cleaned in the laundry, or these on the person of the staff, or those in store for future issue
- Set the budget for the procurement of additional material for staff uniform.

Uniform Room Attendant

Duties and responsibilities: -

A uniform room attendant is expected to

1. Issue clean uniform while receiving soiled ones.
2. Send soiled uniform for laundering.
3. Examine the laundered items to ensure cleanliness and service ability.
4. Send torn uniform to the seamstress for mending.
5. Keep a count of uniform.
6. Shelve laundered uniform after verifying the types of articles.
7. Count and record linen to fill requisitions.

Control desk supervisor / control room supervisor

Duties and responsibilities:-

The control desk supervisor is expected to

1. Co-ordinate with the front office for information on departure rooms and handing over of clean rooms.
2. Coordinate with other department for smooth functioning and
3. Receive complaints on maintenance and housekeeping.
4. Maintain register kept at the control desk.
5. Receive special request from guest.
6. Act as a pivotal person in receiving and disseminating information amongst housekeeping staff.
7. Maintain the latest reports regarding room occupancy, VIPs, status of and so on, so that work can be delegated to attendants and supervisors accordingly.
8. Attend to all phone calls received at the control desk.
9. Be responsible for guestroom keys given to room attendants and to store the keys and maintain a key register.

Guest attendants / room maids / chamber maids

Duties and responsibilities:-

A room attendant is expected to

1. Clean and tidy rooms as per sanitary regulations assigned.
2. Change guestroom and bathroom linen.
3. Make guestroom beds.
4. Replenish guest supplies.
5. Answer guests promptly.
6. Be responsible for getting guest laundry processed.

7. Undertake the evening check rooms and provide the turn-down service.
8. Check and secure rooms.
9. Hand over to the housekeeper any article which a guest might have left behind in a room.
10. Replenish the maid's cart with guest supplies, cleaning agents, and linen.

Head house person

Duties and responsibilities: -

The head house person is expected to

1. Supervise the work allotted to house persons, especially those in the public areas.
2. Supervise the work of people who clean the carpets, wall washes, and window washers.
3. Supervise the work of drapery men, heavy vacuum machine operators' for general relapsing.
4. Supervise the work of furniture men, floor men, and warehouse men.

House porters / House persons

Duties and responsibilities: - A house persons is expected to

1. Clean carpets.
2. Shift beds, chairs, and other heavy furniture.
3. Cart linen to and from floors.
4. Clean the swimming pool.
5. Clean garden paths and such outdoor surface.
6. Clear out the garbage.
7. Polish all brassware.
8. Help room attendants in their work in guestroom.
9. Clean all doors, windows, and ventilators.
10. Take down and re-hang curtains as needed.
11. Clean fire-fighting equipment.
12. Keep the fire-fighting equipment.
13. Take on heavy cleaning of areas such as shafts and terraces.
14. Wash walls, draperies, chandeliers, and other hard-to-reach areas.

Tailors, Seamstresses, and Upholsterers

Duties and responsibilities: - This group of staff is expected to

1. Mend all damaged linen using methods such as patching.
2. Mend all damaged uniforms and after uniform is required.
3. Make pads from used mattress pads for the burnishing of silver.
4. Stitch pillowcases if required.
5. Refurnish all damaged upholstery.
6. Repair guest cloth if damaged.
7. Estimate the requirement of materials and request the linen room supervisor to place a requisition at the stores.
8. Draw material from the stores and take these to the tailoring room.
9. Pre-shrink material whenever required.

Gardener

The gardener is required to maintain the land scape areas and the gardens of the hotels.

His housekeeping duties and responsibilities are as follows

- Maintain the lawn and landscape of hotel

- Take care of all the seasonal planting.
- Take care of all the indoor plants of hotel.
- Oversee the upkeep of plant nursery and greenhouse.
- Supply with fresh flowers to hotel from time to time.

Inter Department coordination's

Coordination with Front office:-

- Room are of chief concern to the front office & H/K dept. it is imp for the departments to continuously exchange information on room status.
- The front office must provide lists for expected arrivals and departures for the day in advance, & notify HK of actual arrivals & departure as & when they occur.
- The front office is not allowed to assign guest rooms until the rooms have been cleaned, inspected and released by the HK department.
- Each night, a front office produces an 'Occupancy report', also known as 'Night Report'
- This Night Report list rooms occupied that night and indicates guest who are expected to check out the following day.
- The Housekeeping department also receives imp information from the F.O, which requires special attentions:
 - VIPs in the House
 - Groups in the House
 - Crew in the House
 - Flowers

Coordination with Maintenance Department:-

- The maintenance department is responsible for the provision of engineering facilities that contribute to the comfort of guests.
- Any defects and faults should be immediately reported to maintenance dept.
- The various heads under which maintenance work is done
 - Electrical work
 - Mechanical work
 - Plumbing work
 - Masonry work
 - Carpentry work
- Repair & fix damaged shelving & furniture necessary
- Repair broken windows, doors and locks
- Repair or replace floor as well as wall tiles
- Carry out plaster repair works to walls
- Carry out general painting & plumbing works
- Report any severe damage to the head of the department

Coordination with Security Departments:-

- The coordination here is mainly concerned with the prevention of fire & thefts & the safe keeping of keys and lost property.
- H/K personnel should report anything of a suspicious nature immediately to the security staff.
- The security department is responsible for conducting training sessions on handling emergency situations for the staff

Coordination with food and beverage department:-

- The food & beverage department consists of both the service staff as well as the kitchen staff.
- The coordination of housekeeping with the restaurant and banquet halls is mainly concerned with the provision of linen & uniform.
- Coordination between the 2 department becomes particularly necessary in the case of room service, so that friction does not arise over such matters such as waiter collecting trays from guest rooms or room service staff leaving soiled trays in the corridors or causing extra work through spills on the carpets
- Both restaurant & kitchen staff requires clean uniforms on daily bases, for which they need to communicate with housekeeping.

Coordination with stores:-

- Coordination with stores ensures the availability of day to day necessities of housekeeping
- Larger hotel have a store attached to the housekeeping department that stocks linen, supplies etc, whereas small hotels may stock in the general stores.
- Communication with stores is by way of requisition form.

Control Desk Operations

- The control desk is the central hub of the HK dept. This is the area in the department where all info is received & from where message are dissipated to the HK & other staff present in various part.
- The main function is ensuring smooth coordination between HK and other dept.
- Apart from maintaining the intra- inter – department channels of communication it is the control desk which receive message from in-house guests over phones.
- In most hotel, this is the area where HK employee report for work, collect respective keys, sign for them, peruse the log book, get their briefing and at the end of their shift, report back.
- It have a large notice board displaying notices, general info, duty roster, cleaning schedules, VIP list, list of work crew and groups
- One of the most imp roles of the control desk is maintaining various imp records, registers, forms and formats so that they are available and easily accessible for reference to manager and supervisors
- The control desk is manned round the clock for efficiency and smooth communication in the department at all the times

CLEANING EQUIPMENT

The instrument or the machine which is required to clean the Hotel areas is known as cleaning equipment

Types of Cleaning Equipment:-

- 1) Manual Equipment
- 2) Mechanical Equipment

MANUAL EQUIPMENT

Definition:- A equipment which is handled by human being and run by human power and technique.

- ◆ BRUSHES
- ◆ BROOMS
- ◆ BOX SWEEPER
- ◆ DRY MOPS
- ◆ WET MOPS
- ◆ CLOTHS
- ◆ POLISH APPLICATOR
- ◆ CONTAINER
- ◆ SUNDRY EQUIPMENT

1) BRUSHES

Basic parts of brush:-

- Bristles (horsehair, nylon, polypropylene)
- Head stock (wood, metal, or plastic)
- Handle may be detachable or non detachable

Types of Brushes:-

- 1) Hard Brushes
- 2) Soft Brushes
- 3) Scrubbing brushes

Hard brush:-

- Hard brushes have bristles that are fairly stiff and well-spaced out.
- They are suitable for the removal of heavy soil and litter from carpets and for cleaning rough surfaces.

Soft brush:-

- They have flexible bristles and set close together
- Used for removing loose soil and litter on hard, smooth surfaces
- Used for dusting carpets and furniture
- Made of cane or bamboo

Scrubbing brush:-

- They have short, coarse bristles
- Used to remove stain and stubborn dirt from the surface where it is difficult for scrubbing machine to access
- Sometimes we used long handle scrubbing brush (deck scrubber or T- scrubber)

Brushes are also classified:-

- Toilet brushes (WC brushes)
- Bottle brushes (wash basin, tubs)
- Cloth scrubber (scrubbing clothes)
- Deck scrubbers (cleaning large areas)
- Carpet brushes (brushing carpet)
- Upholstery brushes(dusting)
- Feather brushes (light dusting)
- Hearth brushes (heavy soiling & removing ash out of fire place)
- Flue brushes (cleaning chimneys)

Care & Cleaning of Brushes:-

- Brushes should be tapped to loosen the dust & debris after cleaning
- They should be frequently washed & dry after used
- They can be wash in warm, mild, soapy solution
- Disinfectant should be used for toilet brushes
- Whenever possible dry the brushes in open sun

2) BROOMS

- 3) Brooms consist of long bristles gathered together and inserted into handle
- 4) The bristles may be made of grass, corn, or coconut fibers.

Types of brooms:-

- a. Soft bristled brooms:-
 - Corn fiber brooms, grass brooms and whisk brooms for smooth floors
- b. Hard / coarse bristled brooms:-
 - Yard brooms, coconut fiber broom.
 - Used for coarse surface especially outdoors.
- c. Wall brooms:-
 - These are also called ceiling brooms or Turk's head
 - Used to remove cobwebs, dust from cornices, ceiling and high ledges

Care and cleaning of brooms:-

- 1) Brooms should be shaken free of dust and fluff
- 2) Never store them standing on their bristles
- 3) Store either lying horizontally or hanging bristles downward
- 4) Never used soft brooms on wet surfaces
- 5) Brushes used for wet areas, after used they should be washed ,dry and kept

2) BOX SWEEPERS

- 1) These are also called carpet sweepers
- 2) Used for sweeping up dust and litter from soft floor covering such as carpets and rugs
- 3) They are ideal for removal of spills and for light cleaning of small carpeted areas
- 4) A box sweeper consist of friction brushes that revolves when the equipment is pushed manually over the carpet or floor, the dust get thrown in to a dustpan which are emptied after use

Care and cleaning of box sweepers:-

- The friction brushes should be kept clean
- The dust pan should be emptied of after use

3) DRY MOPS

- 1) Also called dust control mops
- 2) Used to remove soil & debris from floors, walls, & ceiling without raising
- 3) Mops consist with handle to which metal frame is attached
- 4) The mop head is either inserted into the frame or stretched

Types of Dry mops

- 1) Mops with impregnated fringes
- 2) Impregnated mop sweeper
- 3) Static mops
- 4) Disposal mops

➤ Mops with Impregnated fringes

- These mops consist dense cotton fringes inserted into a metal frame
- The mops are usually pre- impregnated or will require impregnation by soaking in or spraying with mineral oil or synthetic impregnating fluid. The dust is held on the mops by the oil.

➤ Impregnated mop sweeper

These mops consist of a double – hinged frame and thus are also called ‘V’ sweepers. The mops require impregnation before each use. The mops are cure with the help of mineral oil for a sufficient time otherwise the mop will leave a film of oil on the cleaned surface due to improper curing.

➤ Static Mops

This mop consist of acrylic, nylon, or polyester strands fixed to a backing and stretched over a metal frame.

➤ Disposable mops

- These mops consist of a handle with a soft pad at the end, on to which cheap cotton or a synthetic material is affixed
- The material has the properties to attract and hold the dust.

Care & Cleaning of Dry mops:-

- 1) Shake the mops well after use
- 2) The mop should be easily detachable so that they can be frequently washed in hot water with detergent
- 3) The clean mop should be tightly squeezed out, left to dry in open air.

4) Wet Mops

- These mops is used in conjunction with buckets for the removal of dirt adhering to surface
- The mops head can be made up of cotton, sponge, or any other fiber capable of absorbing moisture.

Types of wet / damp mops

- a. Do- all mops
- b. Kentucky mops
- c. Foss mops
- d. Sponge mops
- e. Squeeze
- f. Johnny Mop

- a) **Do- all mops:** - These mops consist of cotton strands of twisted cotton to a circular metal plate, which in turn is fixed to a stock.
- b) **Kentucky mops:** - These mops consist of cotton strands fixed to a length of cotton fabric, which in turn inserted into a flat metal stock.
- c) **Foss mops:** - These consist of dense cotton fringe inserted into a heavy metal stock.
- d) **Sponge mops:** - These consist of cellulose sponge fixed to a replaceable, lever controlled head, hinged for wringing out and attached to a long handle. Useful to clean hard floor .
- e) **Squeeze:** - A squeeze consist of a long metallic handle and a wooden or rubber blade to remove excess water from a surface or wiping.
- f) **Johnny Mop:** - The Johnny Mop is great for applying liquid toilet cleaners and creating a foaming action with our Safety Foam.

Care & cleaning of wet mops:-

- 1) Shake the mops well
- 2) Washed them with detergent solution
- 3) Dry them properly
- 4) Should be kept in airy place

5) CLOTHS

- a) CLEANING CLOTHS:- DUSTER, SWABS, FLOOR CLOTHS, SCRIM, GLASS CLOTHS, RAGS, POLISHING CLOTHS, WET CLOTHS, CHAMOIS LEATHER
- b) PROTECTIVE:- DUST SHEETS, DRUGGETS, BUCKET CLOTHS

Duster :- a) These are meant for dusting and buffing.
b) Soft absorbent plain or checked cotton material.

Swabs and Wipes:-

- a) These are all purpose cloths made of soft, absorbent materials.
- b) They are used for wet cleaning and damp dusting all surface above floor level.
- c) They are also used for cleaning bathtubs and wash basin.
- d) Wipes are loosely woven cotton cloths.

Floor cloths:-

- a) They are bigger, thicker, and made of coarse cotton material.
- b) They are used to wipe WC pedestal and remove spills from floors.

Scrim:-

- a) This are loosely woven linen material resembling fine sack cloth.
- b) Due to its high absorbency and lint free nature it is often used instead of chamois leather for cleaning mirrors and glass windows.

Chamois Leather:-

- a) Chamois leather is the skin of the chamois goat.
- b) Used for cleaning mirrors and windows.
- c) It is also used as a polishing cloth for silver and other metals.

Rags:-

- a) Rags are disposable cloths usually obtained from the sewing room
- b) Used for applying polish or strong cleaning agent and are disposed of when dirty

Polishing cloth:-

- a) Polishing cloth are pieces of flannel.
- b) Used for buffing the surface after been applied by the rag and cleaning agent.

Wet cloth:-

- a) Wet cloth need to be very absorbent and manageable size, so that they can be wrung out hand easily during cleaning.
- b) Used for mopping large floors areas.

Dust Sheets:-

- a) Are made up of thin cotton material, being size of single sheet.
- b) Discarded bed sheets or curtains from the linen room can be used as dust sheets.
- c) Used to cover the articles, furniture during spring cleaning.

Druggets:-

- a) These are made up of coarse linen or plastic.
- b) They may be the size of carpet or long.
- c) They are placed on the floor to prevent from dirt in bad weathers and redecoration projects.

Bucket cloth:-

These are made up of thick fabric and used to protect the carpet or flooring when a fire place is being cleaned or place under bucket to prevents mark on the surface they are kept on.

Care & Cleaning of cloths:-

- Goods care of cloth is important for efficient cleaning and longer life
- Cleaning of different cloths.

6) Polish Applicators

- a) Made up of different types .
- b) Used to carry cleaning agents for easy way of working.

Care & cleaning:-

After the work is over it should be washed properly dry and kept.

7) Containers

The work become much easier if the staff are given appropriate container in which to carry, transport, collect, and store supplies and other items.

Types of container

Buckets, basins and bowls, dustpans, dustbins, sani bins, spray bottles, hand caddies, cart & trolleys, Chambermaid's trolley

Buckets: - a) They are plastic or galvanized iron.

- b) Plastic buckets are more popular due to their light weight, easy to clean, easy to use.

Basins & Bowls: - These are used to carry small amount of water, cleaning solutions and powders.

Dustpans: - a) Used with conjunction to brooms and brushes to collects dusts from the floor.

- b) They are made plastic or metal.
- c) The edge is thin and flat.

Dustbins:- a) These bins are made of plastic or wood .

- b) Used to collect waste .
- c) Used in guestrooms, service rooms, public areas for the collection of waste.

Sani- bins:- a) These are metal or plastic bins with lid.

- b) Found I toilets for the collection of soiled sanitary towels.

Spray bottle:- These are light weight containers that deliver a fine mist of water or cleaning solution through a fine nozzle.

Hand Caddies:- a) Also called 'cleaners' boxes

- b) These are made up of wood or metal but nowadays it is found in plastic.
- c) For carrying cleaning supplies from room to room for cleaning.
- d) Window cleanser, bowl brush, cloth, sponge, gloves, room freshener, scrubber etc.

Chambermaid's Trolley:-

- a) Also called room attendant's trolley.
- b) Most significant piece of equipment in HK department.
- c) It is a giant tool box, stocked with everything necessary to service a guestroom properly.
- d) Most of them are made of metal but sometime wooden cart are also available.
- e) The cart should be well organized with all the required things.

MECHANICAL EQUIPMENT

Definition: - Mechanical equipment are those equipment which work with the help of electricity.

Scrubbing/polishing Machine:-

Scrubbing machines consist of one large or several small brushes which revolve and scrub the floor; the water and detergent are released from a tank attached to the machine. It is used to scrub the surface for better cleaning.

Scrubbing machine:-

- a) This is an Automatic Scrubbers feature an easy fill 24 gallon tank and the floating squeegee system allows on board pressure adjustment.
- b) Another feature of this automatic Scrubber is the spring-activated self-leveling system which absorbs vibration and automatically adjusts to provide excellent results on any surface

Vacuum or suction cleaners:-

- a) Remove dust and other loose particles from hard or soft surfaces by suction.
- b) Consist of foot pedal, cloth bag containing paper bag, exchangeable head, flexible hose attached to body of machine, fabric filter, and disposable fine paper filter.
- c) Vacuum wet, dry, light, and heavy filth simultaneously.

Floor Polishing Machine:-

- a) It is used to polish the floor which gives smoothness and brightness to the floor.
- b) It consists of a polishing wheel with a handle.

Floor sweeping machine:-

- a) It is the automatic machine used for sweeping the floor.
- b) It consists of wheels and rotating broom brush.
- c) The Silver Series Vacuum Sweepers represent a new generation of vacuum sweepers, providing optimum productivity to commercial and industrial facilities with 26,000 to 38,000 sq. ft./hr of one-pass cleaning for both carpet and hard floor surfaces .

Carpet spotter cleaner:-

- a) It is used to clean the spots on the carpet and upholstery.
- b) It consists of a gallon and extractor which helps to clean the spots.

Carpet shampooer:-

- a) It is used for shampooing the carpet.
- b) It consists of carpet extractor which is perfect for upholstery and carpet shampooing.

Carpet Dryer:-

- a) It is used to dry the carpet in the minimum time.
- b) It consists of a fan and warm air blower.
- c) It reduces the chance of mold growth on the damped carpet.

Carpet pile lifter:-

- a) It is used to remove the piles or cotton dust from the carpet.
- b) It consists of brush which helps in lifting the pile.

Washing machine:- It is the machine used for washing clothes and linen.

Drying machine:- It is the machine used for drying linen in minimum time.

Ironing Machine:-

- a) It is used to iron or press the linen used in the hotel.
- b) It has a electro-thermal plate which warms and presses the linen.
- c)

CEANING AGENT:-

Any agent that helps in the removal of soil is called a cleaning agent. Cleaning agents may be either natural or synthetically developed. They are generally classified as: water, detergents, abrasives, degreasers, acid cleaners, organic solvents, and other cleaning agents.

CLASSIFICATION (TYPES) OF CLEANING AGENTS

Cleaning agents are classified according to the principle method by which soil or stains are removed from the surface. This will be determined by their composition.

The principle classes are:

- Water
- Abrasives
- Reagents
- Organic solvents
- Disinfectants and bleaches
- Polishes
- Deodorizers
- Toilet Cleaner
- Floor Sealers
- Detergents
- Glass Cleaner
- Floor stripper
- Carpet cleaner

1. WATER:-

Water is the simplest cleaning agent and some form of dirt will be dissolved by it; but normally it is a poor cleaning agent if used alone. It becomes effective only if used in conjunction with some other agent, e.g. a detergent. Water serves to:

- Carry the cleaning materials to the soil
- Suspend the soil
- Remove the suspended soil from the cleaning site
- Rinse the detergent solution from the surface

There are two types of water:-

- Hard water
- Soft water
- Hardness: Hard water contains calcium and magnesium salts which will inhibit cleaning of material in the following ways –
- In combination with soap the salts form insoluble scum which reduces the efficiency of the soap and makes rinsing difficult
- Hard water can be softened by –
 - Addition of soda
 - Addition of water softener based on sodium sesqui – carbonate
 - Water softening units, e.g. permutit.

2. DETERGENT:

Detergents are those cleaning agents, which contain significant quantities of a group of chemicals known as 'Surfactants' (chemicals which have water and soil attracting properties). A number of other chemicals are frequently included to produce detergents suitable for a specific use.

Chemical composition of detergent: -

- 1) **Soapy detergent:** These are obtained from fat & oil when they are treated with alkaline. This process is called as saponification. This soap is inexpensive. They are effective only on soft water. In hard water they form a scum i.e. difficult to rinse away.
- 2) **Synthetic detergent:-** These are soap free & have replaced the use of soap in many cleaning surfaces. They are not affected by water. They have good suspending power.

There are three basic properties of good detergent.

- 3) **Ideal detergent:** different types of detergents are used according to their suitability in cleaning various surfaces. However the selection of detergents should be based on certain criteria to ensure that the optimal detergent is brought and the house keeper gets value for money. an ideal detergent should be
 - Have good wetting, emulsifying and suspending power

- readily dissolved in water
- cleanse quickly with minimum agitation
- be effective in all ranges of hard water, without producing scum
- be effective over wide range of temperature
- be harmless to the skin and the surface to be cleaned
- be easy to rinse away
- and biodegradable

The three basic properties of a good detergent are :

1. Good wetting power – to lower the surface tension of water and enable the surface of the article to be thoroughly wet.
2. Good emulsifying power – to break up the grease and enable the dirt to be loosened.
3. Good suspending power – to suspend the dirt in the solution, thus preventing its re-deposition.

How detergent works?

It is the surface-active agent or surfactant in the detergent that are responsible for the three basic properties of the detergent. Each molecule of the surfactant has a hydrophilic (water-loving) head and hydrophobic (water-hating), oleophilic (grease-loving) tail. In other words, the hydrophilic head is attracted to water, whereas the hydrophobic tail is attracted by grease and repelled by water. When the detergent is added to water the following action take place.

Wetting action

The detergent lowers the surface tension of the water. The surfactant molecules tend to arrange at the water-air interface. The hydrophobic tails of the surfactants molecules are repelled by water, creating a pull in the opposite direction to that of the inward pull of the water molecules.

Emulsifying action

The hydrophilic tails of the surfactants molecules are also oleophilic in nature, that is, they are attracted to grease. The tails, thus, penetrate the grease and lift it off the fabric surface. The dirt also gets lifted away as it is entrapped in the grease.

Suspending action

Since the grease molecules are trapped by the surfactant molecules, their contact with other surface is prevented. The grease (with the embedded dirt) is thus held in stable emulsion in water. This is also partly due to the fact that the hydrophilic heads at the other end from the grease molecules are attracted to water. Most of the surfactant now carries a mild charge, that is, they ionize and repel each other. This also aids the role of suspending power of detergent.

3. ABRASIVES:-

These are substance or chemicals that depend on their rubbing or scratching action to clean dirt and grit from hard surface.

They are used to remove very stubborn stains on various surfaces.

The cleaning action of abrasives depend on the presence of fine particles which when rubbed over a soiled hard surface, dislodges the soil, removes tarnishing and surface scratches from metal surfaces.

Fine Abrasives:

These include precipitated whiting (filtered chalk) and jeweler's rouge (a pink oxide of iron) used for shining silver. They are also constituents of commercial silver polishes.

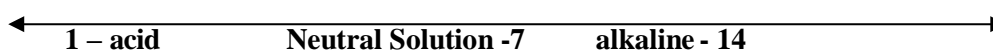
Medium abrasives: these include rotten stone, salt, scouring powder and scouring paste. Scouring powders are made up of fine particles of pumice mixed with soap/detergent, and alkali and a little bleach.

Hard / coarse abrasives: these include bath bricks, sandpaper, pumice, steel wool, and emery paper. Glass paper, calcite, sandpaper, fine ash, emery powder and paper, jeweler's rouge, powdered pumice, precipitated whiting (filtered chalk). Ground limestone, sand, steel wool and nylon scourers are some commonly used abrasives.

Abrasives are usually not used alone in cleaning agents. For example, a cream or paste meant for cleaning utensils contain about 80 % of finely ground limestone, along with other substances such as bleaches, anionic surfactants, alkaline builders, and perfumes.

4. Reagents:

These being cleaning by a chemical reaction & so they include acids' alkalis in the cleaning process. To understand the action of acid & alkalis one must & alkaline in the solution.



Acid: Acid are used as cleaning agent & may vary from mild acid such as acetic acid, lime, tamarind, etc through the strong acid such as concentrated or dilute hydrochloric acid. The housekeeping staff needs to be trained in the handling of strong acid as they are very corrosive.

Alkalis: These are used as cleaning agent in a form of liquid and powder. They are particularly used for the laundry very strong alkalis are corrosive & toxic. They are called as caustic alkalis. Many alkalis act as bleaches. The caustic soda based cleaning agent are used to clean blocked drains, to clean oven & other industrial equipment's.

5. Disinfectants & bleaches:

Disinfectants help in the cleaning process by bringing about the microbial control. The term disinfectants are generally used for all the agents that bring about germ control. Most of the disinfectants have strong smell. Therefore it should be used only strong smell. Therefore it should be used only in the recommended amount in the area where germ control is required.

Microbial control	Action
Disinfection	Killing most microbes , but not their spores
Bactericidal	Killing most bacteria, but not their spores
Bacteriostatic	Making the environment non-conducive for the growth & reproduction of bacteria.
Antiseptic	Making the environment non-conducive for the growth & reproduction of disease causing (pathogenic) microbes.
Sanitation	Reducing the microbial count to an acceptable level.
Sterilization	Killing all kinds of microbes as well as their spores.

6. POLISHES:-

These chemicals produce a shine to provide a smooth surface from which light is reflected evenly. Polishes are primarily applied to the surface to form a hard protective layer and thus guard against the finger marks and scratches. They also create an attractive sheen on the hard surface.

- i. **Metal Polish** : These remove the superficial tarnish that forms on the metal surfaces due to the attack of certain compounds in air and some food stuff. These polishes also eliminate any scratches on the metal. Most polishes also contain a fatty acid, a solvent and water. In hotels, the hard surfaces where metal polishes are used include door plates and handles, foot rails in bars, staircase banisters, ash trays, bathroom fittings, tableware, and cutlery.
- ii. **Furniture Polish**: These contain a wax or resin, a solvent, water and silicon. The wax or resin helps to keep the furniture surface supple. It also protects against abrasion and absorption of stains and spills. The wax also provides a smooth surface from which the light is reflected, the solvent and water are meant to remove the grease stains and water-soluble stains respectively. The silicon used to make the polish easier to apply also gives it a harder and long-lasting finish.
- iii. **Floor Polish**: These floor polishes lend an attractive sheen to the surface and also provide a protective coat on it. The main aim of using floor polishes is to deposit a layer of wax on the surface. Therefore, they are also referred to as floor waxes. There are basically two types of floor polishes: solvent-based and water-based polishes.
- iv. **Leather Polishes**: These contain a special blend of waxes, a spirit solvent and occasionally a dye. They are available in the form of cream and liquids. They help to keep the leather supple and impart sheen to it.

8. **GLASS CLEANER:-**

- They are composed of an organic water-miscible solvent such as isopropyl alcohol & an alkaline detergent.
- Some glass cleaners also contain fine, mild abrasives. Most glass cleaners are available as sprays or liquids.
- They are spread directly on windows, mirrors and other glass surfaces or applied using a soft lint-free dust.

9. **DEODORIZERS:-**

- It helps in the cleaning process by counteracting stale odours.
- Sometimes also introducing fragrance to mask them.
- Used in restrooms, guestrooms, guest bathrooms, cloakrooms,
- They are available as aerosol spray, liquid, powder, and crystalline blocks
- Eg:- naphthalene balls

10. **TOILET CLEANER:-**

- These are strong, concentrated cleaning agents designed to clean and disinfect WCs and urinals.
- They are available in liquid, powder, and crystalline form.
- They are acidic in nature to remove stubborn stains.

11. **Floor Sealers**:

These are applied to the flooring surfaces as they act as a proactive barrier by preventing the entry of dirt, dust, liquids, grease, stains and bacteria. They prevent scratching and provide an easily

maintainable surface.

11) Floor Strippers :

These are used to remove a worn out finish so that a new sealer or polish can be applied. Most of the strippers are made up of alkaline with a high pH.

12) Carpet Cleaners:

These are composed of neutral water-soluble solvents, emulsifiers, defoamers, sanitizer, soil repellants, optical brighteners and deodorizers. They are available as sprays, powders, foam and liquid shampoo.

13. Organic Solvent:-

Many organic cleaners contain plant based ingredients like essential oils, vinegar and baking soda.

Selection of the Cleaning Agents

The use of cleaning agent is used to meant time, effort and, money. The following points need to be considered while selecting a cleaning agent.

1. Type of Spoilage
2. Type of Surfaces
3. The Odor of cleaning agent
4. Composition of cleaning agent
5. The Range of Action
6. The Shelf life
7. The Phase of use, Saving efforts and time
8. The Packaging volume and quantities
9. The side effect
10. The cost effectiveness

Storage of the Cleaning Agents

The cleaning agent with a longer shelf life is usually brought in a bulk because of the reduced cost. The other cleaning agent are bought and replenished periodically.

The points to be kept in mind while storing the cleaning agents are :-

1. Ensure that storage rack are strong and sturdy.
2. Store in clean and well ventilated.
3. Label all the containers neatly.
4. Ensure all the lids are secured tightly.
5. When dispensing the cleaning agent use appropriate dispensers and measuring apparatus
6. Avoid spillage and if the spill occurs clean it immediately.
7. Follow a systematic procedure for rotating stock that is first in first out(FIFO)
8. The organic solvent polishes, strong reagents and the aerosol based agents should be kept away from the heat sources.
9. Check the stock regularly
10. The Store should be locked when not in use.

Issuing of Cleaning Agent

The house keepers should implement proper systems for the issuing of cleaning agent from housekeeping stores. The following method can be followed:-

- a. **Requisitioning** : This system is followed in large hotels. The floor supervisor maintains a requisition book which the room attendants fill up whenever the supplies are diminishing. This is signed by the floor supervisor and sends to the Storekeeper. The storekeeper then issues the items which are collected by the housemen and transported to the respective floor.
- b. **Full for Empty** : This system of issuing is followed in smaller hotels. The empty containers used are by room attendants are taken to the Housekeeping stores. The Storekeeper then replaces the full once.
- c. **Topping Up** : In this systems the room attendants approach the Housekeeping stores only at a fixed time every week for getting their supplies topped up. The Storekeeper replenish or top up the cleaning agents and then they are sent back to the respective floor.

CLEANING AND POLISHING OF SURFACES

Hard surfaces are found in various forms in different areas in all the hospitality establishments. The housekeeping staff is responsible for the care and maintenance of these hard surfaces. Adequate training is imparted to the housekeeping staff to teach them to maintain these surfaces. The types of hard surfaces commonly found in the hotels are metals, glass, plastic, ceramic, wood, stone, etc.

- **First surface**

1. **Silver**: - This is a soft malleable and ductile metal. It is used as the plating in the electroplated nickel, silver, for making cutlery, utensils, vases and decorative artifacts.
 - Regular clothing: Wash the article in a hot solution of synthetic detergent, scrubbing with a piece of cotton cloth. Then rinse in clean boiling water in an enameled tray. A sheet of aluminum and some soda can be placed in the tray. Once the articles are cleaned, drain the water away and wipe them while they are warm.
 - Silver dip: A silver dip solution is used when tarnished silver is to be cleaned. It is usually a pink colored liquid based on an acid solution of a thiourea compound into which the articles are immersed for removal of tarnish.

- Polivit / aluminum soda method : In this method silver articles are immersed in a hot soda solution containing a plate or a sheet of perforated aluminum for 10 minutes. The articles are then removed, rinsed with boiling water and dried with a lint free linen cloth.

Polishing procedure :

- Proprietary preparations: These are the polishes which are rubbed on the articles, allowed to dry and then removed by buffing. Some preparations require rinsing and drying after polishing **eg.** Silvo-silver polish
- Plate powder: This is the pink powder which is mixed with the methylated spirit to make a smooth paste. This paste is then rubbed thoroughly onto the silver article and left to dry. It is then rubbed off with rags. Then the article is rinsed well in boiling water and buffed with a clean cloth.
- Long term silver polish: A long term silver polish forms a very thin, colorless, transparent, and impervious film that is chemically bonded to the silver. This thin film can get removed by abrasion so aftercare is essential.
- Brushing machine: A brushing machine consists of a revolving drum with a safety shield. In this revolving drum highly polished steel balls are immersed in a detergent solution with the silver articles. The machine rotates and the friction from the steel balls polishes the silver. These articles are rinsed in hot water and dried.

2.

Steel: Steel is an alloy of iron. It mainly consists of iron and carbon. It is used in the form of pressed chrome steel for the manufacture of baths, sinks, etc and stainless steel is used in making cutlery, protective paneling, furniture, trays and cooking utensils.

Cleaning and polishing procedure:

Stainless steel is washed in a hot solution of synthetic detergent using a soft nylon scrubbers, rinsed with clean water and immediately dried thoroughly with a linen cloth. For cleaning greasy stains, sodium bicarbonate can be used on all types of steel.

Steel occasionally needs polishing to remove scratches and stubborn water spots. A proprietary polish for hard metals or a spray polish may be used.

3. **Copper:** This metal with an orange brown tinge has a light sheen of its own. It is used for wall paneling and counter tops in bars and restaurants; bowls, vases, and urns in lobbies and guestrooms; and utensils in the kitchen. Copper is even used in cutlery and serving dishes in some ethnic Indian restaurants.

Cleaning and polishing procedure:

Copper is washed in warm water and then rubbed with a mixture of salt, fine sand, and vinegar, using rags, to clean with. It is then rinsed in warm water and dried with a flannel cloth. A thin coat of vegetable oil is applied to the surface to retard further tarnish. In case of heavily tarnished copper, a weak ammonia solution will remove the greenish deposits on the surface. Copper can also be polished with a proprietary polish.

4. **Brass:** This is a golden brown alloy of copper and zinc. It is used in making doors and window fittings, stair rods and railings, foot rails in bars, taps, trays, and ornaments.

Cleaning and polishing procedure:

To clean brass articles, remove surface dirt with a duster and rub the articles with a paste made of white flour, salt and vinegar in equal parts. The surface can also be cleaned with a mixture of 30ml oxalic acid and 300ml soda solution.

5. **Glass:** Glass is a transparent, lustrous, and brittle material made from silica or sand. Glass is used in making doors, windows, furniture, vases, lighting fixtures, mirrors, partitions, tableware, kitchenware, and bottles.

Types of glasses are

Obscured glass

This is type actually derived from sheet or float glass it is textured on one side, so that some light passes through and some is blocked or distorted, so that the material is not entirely transparent. The pattern is produced when molten glass is made to flow from the furnace between embossed rollers. They are used in making bathroom windows and for screening areas where privacy or diffused light is desired.

Fiber glass

- I. Glass can be manufactured as a textile fiber, which may be used for making curtains and fire blankets.
- II. Fiberglass may also be manufactured as rigid sheets of plastic or other material with glass filaments embedded for strength.
- III. These sheets can be molded and are used for sanitary ware, furniture, and wall panels.
- IV. Fiber glass is fire-proof, impermeable and resistant to damage by pests, sunlight or air.

& SAFETY GLASS

Laminated Glass

- I. This consists of two thin sheets of glass with transparent plastic sandwiched between them.
- II. If a laminated glass sheet breaks, the glass pieces will adhere to the plastic layer.

Toughened Glass

- I. This is made by heating the glass sheet to a temperature just below softening point and then cooling the surface rapidly.
- II. As a result, a skin is formed, which if the glass breaks, will cause the pieces to shatter into tiny, harmless fragments, less likely to fall out of its frame as their weight is supported.

Polishing procedure:

The application of the glass polish or spray polish is very effective but expensive. The polishing of glass can also be done with damp chamois leather which gives good results & is cheaper.

6. **Plastic:** Plastics are resinous synthetic polymers. They are mainly of in the hospitality industry they are used for making wall covering, floor covering, furniture, cleaning equipment, protective coating, etc.

The different types of plastic are listed below

Melamine

This group of plastics is used in making tableware, trays, laminated workshop, wall panels, and shelves.

Laminates

Melamine, phenolics and other plastic resins are together used to produce plastic laminates. Plastic laminates may be stuck directly to wall surfaces, to plywood, or to other supporting material.

Plastics are resinous synthetic polymers that have the following qualities, advantages and disadvantages:

- They are light in weight.
- They are quiet in use.
- They are resistant to most chemicals.
- They are non-conductors of electricity.
- They are easy to clean.
- They are largely non-absorbent, except thermoplastics, which absorb grease.
- They are resistant to moths and other pests.
- They can be scratched if harsh abrasives are used on them.
- They have a tendency to discolor and crack.
- They produce toxic fumes on burning.
- They attract dust due to static electricity.
- They are non-biodegradable.

Cleaning & maintenance procedure:

The plastic surfaces are easy to clean & maintain. Damp dusting should be done daily as plastic attracts dust. The light spoilage can be removed by wiping with the warm solution of synthetic detergent followed by rinsing and air drying.

7. **Ceramics:** ceramics are made from sand & clay. In hotels ceramics is used for making sanitary fittings, drain pipes, vases, floor tiles, wall tiles, cooking utensils, crockery. different types of ceramics are listed below

Vitrified earthenware:

- This is also known as vitreous china.
- It is very hard and heavy because of its higher flint content.
- Compared to other earthenware, this is fired at a higher temperature, so that consistent and complete fusion takes place.
- Vitrified articles are thus stronger, heavier, less easily chipped and more expensive than other kind of earthenware.

Porcelain

- This made from kaolin(china clay and china stone or feldspar).
- Porcelain has a translucent body and a transparent glaze.
- It is all extremely hard and strong ceramic.
- It is not in much use in hotel establishments.
- Porcelain can be used to make cups, saucers and other types of crockery.

Bone china

- It contains bone ash. It also has less Feldspar and more china clay than porcelain.
- The addition of bone makes the clay easier to work and gives it strength.
- Bone china is fired at very high temperature, making it very thin and strong and impervious because of the complete fusion that takes place.

- It is used to make fine cups, saucers and other types of crockery.

Cleaning procedure:

Ceramic should be handled with care as they get easily cracked & Chipped. Extremely hot or cold water should be avoided. A warm, Neutral synthetic detergent solution should be used for cleaning.

8. **Wood:** Wood is hard, compact, fibrous and porous. It is extremely versatile surface material with different colors and different grain patterns. It is used throughout the hotel establishment. As it is porous it absorbs water as well as dust and it gets easily attacked by fungus & pests.

Care & cleaning procedure:

Wood being porous deteriorates with excess water. Therefore least amount of water should be used. Always dry dust and vacuum clean the surface. Excess soiling can be removed by damp dusting or light damp mopping. Wooden floor needs to be buffed with a floor polisher two times a week.

Leather: It can be made from the skin of various animals like sheep, goat, cattle, pigs, etc. leather is expensive & should be kept supple to prevent cracking. It can be dyed in different colors for making shoes, belts, gloves, bags, upholstery, etc.

Cleaning of leather:

The cleaning of leather involves daily dusting & suction cleaning. In case of soiling wipe the leather with soft cloth, dip & squeezed out of warm water & synthetic solution. Occasionally leather can be polished with furniture polish cream to keep it supple.

Rexene:-

A Rexene is an artificial leather material. Originally, Rexene was the registered trade name of a particular brand of artificial leather fabric that originated in Europe.

Cleaning Procedure of Rexene:-

To clean a Rexene ex-sofa, first, remove any loose dirt or debris with a soft brush or vacuum. Then, gently wipe down the surface of the sofa with a damp cloth and mild soap solution, being careful not to soak the material

