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Unit 1**Cleaning guest rooms**

Cleaning is the removal of dust, dirt, foreign matter, tarnish and stains from various surfaces with the aid of certain cleaning agents and equipments. Dust, dirt and foreign matter deposited on a surface are referred to as soil.

Cleaning is carried out for the following reasons:

Aesthetic appeal: The environment is made visually attractive and appealing.

Hygiene : Effective, frequent cleaning controls the growth and reproduction of pathogenic bacteria and other germs.

Maintenance: Surfaces and articles, however good quality will have a long functional life only when they are cleaned on a regular basis.

Safety: Cleaning is done for safety against health hazards, fire hazards and slip hazards.

Types of soil

1. Dust : This is composed of loose particles deposited from the air. It contains both organic (human & animal hair, dead skin cells, particles, particles of excreta, pollen grains and so on) and inorganic (sand , dry earth) matter.
2. Dirt : This implies dust held together firmly by moisture or grease on rough surfaces.
3. Tarnish : This is a discoloring or deposition on a metal or alloy surfaces caused by chemical reaction with certain substances found in air, water and foodstuffs. Each metal get different type of tarnish when exposed for too long to these substances.
4. Stain : This is a discoloring caused on a hard or soft surfaces by a substance containing dyes, proteins, acids or alkalis. Stains are difficult to remove by routine cleaning processes.
5. Foreign matters : These may be dead flowers, content of wastepaper baskets and ashtrays, as well as strains from the deposition of foreign substances.

Nature of soil

1. Inorganic or mineral : A homogeneous chemical element or compound, solid, liquid, or gaseous substance, having a chemical composition resulting from the organic processes of nature.
2. Organic : A substance that has a plant or animal origin. Organic compounds are basically hydrocarbons that is they essentially contain the elements- carbon, hydrogen and oxygen.

3. Osmological: These are substances containing either organic or inorganic matter that emit an unpleasant odour.
4. Bacterial : Some soils may contain live bacteria or their spores, which may cause disease or infections
5. Entomological : These soils harbor insects especially those that are carriers of disease and infection.

Standards of cleaning

1. Physically clean : When this standard is set the area or surface is supposed to be free from apparent dust & dirt as when wiped by hand.
2. Chemically clean : This standard means that the area should be free from harmful chemicals on the surfaces and in the surrounding air.
3. Bacteriologically clean : To meet this standard the surfaces should be cleaned so as to be free from any harmful bacteria that may cause disease or infection. This is referred to as clinical standard as most hospitals follow this standards for their general wards.
4. Entomologically clean : This means that the area should be free from harmful insects or pests.
5. Osmologically clean : This cleaning standard demands that the surfaces and areas should be free from any organic or inorganic matter that may emit an odour.
6. Terminally clean : This refer to the standard of cleaning usual in operation theatres and intensive care units in hospitals where surfaces need to be constantly sanitized against all kind of pathogenic microbes.

Principles of cleaning

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

1. All soil should be removed
2. Soil should be removed without harming the surface being cleaned or the surrounding surfaces.
3. The surfaces should be restored to its original state after the cleaning process
4. The cleaning process should be efficient, using a minimum of equipment, cleaning agents labour and time.

5. The simplest method should be tried first using the mildest cleaning agent.
6. The cleaning methods least harmful for the surface should be used.
7. Cleaning should proceed from high to low wherever possible
8. When cleaning an area start with the cleaner surfaces and the articles and then go to clean the more heavily soiled
9. While wet cleaning or polishing the floor the cleaner should walk backwards while cleaning in front of him
10. Suction cleaning should be preferred over sweeping wherever possible
11. Sweeping should be done before dusting and dusting before suction cleaning
12. Noise level while cleaning should be kept as low as possible
13. Stains should be removed as soon as they occur.
14. The cleaner should take all safety precautions while cleaning. In particular cleaning agents and equipments should be stacked neatly to one side
15. The cleaner should start cleaning from the farthest end of an working towards the exit.
16. 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 & tidy

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. The information may also be displayed on a noticeboard in the floor pantries.

Daily tasks: There 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 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 3 months), half yearly or annual basis. Some of the usual periodic tasks in a hotel include the shampooing of carpets, washing the walls, cleaning of chandeliers and stripping and polishing of floor.

Organization of cleaning

Orthodox / conventional / traditional cleaning: In this way of cleaning a GRA completes all the tasks in one guestrooms before going on to the next room in the section allotted to him/her. On an average a GRA may be required to clean 12-20 rooms in 8hours workday, not including break time.

Block cleaning: In this way of cleaning the GRA moves to from room to room and complete the same task in every room, before returning to begin the cycle again for the net task on the list. This involves “blocking ” several rooms at a time to form a room section and usually more than one GRA will be at work in the section. For instance one GRA might make all the beds in that particular room section while another will clean the toilets and a third GRA dusts and clean 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 task. To organise the team cleaning of guestrooms two GRA may be scheduled to clean 30- 35 guestrooms a day.

Deep cleaning and special project: Deep cleaning refers to the 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 cleaning however efficient is too superficial to present on attractive, fresh looking environment to guest over the long term. Deep cleaning involves some task that require the housekeeping department to work in coordination with the maintenance department. Many task involves in deep cleaning are complicated and time consuming ones, requiring special equipment techniques, expertise and group effort. These tasks are usually scheduled as special project. A through deep cleaning process for various surfaces is present in a table.

Deep cleaning tasks include the following:

- Shampooing carpet
- Vacuum cleaning upholstery mattresses and bed bases
- Rotating and turning mattresses
- Through cleaning of furniture and polishing of wooden furniture
- Stripping resealing, republishing and buffing of floor
- Cleaning hard to reach surfaces such as ceiling, top edges of door, fans, air conditioning vents and so on
- Cleaning ornate lightning fixtures such as chandeliers
- Cleaning signage boards
- Through washing of bathrooms floors walls fixtures, fitting, and showers curtains
- Laundering of washable soft furniture

Spring-cleaning: This is a term used for a periodic annual clean of hotels guestrooms or other areas, carried out in off-season period (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 tasks may include the following:

- 1)Removal of all guest supplies, soft furnishings and carpet from the rooms.
- 2)Sending launderable articles to the laundry.
- 3) polishing wooden furniture's, shampooing upholstery and covering them with dust sheets
- 4)shampooing carpets
- 5)stripping and polishing floors
- 6)cleaning accessories such as lamp, lamp shades and picture frames\
- 7) stripping any wall covering such as paint or wallpaper and re-painting the walls
- 8) washing ceilings and walls
- 9) thoroughly cleaning lightning fixtures, air-conditioning vent, and windows

10) thoroughly cleaning bathrooms including walls floor tiles fixtures and fittings and shower curtains

SPRING CLEANING REGISTER/ DEEP CLEANING FORMAT/ REGISTER

DATE: DAY: TIME:

GRA NAME: SUPERVISOR NAME: SHIFT:

PARTICULARS	ROOM NO. DONE	ROOM NO. LEFT	REMARK
clean window			
clean wall			

clean window and wall

GRA SIGN: SUPERVISOR'S SIGN:

11) vacuum cleaning the mattresses

12] airing the rooms

13) restocking guest supplies

14) restocking soft furnishing and carpets

15) clearing the rooms to the front desk for sale at the end oof a thorough clean

Daily cleaning of guestroom

A GRA may have to service anywhere between 13 & 18 bedrooms in a day the standard being 16. The proper order of daily cleaning/servicing of guestrooms by GRA's is:

- 1) guestrooms whose occupants requested for early make-up
- 2) VIP rooms
- 3) check-out rooms "blocked" for arrivals
- 4) check-out rooms
- 5) occupied rooms with "please make up my room" signs hung up
- 6) stayover
- 7) rooms that had a DND card displayed in the morning
- 8) rooms due to become check-outs much later in the day

In this session we shall discuss the daily cleaning of occupied and stayover rooms, check-out or departure rooms, vacant rooms, rooms under repair and VIP rooms

Cleaning of an occupied rooms

1) Entering the guestrooms

- a) knock on the doors with your knuckles & announce 'housekeeping' Do not use any other articles such as pen or keys for the purpose. In case DND sign is displayed proceed to clean on other room making a note of DND status on the room assignment sheet.
- b) If the guest bids you to enter open the door slightly and ask if you may service the room if the guest is willing proceed to clean the room. In case the guest does not want the room serviced at the moment ask for the alternate time and make a note of it on the room assignment sheet

c) In case there is no answer from the guest wait for a minute and then knock again, repeating the announcement of housekeeping. If there is still no answer use your keys to open the door if it is locked hold the door slightly ajar and repeat housekeeping. In case there is no answer enter the room discreetly & make sure that the guest is not in the bathroom or in a deep sleep or even ill otherwise proceed to clean the room. If the guest is in bathroom or asleep retreat and close the door. In case you end up having disturbed the guest apologize explain the reason for your entry and say that you shall come back later to clean the room.

d) Upon entering the room open the door wide and position the cart in front of the door with the shelves facing the door. Keep the door wide open during your servicing of the room

2) Preparing to clean the guestroom

a) Ventilate the room by drawing back the drapes & opening the window while drawing back the curtains check the curtain rings and track

b) Remove room-service trays and used tea tray

c) Switch on all the electrical appliances such as light fans air conditioner television and so on to check that they are in working order switch them off after the check

d) Empty ashtray, wastepaper basket & the sani-bin from the bathroom into the trash bag on the cart

3) Cleaning the guestroom

Follow the systematic method by starting at the door & cleaning surfaces as you move clockwise or anticlockwise. Also, always clean from higher to lower level

1) Damp-dust the door and all door fixtures

2) Damp-dust cabinets & closets

3) Damp-dust the minibar & replenish beverages and snack that have been consumed

4) Damp-dust the luggage rack

- 5) Damp-dust the dressing table, drawers
 - 6) Lightning fixtures around and near it and Clean the mirror
 - 7) Damp-dust the bedside table
 - 8) Dry dust lamp shades and bulbs of beside lamp.
 - 9) Damp-dust all the fixtures and accessories in the guestrooms
 - 10) Damp-dust chairs and tables; vacuums upholstered furniture re-arrange all furniture properly after you are done
 - 11) Vacuum the carpet edges and floor base board
 - 12) Clean the window frames and glass panes if required
 - 13) Damp-dust the headboard of the bed
 - 14) Damp-dust the telephone and disinfect the mouthpiece and the handle of the receiver
 - 15) Spot clean the wall if necessary
 - 16) Vacuum and mop the floor. In case you are sweeping the floor rather than mopping do it before the dusting
- 4) **Replenishing bedroom supplies**
Replenish the bedroom supplies if required and place them as per the hotel policy
- 5) **Making the bed**
- 1) Wash your hand before starting to make the bed
 - 2) Strip the bed. To save making extra trips to the room attendant cart when you are transferring the soiled bed linen to the soiled bag, collect the soiled bath linen too for disposal
 - 3) Make the bed with fresh sheet from the cart
- 6) **Cleaning the bathroom**
- Put on protective gloves and an apron. Note that you have already emptied the Sani-bin and disposed of soiled bath linen in earlier steps. Before you begin open the window if possible
- 1) Even before starting to clean any surface apply the toilet cleaner to the toilet bowl so that it can sit for some time some toilet cleaner may require that the WC be flushed first. Proceed with another task in the bathroom while the cleaner does its job.
 - 2) Damp-dust the door and door fixtures the toilet roll holder and other fixtures

- 3) Clean and disinfect the wall phone
 - 4) Clean the bath tub surrounding tiles shower area and vanity unit using a wet sponge and neutral detergent. Dry all the surfaces with a lint-free duster
 - 5) Clean the shower curtain using damp sponge let the shower curtain hang loosely is important for avoiding the buildup moisture
 - 6) Replenish toiletries and other bathroom supplies if required tooth brushes should be replaced with clean ones covered in a wrapper with the message sanitized for your use
 - 7) Replace used towels with fresh ones
 - 8) Clean the outside and surrounding areas of toilet bowl
 - 9) Using a toilet brush clean the inside of the toilet bowl especially under the rims and flush, rinsing the toilet brush in flush water. A bidet if present is also cleaned in same way
 - 10) Apply a disinfectant solution on the toilet seat and the inside of the lid and close the lid of the toilet bowl. Place the disinfectant strip with the sign 'sanitized' for your use' around the bowl
 - 11) Check all the electrical appliances to see that they are in working order
 - 12) Mop the floor. It is good practice to add a little disinfectant to the Mop water since the guest walk barefoot in the bathroom
 - 13) Take a critical look around, leave the bathroom door open for air to circulate and exit the bathroom
- 7) **Concluding work in the guest room**
While cleaning an occupied room, you may tidy the guest's possessions & belongings scattered around but never throw away anything however small or insignificant. A GRA should also refrain from disturbing the not touch any valuable or money left in the room. After cleaning inform the floor supervisor so that he/she can inspect the cleaned room. After accomplishing all your tasks take a last critical look around the serviced room

8. **Cleaning a vacated room (departure, onchange or check-out)**

The procedure of entering the guestroom explained for an occupied room does not apply to a vacated room. But if you are in doubt at any time do follow the procedure given above for entering guest occupied room.

Additional task may be :

1. Check for any item left behind by the guest who have departed. On finding such article follow the procedure for dealing with lost and found articles
 2. Remove any cobwebs or dust from the ceiling
 3. Wipe out drawers and closets from inside. Check out coat hangers & replenish supplies if necessary
 4. Suction clean the carpet
 5. Suction clean all soft furnishing
 6. Check whether any maintenance work is needed
 7. Before leaving take one last critical look around the room keeping in mind that your last look will be the guest's first look at the room.
- 9. Servicing a vacant room:**

The term vacant room implies a different situation from a vacated room. A vacant room is one which no guest has slept the previous night & which is not yet occupied. This room would have already been serviced earlier when the last guest who have stayed in it departed from it. Thus a vacant room need only a light dusting and a check of all electrical appliances. In the bathroom the WC should be flushed. In the event of a vacant room having been occupied for a long time however it may need to be cleaned in the manner of a vacated room. A GRA should also look for signs of illegal occupation in the night by checking if the bed has been used or the bathroom supplies used and so on.

10. Dealing with under repair rooms:

It is the housekeeping department responsibility to have guestrooms prepared for repair works by the maintenance department.

The housekeeping responsibilities are as follows

1. Taking the room out of service , informing the front office , and hanging the 000 sign on the door.
2. Removing all guest supplies from the bedroom & bathroom and having them stored in the floor pantry.
3. Removing all the soft furniture from the room & store them in the linen room; sending launderable articles to laundry.
4. Covering the mattress and the bed with dust sheets large enough to enclose the headboard too.

5. Disconnecting the telephone , wrapping in a cover, labeling it and storing it on a closet shelf
6. Sending all easily movable furniture all accessories and loose articles & accessories to the floor pantry or store for storage, ensuring that all the items leaving the room have a label stuck on them indicating the number of the room they were transferred from,
7. Covering the larger pieces of furniture left in the room with dust sheets.
8. Disconnecting television and radio & covering with large transparent polythene sheets.
9. Sending the carpets for shampooing
10. Removing any flower arrangements or indoor plant, the latter being handed over to the horticulturist.
11. Sealing all taps & sinks other than a single source of water supply.
12. Closing all the doors & windows to avoid any noise from disturbing other guests; opening the windows to ventilate the room after the repair are complete.

PUBLIC AREA CLEANING

The public area in the hotel mainly comprises of the front of the house areas such as lobbies, guest corridors, front desk, banquet halls, elevators etc which are in constant view & frequently used by the guest. A neat, clean public area is the reflective of the cleanliness standards throughout the hotel property because guest see these areas first & forms an overall impression of the hotel. The H.K department is responsible for the cleanliness & maintenance of these public areas in the hotel. The various public area cleaned by the H.K staff are as follow

- 1. Entrance:** The guest gets there first impression of the hotel from the entrance lobby. If the entrance are not cleaned and maintained daily, they can easily acquire a neglected look due to the heavy traffic exposure. The different work that is carried out at the entrance are
 - a. The door mats must be vacuumed cleaned daily to remove the dust and dirt.
 - b. In the rainy season & during the times of heavy traffic the cleaning of mat should be done twice a day or even more.
 - c. The flour at the entrance should be moped frequently throughout the day
 - d. The pants at the entrance should be watered when required

- e. The glass door should be clean twice a day and when the public is high the frequency of cleaning must be 3-4 times daily
- f. Dust grease or scuff marks on the door frames should be damp dusted
- g. Wooden doors should be damp dusted once daily.
- h. The brass knobs and handles should be polished weekly and in case of lacquered brass only damp dusting is sufficient.
- i. Light and light fixtures should be checked daily and cleaned.

2. Lobbies: The daily cleaning tasks carried out in the lobby are:-

- a) Ashtrays, sand urns and wastepaper basket should be emptied and damp dusted twice or thrice a day.
- b) Flower arrangements should be attended to daily and indoor plants watered as required.
- c) Glass surfaces and windows should be cleaned with a proprietary glass cleaner daily
- d) Carpeted areas should be suction cleaned daily & stains on the upholstery should be removed immediately.
- e) Furniture should be damp dusted daily
- f) Telephones must be damp dusted with a disinfectant solution.

Some tasks in the lobby are scheduled on a particular periodic basis i.e once in a week or in a month or in 6 months such tasks are

- a) High level dusting, to clean ceiling and other hard to reach areas such as ceiling, fans, etc and should be done once a week
- b) Chandeliers should be brought down and cleaned once in 6 months
- c) Upholstered furniture should be suction cleaned with an upholstery attachment once a week
- d) Wooden furniture should be polished once a week
- e) Blinds & curtains should be suction cleaned weekly
- f) Carpets should be shampooed once a month but in case of heavy traffic the cleaning has to be done weekly

3. Front desk: The cleaning tasks carried out at the front desk are:

- a) Empty wastepaper basket as and when requested
- b) Damp dust the desk taking care to wipe under the telephone wires & computer cables

- c) Any railings or fixtures should be damp dusted if made up of brass should be polished as per scheduled
- d) Damp dust all the telephone with the disinfectants solution & wipe with a dry duster twice daily
- e) Damp dust the computer components & fax machine and then wipe with a dry duster daily. Ensure that while cleaning the computers and machine should not be switched off
- f) Damp wipe the furniture and it can be vacuumed cleaned as per the scheduled

4. Elevators: Elevators should be cleaned daily or the more through cleaning may be done on a periodic basis. The tasks carried out are as follows:

- a) Damp dust the steel doors inside and outside
- b) Damp dust the inside wall panels & control panel
- c) Suction clean the elevator floor if carpeted & mop it if it is hard flooring
- d) Suction clean the ceiling and the lightly damp dust the ceiling and the light fixtures
- e) Clean & AC or ventilation ducts using a suction cleaner

5. Staircases: The specific task carried out in staircase cleaning are:

Carpets should be suction cleaned daily & any stains should be attended immediately

The hard floored staircases should be suction cleaned & damp moped, they can be scrubbed weekly

While cleaning the floor of the staircase the vertical riser's of each steps should also be cleaned

Damp dust the wall's curtains weekly

Damp dust the banisters and hand raise daily

6. Guest corridors: Along corridors should be divided into sections for cleaning. The corridor should be divided into half lengths so that the other half is open for use while one half is being cleaned. Many hotel corridors are fully carpeted. The cleaning task for the guest corridor are as follow

The carpets should be vacuumed daily & shampooed once in 6 months. The walls skirting should be cleaned daily. The finger marks from the walls should be spot cleaned. The sprinklers installed as a part of firefighting system should be checked & cleaned. Fire extinguishers should be checked & cleaned. Light & light fixtures should be checked & damp dusted.

7. Public restroom: this refers to the washroom & toilets meant for the use by the general public & not restricted to the guest registered at the hotel. The washrooms have the mirror, top fitting that are commonly found are WC's, urinals, bidets & vanity units or pedestal type washbasins. This has to be cleaned twice a day

8. Banquet halls: These are used for conferences, exhibitions, dinner etc for conferences & conventions the hotel provide audio- visual aids that include OHP, LCD, liquid crystal displays etc arranged along with table & chair. The cleaning of such rooms include:

- a) Sweep & mop the floor or vacuum clean if it is carpeted. Spot clean the carpet if stains are present.
- b) Damp dust or suction clean the furniture
- c) Light fixtures should be checked & cleaned weekly
- d) Chandeliers should be cleaned once in 6 month
- e) Flowers arrangement mineral water, glasses and other requirement such as pencils, pen notepad etc should be provided & arranged neatly

9. Dining room

These places need to have visual appeal as well as they should meet the sanitation standards. The cleaning task here include

1. Vacuuming the carpet by moving the chairs and tables and spot cleaning any stains
2. Damp dusting the furniture daily and polishing wooden furniture once a month

3. Wipe all the glass surfaces
4. Cleaning and checking of light fixtures
5. Spot cleaning of the walls
6. Following the regular schedule of pest control

10. Leisure Areas

The leisure areas in the hotels include-health club, saunas and solariums, swimming pool ,spas and changing room. these areas are meant for recreation and relaxation of the guest

Health club

The equipments generally found in health club are treadmills, rowing machines, cycling machines, bench presses, dumbles, etc. The flooring in health club should be non-slippery the walls are usually mirrored. The health club generally have showers cubicles and lockers. the task for cleaning such areas include

1. Damp-dusting the equipments after ensuring they are switched off
2. Damp-dusting all furniture and polishing the wooden furniture once a month
3. Cleaning all the glass surfaces, mirrors and windows
4. Spot cleaning of the walls
5. Checking and damp-dusting the light fixtures
6. Sweeping and mopping hard floors
7. Removing soiled linen such as had towels, bath towels, etc and replacing new ones

Saunas and solariums

Saunas are steam bath cubicles made of wood or glass .Solariums are enclosed glass areas for enjoyment or therapeutic use of sun rays

Cleaning saunas

The inside of saunas are prone to mold as they warm and moist for a long period. Moss can also be collected or found in such areas. Therefore to clean sauna a bleach should be added as a cleaning agent to the water and scrubbed with nylon

scrubber. The sauna then should be rinsed with cold water to remove the bleach. Then it should be left open to dry. The deodorizers may be used to counteract the smell of bleach.

Cleaning solariums

This primarily involves cleaning the glass panels. A glass cleaner or the solution of vinegar in water can be used in such areas

Swimming pools , spa and changing room

Regular cleaning and disinfecting of swimming pool is important from point of hygiene. The primary concerns cleaning of swimming pools are water clarity and water chemistry control. The water clarity means the filtration of water to remove the particulate matter. Water chemistry control means the chemical safety of water and involves the maintenance of neutral PH to control the growth of bacteria in the pool water chlorine and bromine were earlier used for this purpose but nowadays they are discouraged because of the health hazards such as eye irritation, hair loss, skin rashes. Nowadays ozone is used for treatment of pool water. Ozone is injected into water supply at the point where it enters the pools. Ozone treatment makes the pool water clear, sparkling attractive and moreover it does not pose any health hazard

The spa bath are small pool of warm water with temperature maintained at maximum 39°C. The Jacuzzi's are small pool in which alternate jets of warm water brings about a therapeutic effect.

The cleaning of swimming pool, spa and changing room includes

1. Skimming the surface of pool water using a skimmer net
2. Sweeping and mopping of floor surfaces
3. Suction cleaning of carpeted areas
4. Spot cleaning of walls
5. Cleaning of glass surfaces
6. Emptying the waste paper basket
7. Damp dusting any furniture

8. Removing soiled linen and replacing fresh one
9. Replenishing the toiletries

Lawns and Gardens

Many hotels are known for their beautifully maintained lawns and gardens. The landscaped areas may include lawns, gardens, rocky cascades, ornamental grasses, climbers on trellis , flower beds , flagged pathways , flowering trees , hedges and so on. The hotels have horticulturist/ gardeners who are part of housekeeping department to the maintain such landscaped areas . The cleaning and maintenance tasks in lawns and gardens include

- Removing and composting biodegradable plants waste
- Mowing the lawn grass
- Pruning outgrowing hedges and composing the cut plant components.
- Disposing of any plant material that shows signs of disease.
- Conserving seeds from dead flowers
- Weeding
- Pruning certain woody shrubs such as rose bushes, which bloom only on new branches. This grasses have stagnated , they may be cut to within a few inches of the ground.
- Adding compost to soil
- Staking of plants which have thin stems. It is always better to use natural materials for staking
- Mulching the garden as it conserves water , feeds the soil , cools plant roots and smothers the weeds
- Cleaning planters
- Cleaning benches or sit out areas
- Sweeping pathways.

UNIT 2

Turn down service:

The turn down service is provided by the HK department in the evening at deluxe hotels as a special service to guests. It is therefore also referred to as evening service or sometimes night service. It refers to making of bed ready for sleeping in by removing any bedspread or duvet & turning down the covers. Along with this function a few other tasks are carried out in the evening to make the guestroom environment conducive to & comfortable for a good night's sleep. To provide the turn down service a GRA enters the guestrooms early in the evening to replenish supplies, generally tidy the room, and turn down the bed. The procedure is given below:

1. Follow the usual procedure of announcing your business & entering the guestroom
2. Empty and damp- dust the ashtray, replace matchboxes and generally tidy the room. Empty the wastepaper basket. These tasks should be done before turning down the sheets on the bed.
3. Turn down the sheets : The following steps are involved in turning down the sheets
 - a) Remove the bedspread gently by folding it neatly in a three-way fold & put it away in the dresser drawer or on a shelf of a cabinet or cupboard. To make a three fold way
Bring the top edge of the bedspread towards the bottom of the bed approximately three fourths of the way down.
Bring the bottom edge up towards the head of the bed approximately three fourths of the way up.
Fold the right side edge to the centre & then the left side.
Double over once to hold folds in place & put away.
 - b) Turn back the top sheet, the blanket and the crinkle sheet on one side in one operation to make a triangle fold. Turn down the sheets on the side the guest most likely to use. For instance in a single occupancy twin room turn down the sheet of each bed on the side facing the night lamp. On a double bed being shared by two people turn down the sheet on both sides.

- c) Fluff up the pillow. For the turn down services, the cotton pillow is placed on the top & the foam pillow below it.
 - d) Place the breakfast knob card on the pillow. Also by way of a good night wish a flower, bud, small string of flowers, a mint or a chocolate may be placed on the pillow. In some hotels a good night message is also left on the pillow.
- 4) Hang any scattered about cloth left by the guest in the cupboard.
 - 5) Replace used glasses & replenish water jugs
 - 6) Adjust the air-conditioner controls
 - 7) If the bathroom has been used, damp dust the vanity unit & bath tub, flush the WC, wipe the WC seat and mop away any marks on the floor.
 - 8) Replenish the bathroom supplies.
 - 9) Replace soiled linens with the fresh ones.
 - 10) Empty the sani bin
 - 11) Pull the guestroom drapes closed.
 - 12) Switch off all lights expect the bedside lamp to create a welcoming glow around the bed.
 - 13) Exit and lock the door if the guest is expected later.

Second service

Second service is provided on the special request of a guest after the guestroom has been serviced earlier in the day. The guest may ask for this chargeable service after he had visitors in the room for a party or meeting, as a result of which the room may have become dirty or disorganized. Second service may involve the following tasks:

- a) Removing room service trays & used ashtrays; dished; glasses and bottles
- b) Emptying and damp dusting ashtrays and the waste basket
- c) Dusting surfaces in the guest room that are likely to have been use dby visitors and guest.
- d) Mopping the floor in the sitting area
- e) Making the bed if required

- f) Replacing the glasses and refilling the water jugs
- g) Cleaning the bathroom thoroughly including the WC & placing the disinfected toilet strip.
- h) Replacing soiled linen with fresh
- i) Spraying an air freshener if the room has any residual odour of food or cigarette smoke.
- j) Exiting & locking the door if guest is out
- k) Recording the service provided appropriately so that it may be added to the guest's bill.

Floor linen layout / floor pantry

The floor linen room also known as floor pantry is a store that stocks linen and supplies for a given floor. It is normally situated away from the view and should never be seen from the elevator landing or the end of the floor. This room should be cool and dry place away from steam pipes and dust.

The linen room has following furniture & fixtures.

- a) **Shelves/racks:** This is used for storing newspapers, magazines ,used bottles & cones& cleaning agents. The shelves are generally made up of wood.
- b) **Cupboard:** This is used for guest & cleaning supplies, linens, pillow, 2mattresses, protectors.
- c) **Janitors closet:** This is used for storing cleaning equipment with long handles such as mops, buckets, waste baskets, brooms etc
- d) **Linen hamper:** Wooden or canvas lined hampers for soiled linen received from the maids carts on the floor, before this linen is send to the laundry. This hampers can be fixed or can be mobilized for easy transportation to laundry
- e) **Sink:** The sink is used for flower arrangements and for disinfecting tumblers. It should also have separate drinking water connection.
- f) There is an space in the pantry for storing the maids cart, baby cots & role away beds.

Storage tips

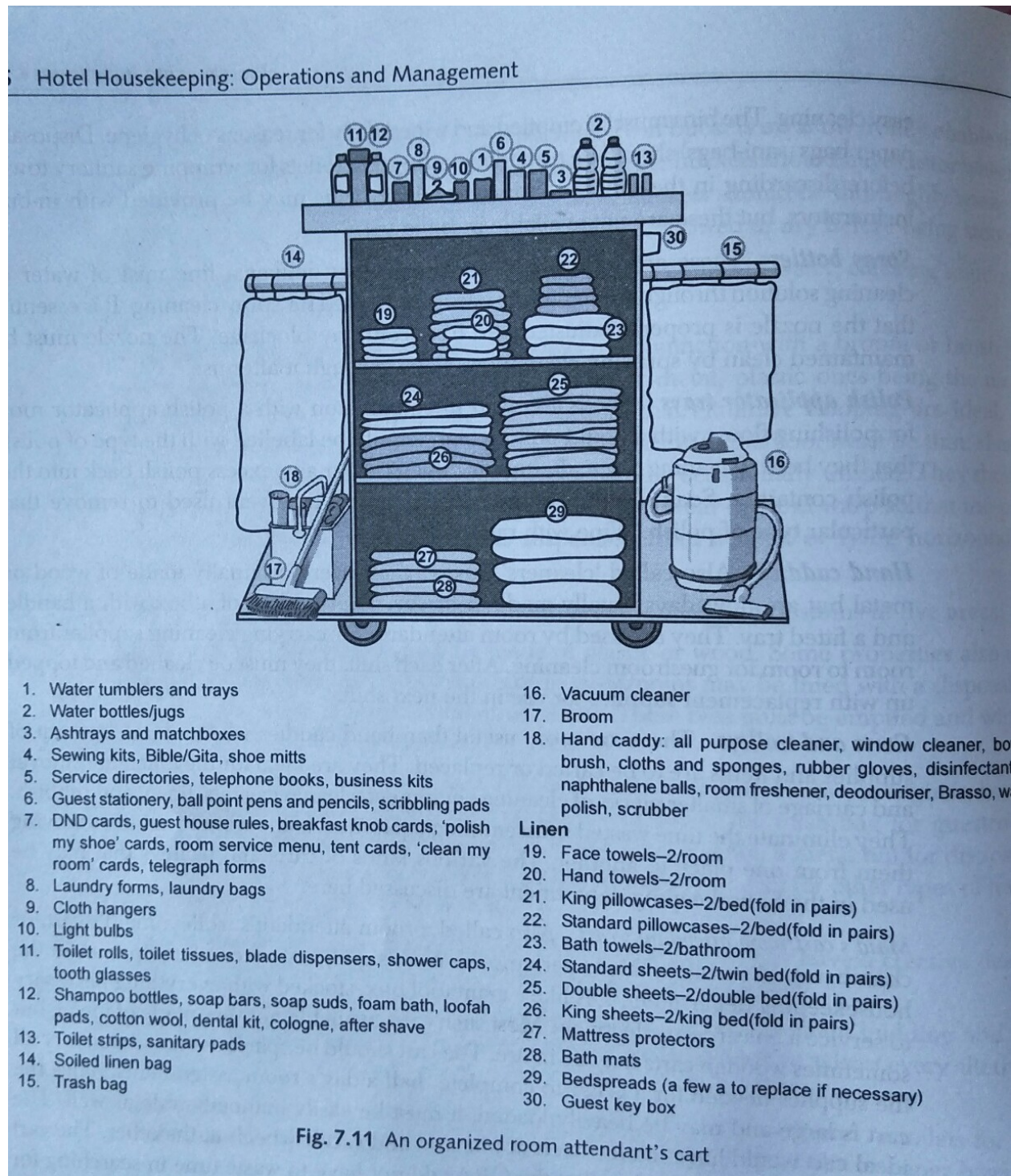
1. The brushes must not rest on bristles
2. The cleaning sprays must be away from hot areas
3. Dusters must be dried before storing
4. Bucket must be emptied of all water and dried before storing
5. Polishes must be properly sealed to prevent drying
6. At the end of shift all the used magazines, newspaper & emptied bottles are to be sent to the garbage disposal area where the independent bins are allotted for each. These items are sent for recycling.
7. Used candles and spoons are disposed for reused in the offices, stays, lockers rooms etc.
8. Garbage is examined by the floor supervisor for any lost and found articles before sending it to the garbage disposal area.



The basic principles:

The floor linen rooms should be kept locked as there are expensive items. The floor supervisor is the only one with the key and has custody of all assets in the room. This floor linen room should always be cleaned especially it is cleaned when the staff goes off duty.

AMNCHM



Maid's cart/room attendant's cart also called a room attendant's trolley, maid's cart, or chambermaid's trolley, this is perhaps the most significant piece of equipment in the housekeeping department. It is like a giant tool box, stocked with everything necessary to service a guestroom effectively. Most such carts available now are

made of metal, but sometimes wooden carts may be in use. The cart should be spacious enough to carry all the supplies needed for a GRA to complete half a day's room assignments. Since the cart is large and may be heavily loaded, it must be easily manoeuvrable as well. The ideal cart would have fixed wheels at one end and castor-wheels at the other. The cart should be well organized so that the GRAs do not have to waste time in searching for supplies or make frequent trips back to the supply room. Also, if the cart is not stacked neatly, it will look very unsightly when in guests' view. There is usually one such cart for each room section and it is stored in the floor pantry along with other housekeeping supplies.

Most of these carts have three deep shelves-the lower two for linen and the top, partitioned shelf for small supplies. The carts also have a sack for soiled linen, detachable trash bags, and storage space for a vacuum cleaner and a hand caddy. Many carts also contain a locked box in which to store guestroom keys, in case a floor master key is not being used.

While arranging the linen on the cart, it should be kept in mind that the heavier linens must be placed on the lowermost shelf and the smaller, lighter ones on the top shelf.

Guest room supplies

The guest room supplies includes all the items that are placed in the guest room for the guest comfort & convenience. They may be group as follows:

1. **Guest amenities:** They refer to all the luxury item that the hotel provides to its guest at no extra cost.
2. **Guest expendables:** These are the guest supplies that are expected to be used up or taken away by the guest on leaving the property
3. **Guest essentials:** These are the items that are essential to the guest room but are not expected to be taken away by the guest.
4. **Guest loan items:** These supplies are not normally placed in the guest room but are available to the guest on request.

Guest amenities	Guest expendable	Guest essentials	Guest loan items
<ul style="list-style-type: none"> - Coffee maker - chocolates - biscuit platters - bath robes - flowers - free beverages in mini bar - quality pens - free snacks - bathroom amenities - bubble bath - bath soars - body lotions - body oil - deodorant - face lotion/ moisturizer lotion - tanning lotion - shower cap 	<ul style="list-style-type: none"> Laundry bags Match box Stationer Ball pens Plastic utilities bags Magazines Disposable slippers Tent cards Coffee sachets Candy or mints Disinfectant Toilet tissue Face tissue Sani bags Bath soaps Hand soaps Face wash 	<ul style="list-style-type: none"> Cloth hangers Drinking glasses Plastic trays Ice buckets Water jugs Ashtrays Waste buckets DND cards Polish my shoe card Make my room card Bible, geeta, quran 	<ul style="list-style-type: none"> Iron board Iron Hair dryers Hot water bottles Electric shakers Alarm clocks Bed board & cribs

- shampoo - after shaver - razors - hair conditioner -tooth brush/paste -mouth wash - nail chipper - scissors			
--	--	--	--

Standard contents of guest rooms

1. **Living room:** The living room contains upholstered furniture to seat the maximum no. of people who may occupy the room & one or more to accommodate the guest. A table should be placed along with the sitting arrangement on which the ashtrays or refreshment can be placed. A television cabinet with a television set & a chest of drawers is also placed in this area.
2. **Dining area :** This area generally has a large dining table along with few chairs
3. **Bed room:** The furniture placed in the bed room consist of bed, 2 bed side table, a dressing table with a poof, a chest of drawers , a coffee table with arm chairs, luggage racks & writing table with chair.
4. **Kitchen:** Some hotels guestroom may have a small kitchen where modular cabinets are utilized as furniture. The main storage furniture found in the kitchen is the form of cabinets & basket drawers..

Guest room amenities for VIP'S

VIP 1	VIP 2	VIP 3	VIP 4
Full bar: This includes whisky, gin, vodka, beer, soft drinks, cocktails, and mixers (soda lime, cordial, and water).	Partial bar: Beer, soft drinks, and water	Mineral water	Mineral water
Snacks: Assorted nuts, biscuits	Snacks: Assorted biscuits	Snacks: Assorted biscuits	-----
Petit fours	Petit fours	-----	-----
Assorted chocolates	Assorted chocolates	-----	-----
Large flower arrangement	Medium sized flower arrangement	Small sized flower arrangement	Small sized flower arrangement
Large fruit basket	Medium fruit basket	Small fruit basket	Small fruit basket
Bath robes	Bath robes	-----	-----
Soft slippers	Soft slippers	Soft slippers	-----
Combs and hair brushes	Combs and hair brushes	Comb and hair brushes	-----
Dental and shaving kit	Dental and shaving kit	Dental and shaving kit	-----
Bath foam, assorted soaps, and eau-de-cologne	Bath foam, assorted soaps, and eau-de-cologne	Bath foam and eau-de-cologne	-----
Crinkle sheet in the bed	Crinkle sheet in the bed	Crinkle sheet in the bed	-----

Servicing VIP rooms

Very important person (VIP) rooms are always given priority for service. The front desk should give advance information to housekeeping about the arrival of any VIP. The cleaning of rooms meant to be occupied by a VIP must be as thorough as that for a vacated room. What differs is the extra complementary amenities and giveaways that are kept in the VIP room. These amenities may differ from hotel to hotel.

VIP rooms may also require some extra time during cleaning due to the thoroughness expected and the added amenities to be placed. The inspection of a VIP room should also be more thorough.

VIPs are categorized into four different groups, according to the degree of their importance: VIP 1, VIP 2, VIP 3, and VIP 4. The more important ones are termed 'VVIP', including such personages as the President of India.

VIP 1 : These are Heads of state , ministers and celebrities

VIP 2 : These are Presidents and CEO's of large companies , the management and directors of the hotel itself , well known personalities and other high ranking officials.

VIP 3 : These are regular repeat guest of the hotel and people known personally to the management or directors of the hotel .

VIP 4 : These may be the 'handle with care' guests and certain groups of people known to the hotel managers.

Formats used in hk department

Log Book:

It is also an important register to be maintained at the housekeeping control desk. The log book is used to record all the messages that the staffs from early shift want to convey to their employee on the next shift. All the supervisors reporting for work should the log book for any important message left for them by the staff of the previous shift.

Housekeeping log book	
Shift	Time.....
Date.....	
Log entries	
-	
-	
-	
signature of the desk attendant	Name and
.....	

Departure Register:

This is maintained at the control desk to record the departure from the guest room. Departure is the final element of guest service and processing the guest out of the hotel. It enables housekeeping department to keep track of change of status of guest rooms from dirty to clean for re selling. With the help of departure register front office team immediately updates the room availability status

DEPARTURE REGISTER						
DATE :						
ROOM NO	NAME OF THE DEPARTING GUEST	TIME OF DEPARTURE	GIVEN BY	CLEARED BY	TIME	SIGNATURE OF THE DESK ATTENDANT

Maintenance register:

This register is maintained in the control desk and the control desk attendant record all the maintenance record in it. He mentions the room number, nature of complaint and the name of supervisor who lodged the complaint.

MAINTAINANCE REGISTER						
DATE: _____						
ROOM NO.	TIME	COMPLAINT	LODGED BY	RECEIVED BY	COMPLETION TIME	SIGNATURE

Key control register:

This is one of the important registers maintained at the housekeeping control desk. It is the part of key security system to be followed by H.K. department. Each employee who hands over the key from the key cabinet is supposed to sign for it, in the key control sheet of this register.

Key control register							
Date:							
Key code	Name	Signature	Time out	Issued by	Time in	Signature	Received

Work order slip:

The desk attendant prepares a slip after receiving a maintenance request. He prepares it in duplicate, the first 2 copies are sent to engineering department and the third copy is retained with the H.K department.

The chief engineer in the maintenance department after receiving the maintenance slip, hands over the slip to the concern technician and sends him to the area. when the work is done satisfactorily the room attendant or the floor supervisor signs the work order slip to acknowledgement of successful completion of Work. The technicians then handover the slip to the control desk attendant, who then enters it in the maintenance register against the appropriate complaint.


Gate Pass:

A gate pass is a document of validity that is made and given to any employee who is legally taking out of the hotel premises any of the following:

- Any property belonging to H.K. department for cleaning or repairing.
- Items discarded by H.K department.

- Articles mentioned of by the H.K.
- Any gift given by the guest to the employee as a token of appreciation.

In all these cases, the employee needs a gate pass issued by the executive housekeeper and approved by the security department.

 <p style="text-align: center;"><i>Hotel Cloud 9</i> 9, Nixon Street Bengaluru</p> <p style="text-align: right;">For Materials Returnable /Non -Returnable</p>			
Sr. No.	Item Description And Purpose	Quantity	Remarks
<p>Vehicle No. Authorized By Seal</p> <p>Time In Time Out..... Date</p> <p>Name And Signature Of Security Officer Seal</p> <p>Name And Signature Of The Employee</p>			

Guest message register:

The H.K desk acts as a point of contact for the in-house guest, who requires any H.K related service. The H.K. desk is responsible for taking this guest message to the concern staff. All kinds of service requests such as guest supplies and amenities etc are recorded in guest message register.

Guest message register							
Date:							
Sr.no.	Location/room no	Message	Given by	Given to	Time	Action	signature taken

Register for missing guest item:

This register is of great importance as the missing items can be found later and there should a record giving details of the item. Also sometime there may be a pattern in the missing items from the guest room and the name of a single employee maybe found involved in each case.

Missing property						
Sr.no.	Date	Description of the missing item	Name of the guest	Location/room no	Reported by	Names of the gra and supervisor who serviced the room

Room checklist:

The floor supervisor checks each room prepared by the room attendant and she uses the room checklist to guide her to examine as per the standards set by the management during her inspection. She ticks the item which she finds okay and comment on the things which are not up to the mark. The deficiency is rectified immediately by the room attendant. In case of any complaint received about the

cleaning in the room, the executive knows exactly which attendant and supervisor is responsible.

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Housekeeping Room report:

The floor supervisor prepares the H.K. room report which confirms the occupancy of the rooms in the given shift. This room report is then sent to H.K. control desk supervisor who prepares the consolidated list of all the floors.

Control Desk Room Report:

It is also called as consolidated report; the most important role of housekeeping control desk is to keep various essential records, registers forms and formats so that they are available. Both housekeeping and front office must inform each other of changes in room status knowing whether a room is occupied vacant, on change out of order etc.

Control Desk Room Report

Room No	Room Status	Room Occupancy	Front office status	Front office occupancy	Discrepancy

SPRING CLEANING REGISTER/ DEEP CLEANING FORMAT/ REGISTER

DATE: DAY: TIME:

GRA NAME: SUPERVISOR NAME: SHIFT:

PARTICULARS	ROOM NO. DONE	ROOM NO. LEFT	REMARK

GRA SIGN: SUPERVISOR'S SIGN:

Spring cleaning register

The term spring cleaning is used for periodic annual cleaning of the hotel guestroom or other areas , carried out in off season periods. Following are the tasks includes in spring cleaning :

- Removal of all guests supplies , soft furnishing and carpet from the rooms

- Dusting of high places or hard to reach areas
- Sending launderable articles to the laundry
- Shampooing carpets
- Stripping and polishing floors
- Cleaning of air conditioning vents and windows
- Clean windows glass, grills etc vacuum cleaning mattresses

AMNCHM

UNIT 3

LOST-AND-FOUND ARTICLES

All the unclaimed articles found on the hotel premises should be handed over to the housekeeping control desk. Notices should be put up regarding the handling over of any personal property found so that all staff members are aware of where such property should be handed over.

LOST AND FOUND SLIP	
DATE:	
LOCATION:	RECEIPT NO.:
DATE:	
NAME OF THE FINDER:	TIME:
DESCRIPTION OF THE ARTICLE:	
FINDER'S SIGNATURE:	
HOUSEKEEPING CONTROL DESK SUPERVISOR	

Lost and found register

Lost and found register								
Sr. No	Date	Type Of Article	Place Or Room No. Were Found	Finders Name	Finders Signature	Name Of The Claimant	Claimants Signature	Remarks

Any article left behind by the guest in a checkout room or public area is referred to as lost and found article . The categories of lost and found articles are

- a) Perishables ; Raw food materials , Cooked food materials , Processed foods , Beverages
- b) Valuables :
 Jewellery :gold ,silver ,platinum, diamonds
 Currency :Indian / Foreign currency
 Electronic gadgets : laptop , mobile phones , camera
 Documents
- c) Non- valuables : clothes , books, toys, bags, footwear, toiletries

Lost and Found procedure

All the lost and found articles should be stored in lost and found cupboard, which is always kept locked. The lost and found room is accessible only by the housekeeping executive and the control desk supervisor.

Records for lost and found forms are maintained by regarding the date of finding, time of finding, place of finding, name of finder, signature of receiver, and description. Efforts should be made to find the rightful owner of the article. If the owner of the article is known that guest's address can be acquired from the front office the letter informing the guest about the lost property may be written.

The details should be recorded in lost and found articles.

Lost and found Enquiries

All the enquiries about the items missing are referred to housekeeping controlled desk. Upon receiving an enquiry from the guest, the control desk supervisor first check in the lost and found log book to see whether such an item is recorded in the log, the article is then taken out of the cupboard and the guest is informed that he or she may come to claim the article. If the guest is in the hotel, he or she is guided to the housekeeping control desk. On arrival at the desk, the guest is asked to describe the article in details. if the description is a satisfactory match, he or she is asked to sign the lost and found log book. The article is then handed over to the guest.

When a lost article has been positively identified by an enquirer no longer in residence at the hotel and it is to be mailed to the enquirer, the article is packaged for mailing by a member of the H.K. staff assigned the task. The guest is informed over the phone of receiving article shortly and should acknowledge receipt.

Disposal of article not claimed:

Lost and found articles may be stored for 3to 6 months by the hotel, depending on hotel policy. This period the article has not been properly claimed by its rightful owner it will be offered to the finder as his or her personal property.

If the finder desires the article, he or she will be issued a gatepass by the housekeeping department authorizing the removal of the article from the hotel. The finder is asked to submit a letter of identity while taking procession of the article.

Should the person not desire the article, it may be auctioned or given to a charitable organization. how the article is disposed of is also noted down in the lost and found log.

Flowchart depicting the lost-and-found procedure

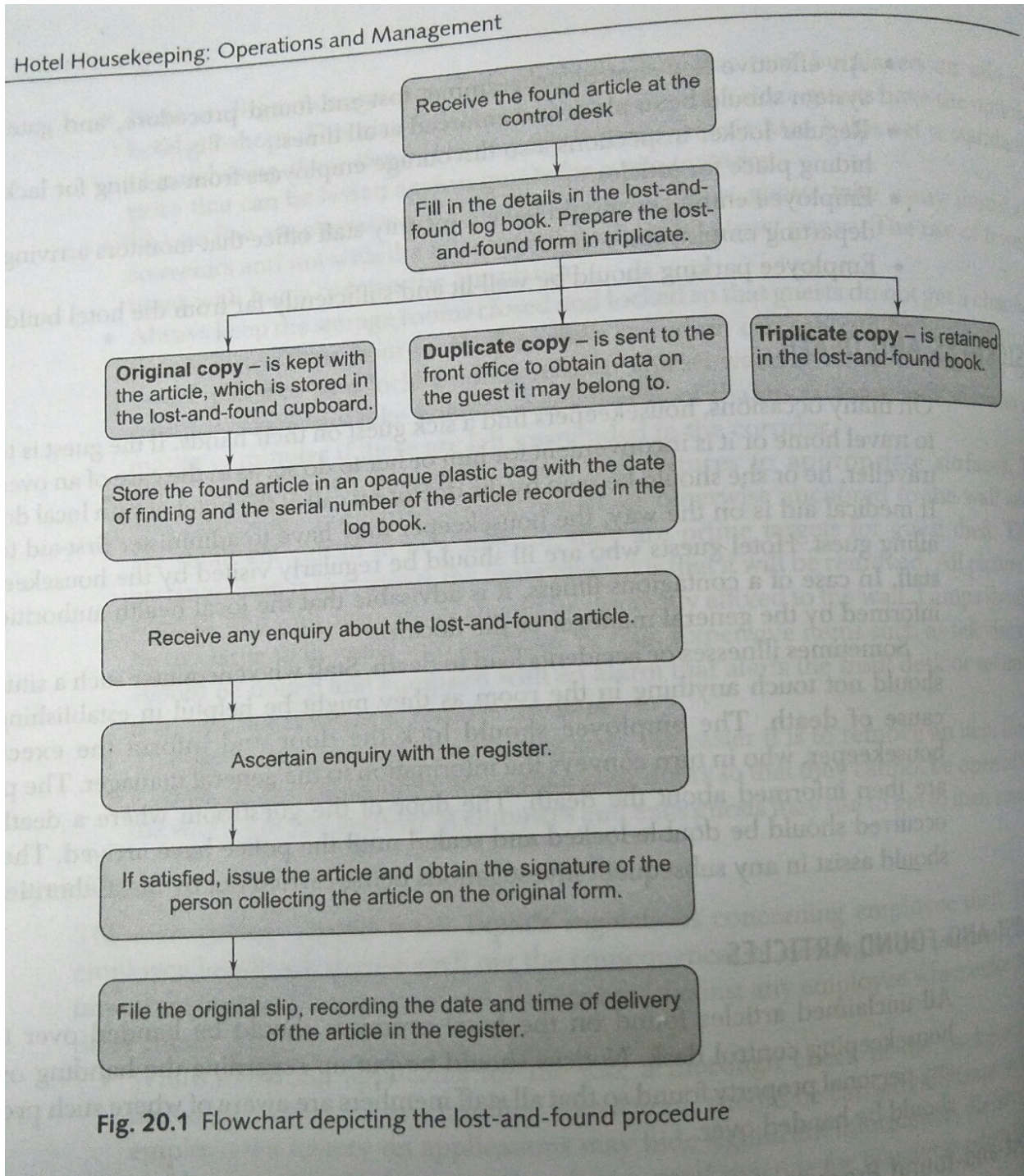


Fig. 20.1 Flowchart depicting the lost-and-found procedure

Key and Key control

Individual heads of department are responsible for the keys in their areas. The housekeeper is usually responsible for more keys than any other departmental head.

TYPES OF KEYS

The housekeeping department is primarily concerned with the following categories of keys:

Emergency key : this opens all the doors in the property , even those that the guest have double locked . in addition , it is also double locks the room against all the other keys. The emergency key or “E” KEYS , overrides the catch or deadbolt put on by the guest for privacy in the room. Hence the emergency key should be well protected. it should be stored in secured place such as hotel safe deposit box or metal cabinet that only the GM or security officer can access. Some properties may also keep the E- key off premises. It use should occur only in emergency keys on a day to day basis.

Master key: these keys open all the guestroom doors that are not double locked. They are separated into four level accesses:

A) Grandmaster key: this key opens all the hotel guestrooms and often all the housekeeping storage rooms as well. It can also double lock a room if access to it has to be denied. This key can be used in emergency situations when it is vital for a manager to enter some or all areas of the hotel. It is itself kept under lock and key at the front desk of hotels

B) Pass key /Master key: this key is kept by deputy or asst housekeeper manager and will open any internal door that has not been double locked

C) Sub Master or section master key: these keys open all the rooms in one work section of a hotel. A supervisor may be issued more than one key of this type as he or she may be required to inspect the work of more than one GRA.

D) Floor Master Key: A GRA is given this key to open the rooms he or she is assigned to clean on a floor. The floor key opens all rooms on a particular floor

that are not double locked. If the employee has rooms to clean on more than floor or area he or she may need more than one floor key. Floor keys typically open the storeroom for that floor too.

Guestroom keys : issue to guest upon their registration. This guestroom key opens a single guestrooms so long as it is not double locked. Many properties do not list the hotel's name address or room number on guestroom keys that way , if a guestroom key is lost or misplaced , it cannot be traced back easily to the property for criminal use. A code number representing the room number is typing stamped on the key instead . A master code list is maintained at the front desk and is used to recycle by changing the codes . Guests are asked to hand in their keys when they go out and the keys are then put on keys board , which should be kept out of view of passersby as a security precaution .A guestroom key not hanging on key Board should indicate that the guest is in the hotel.

Supply Keys: These keys are used within the servicing sector of the hotel by the supervisory level staff to ensure that stocks and equipment are safety stored away when not in use . Store keys and linen room keys are eg of such keys

Card Keys : many hotels nowadays use the card key system. this type of room locking mechanism uses regular door locks and special plastic cards that act as keys to unlock the doors . the plastic cards look like credit card with holes punched in them . Some have magnetic strip instead of the hotels . The system uses a computer that codes the cards to lock and unlock the doors . Rather than rekeying the door locks in case of loss of the keys , the computer is used to create new lock codes for each room. Master keys may be easily created and destroyed through the computerized card system.

KEY CONTROL

Key control :“Key control” is the process of reducing guest property theft and other security related incidents by carefully monitoring and tracking the use of keys in the hospitality operation.

Coding:

- Room keys must not have any form of tag that identifies the hotel.

- Keys must not have room number on them

ISSUING KEYS

1 guest room keys

These are the keys with minimum access, unlocking just one room . When the keys are given to guest upon registration, the guest room number must not be spoken aloud , room number should note it down in guest in writing with a reminder that they should note it down in guest in down in guest check in pocket if not used . Explain it to guest that the coding system id for their protection

2 master key

All section master keys should be signed out each time they are taken and noted in a key control sheet. All the keys should be stamped “do not duplicate”

CUSTODY OF KEYS:

- Employee should not be allowed to loan the keys assigned to one another.
- Employee should handle the keys whenever they will leave the property. Even for meals breaks
- Individuals who have been issued master or master keys should be spot checked from time to time to ensure that they have them on their person

CHANGING LOCKS AND KEYS:

- A record must be kept of how many keys are made for each room and when they are made.
- The GM must reveal of this review, the GM must instruct the maintenance staff either to re key or exchange the room locks around within housekeeping section
- A log must be kept of all locks swaps and re keying

- If new room codes are to be used or locks are being switched, the codes is illegible , and the new codes should be stamped nearby if locks are swapped within a section as std practice .

ELECTRONIC LOCKS

These are a precaution in themselves. Since the introduction of the recordable electronic door lock in the late 1970's hotel security has been virtually transformed. The focus at the time of its invention was increased guest security. Now there are countries where hotels that do not features electronic locking mechanism in guestrooms will be unable to obtain insurance . Even the simplest of key card locks have been found to reduce break ins by upon 80%

Employee key cards can even be coded to allow access only to their assigned units of responsibility and only during the hours to their shift .

SMART CARDS

The future of security , however lies in smart cards "Smart card" is generic term for a card the size and thickness of a credit card or debit card that is embedded with a microprocessor chip . The chip itself has 'intelligence' by way of computational power similar to that of early personal computers .These powerful computing capabilities make smart cards much more secure than the other types of cards presently in use. They can handle encryption techniques that protect the information stored in the cards/. In july 1998 the Hilton new York and tower become the first hotel to install a locking system fully Integrated with true smart card capacity.

Situation Handling

1) How to enter in guest room –

- Knock the door thrice with 10 seconds gap each (if not answered in thrice knock)
- Announce “housekeeping” with every knock
- If still after 3 knocks there is no response, then open the door very slowly (with sub-master / section key)

2) If the guest is sleeping in the room –

- Knock the door with 10secs gap each, thrice and announce “HK” every time. If still no response , then enter slowly
- If you find the guest sleeping , then leave the room with a note saying that “ you had entered the room at 8:00am for housekeeping service if needed and at what time
- Put the note outside the room and leave the room.

3) If the guest is in bathroom?

- Knock the door with 10 secs gap each , thrice and announce “HK”
- As per the guest, enter the room and knock the bathroom door and announce “HK”Keep the door ajar and talk apologize and then ask for any services/cleaning of the room.
- Proceed further as the guest says –if he wants the services at that time or not or may be later

4) If the guest is in the room and inappropriately dressed?

- After knocking , if the guest asks to come in, then enter . You find the appropriately dressed , say it to the guest that you have to go to your supervisor and leave

- Go to your supervisor and tell the situation that the guest was in what condition
- 5). If the flush is not working (maintenance complaints)
- The guest will call control desk. Calm down the guest and say that you will send the housekeeper floor supervisor to the room
 - Go to the room and call maintenance department. Stay there till rectification
 - If it takes more time , then upgrade the room
 - Offer services like cookies , chocolate , flower arrangement
- 6) If scanty baggage?
- If you find scanty baggage with guest (when room status report checking is going) update it in Room status report
 - Keep a track on that room and inform front office also.
 - The front office will check all the details of the guest and keep a track on the guest
- 7) Opening of the room for unknown guest ?
- H/K should not open the room
 - If the guest required guide guest to front desk.
 - Inform them this is the procedure.
 - This is because of security purpose.
- 8) Room status discrepancy?
- First check all the 14 rooms then fill it in Room status report (RSR) and then submit it to front office
 - RSR (room status report) should be done at 11am and 15:00 hrs
 - Submit room status report to control desk
 - If any discrepancy control desk will submit the report for the same to FO.
- 9). If the guest room is DND?

- If the room is a DND we should report it in Room status report
- If the room is on DND more than 12 hours we should inform supervisor
- The supervisor will call the guest . If he receives the call , supervisor can ask him for the room cleaning .
- If the guest doesnot pick the call , supervisor will then inform Executive Housekeeper , who with security officer will open the door using floor master key.

10) If the room is on double lock?

- If the room is a DL we should report it in Room status report
- If the room is on DL more than 12 hours we should inform supervisor
- The supervisor will call the guest . If he receives the call , supervisor can ask him for the room cleaning .
- If the guest doesnot pick the call , supervisor will then inform Executive Housekeeper , who with security officer will open the door using floor master key.

11) If the room is sleep out?

- A guest is registered to the room, but the bed has not been used.
- The floor supervisor will report it in the Room status report (RSR).
- Submit room status report to control desk
- The control desk will inform the front office.
- The front office will follow up with the guest

12) If there is suspicious person in room?

- When the housekeeping comes to clean the room and if he has a doubt on the guest he finds that something is wrong with guest .
- He should inform the Executive housekeeper.
- Executive housekeeper along with security officer can check the room for the same

13) Extra person

- Update on room status report
- Inform the supervisor, so that front office desk will charge the guest for the same.

Pest and pest control

The pest is an organism that

- a) Competes with human, domestic animals or desirable plants for food and water
- b) Injures human, domestic animals and plants.
- c) Transmits diseases to humans etc
- d) Annoys humans or animals

Goals of pest control:

Whenever you try to control the pest you should achieve one of these. There are three goals or combination of them:

- a) Prevention i.e to keep a pest from becoming a problem
- b) Suppression i.e reducing the pest numbers or the damage caused by pest to an acceptable level.
- c) Irradication i.e destroying the entire pest population.

Common pests and their controls

Some commonly found pests in the hotels & ways of controlling them are discussed below:

- 1. Bed bugs:** These are tiny parasitic creatures that feed on blood of human and other animals. They cannot fly but crawl and get transported from one

place to another in clothing or on the luggage. During day they hide in the crevices of bed, furniture, upholstery, wallpaper and the skirtings but at night they feed by sucking blood from the exposed surface of the skin.

Prevention and control:

To eradicate an infestation, it is necessary to treat the premises thoroughly by fumigation. The professional pest control officer should do this.

Pouring boiling water into the crevices is a temporary solution to get rid of bed bugs.

A thick application of kerosene, oil, emulsion is also effective against bed bugs.

2. **Cockroaches:** These are several species of these nocturnal insects that spend most of the day in cracks or around drains or in the dark crevices. The cockroaches carries food poisoning bacteria in their body and are responsible for the spread of dysentery and other gastro problems. The contamination of food occurs when the insects comes into contact with the food directly or with the work surface.

Prevention and control:

Cockroaches are the most difficult pest to eradicate. Proprietary cockroach killer preparation can be used in the infested area.

Pest control experts should if the infection persists.

3. **Termites:** These are social insects like ants. They are also called white ants because of their appearance. The two most common types termites are
 - i. Drywood termites
 - ii. Ground termites

Both types of termites eat cellulose found in wood & wood products for nutrition

Prevention and control:

- i. To prevent the ground termites infection , the osil be treated before the construction of building with an appropriate termite killer fluid.

- ii. During construction the wood should not be allowed to come within six inches of the ground
- iii. Wood impregnated with sodium arsenate should be used for construction.
- iv. To prevent the dry wood termite infection use treated lumber during construction and coat any untreated and exposed wood with an appropriate insecticide.
- v. Seal all the cracks & cervices
- vi. In case of the infestation, lightly puncture the kick out hole and inject and appropriate insecticide into the whole.
- vii. Wax and varnish all wood used for furniture and coat with linseed to coner the pores.
- viii. Old furniture should be drenched in kerosene before re-finishing
- ix. To strengthen the damaged piece of the furniture pour molten paraffin over the wood. Wipe off the excess and then refinish.

4. **Flies:** These insects are dangerous to health as they contaminate food causing diseases such as typhoid, cholera, dysentery, etc. They carry disease germs on their legs and their saliva. These germs get transferred to the food when the sit.

Prevention and control:

To erradicate the first essential step is to destry all possible breeding grounds by burning all garbage , keeping the dustbin covered and mantaining the standards of good cleanliness for the surrounding.

A fly poison is made up of three spoons of formalin in one pint of milk or water with added sugar, should be placed in the saucer to trap and kill flies.

The aerosol fly killers sprays can be also used.

5. **Mosquitoes:** These transmit diseases such as malaria, filaria and yellow fever.

Prevention and control:

As the life cycle of the mosquito begins in water do not allow to stagnate in an around the property.

Repair and fill all the pits and puddles.

Cover the drains and pour kerosene oil into it to prevent the larvas to grow into the adult mosquitoes.

Fine guaze on the windows to prevent the entry of mosquitoes.

- 6. Mice and rats:** rats and mice carries disease germs such as plague, typhoid and cause food poisoning or infection or jaundice etc. These rodents can contaminate food stuff or work tablets or utensils with their urine drooping and fur which can spread disease and can be fatal to humans.

Prevention and control:

The most effective method of controlling these pests are poisoning trapping, famigating to eleminate their food supply and shelter and rat proofing the building.

Proprietary poisons are also available to destroy rats & mice.

In bad case of infection it is best to call the experts.

- 7. Wood boring beetles:**These are the work's or larvae which does the damage to the wood. The common furniture beetles lays egg in the cracks and crevices of the unpolished wood. On hatching these larva's eats away through the wood making tunnels into it and thus weakning the wood.

Prevention and control:

Eggs are usually laid on the unpolished wood so the use of varnish, polish, lacquer stops the attach of wood boring beetles.

To kill these beetles the exits hotels on the furniture should be sprayed , brushed or injected several times with the pesticides such as '**RENTOKIL**' this should be done by an expert so that the job is done throughly

A badly infested piece of wood should be burnt down

- 8. Spiders:** Spiders are most commonly found pest in the industry. As spider's nest are built high of the ground, they don't drag there bodies accross the surfaces so spraying with a pesticides is not a good defence against spider as the pesticide residue touches only on their feet.

Prevention and control:

The best way to control spider's is to control their food source such as other smaller insects around the house.

The cracks & crivices should be treated regularly with insecticides

The glue board or the sticky trap can be used for spiders

9. **Pigeon's:** pigeons are commonly found birds which spoil the exteriors of the property with their drooping's & finding places for their nest

Prevention and control:

The bird spikes are installed on the ledges which can keep the birds away from the landing

Birds slope is another simple functional control

Another popular method is netting these are installed on the roof, courtyard, patio's etc can control the pigeons

Electric track pigeon control is also ideal for the roof tops & other flat surfaces these methods discourages pigeon's from landing with a harmless but irritating mild electric shock

Nowadays solar power pigeons repellers are also used which have arms which rotate at 30rpm & gently swipping the pigeons away. These are ideal for sign boards , roof top & flat surfaces

Lizards: they are the reptiles found usually in the rooms.

Prevention and control:

- Don't keep the food stuff .
- And maintain cleanliness in the area
- Fill the gaps and the cracks with proper white cement

Key terms (Glossary)

1. Bidets: sanitary fittings meant for the thorough washing of the genitals and anal area. These are increasingly being used as foot baths these days.

2. Block cleaning: when cleaning is organized in this way, GRA moves from room to room and completes the same task in every room, before moving back to the first room with a new task to be in the cycle again. This involves 'blocking' several rooms at a time as 'room section' usually more than on GRA will be at work in each section.

3 Breakfast Knob Card : cards hung by guest on the knobs of guest room doors to pre order breakfast at night so that the order reaches the staff on time without the guest having to be distracted for taking order the order early in the morning.

4 Mitring : is done for folding sheets or blanket at the corners during bed making to make them fit the contour of the mattress . Neatly without any creases. mitring is also referred to as the making of square corner's hospital corner's or envelope fold

5 Dust Ruffle: A pleated, decorative, floor length, , skirting of fabric that extends around the sides and foot of the bed

6 on change room: a room in need of housekeeping services before it can be registered to an arriving guest.

7 Foot fold: A pocket like pleat created at the foot of the bed using the extra length of the top sheet, so as to allow guest's to tuck in their feet while allowing comfortable wiggle room for movement.

8 Orthodox cleaning: this is the traditional way of organizing cleaning activities in a hotel, where a GRA completes all the tasks in one guestroom before going on to the next room in the section allocated to him/her .

9 second service: A chargeable servicing / cleaning / cleaning of the room provided on the special request of the guest after the guestroom has already been serviced as per the day's schedule.

10 spring cleaning : A term used for periodic / annual clean of the hotel guestrooms or other areas , usually carried out in the off season (not necessarily in spring though the traditional annual cleaning of the houses after winter in temperature climates gives us the term) the term is often used interchangeably with deep cleaning.

11 Team cleaning : in team cleaning two or more people work together in a area , either on the same task or on different tasks

12 Bedding : A collective term for all articles on a bed.

13 Down : Soft , fluffy feathers found underneath the contour feathers of a adult birds , especially that of ducks and swans as used for stuffing pillows , cushions and quilts

14 Eiderdown: Quilts filled with down feathers beneath the contour feathers of adult eider ducks used for stuffing pillows or cushions or quilt also the name given to quilt made from these feathers

15 Ergonomics: The study of people in relation to their working environment

16 Guest amenities: All the luxury items that a hotel gives away at no extra cost to guest's

17 Guest essentials: items that are essential to the guest room and are not up or expected to be taken away by guests.

18 Guest expendables: Those are the guest supplies guest are expected to use up or take away when leaving the property.

19 Guest loan items: These are guest supplies not normally found in a guest room but available upon request for eg Hairdryers and ironing board

20 Guest supplies: All items that are conducive to the use guest have increased material comfort and convenience. They are further subdivided as guest loan items, guest expendables , guest amenities, guest essential.

21 Murphy Beds: This kind of bed folds up into the walls and looks like a bookshelf or cupboard when folded away. It is also called a sico bed.

22 Night spread: A distinctly woven sheet used to cover and protect the blanket. It is now more often called as 'third sheet' other names for the night spread are 'crinkles sheet' and 'snooze sheet '.

23 Night Stand: A small table or cabinet designed to the stand beside a bed or elsewhere in a bedroom as place also called a night table.

24 Pillow Menu: A list of various types pillows provided by a hotel to guests , usually free of charge it allows guests to make an alternative pillow choice . Some common pillow alternatives are orthocare, hypoallergenic memory foam , buckwheat hull and so on.

25 Service Directory: This is a booklet in which the services offered to guests by the hotel are listed along with the intercorn numbers to reach the relevant department.

26 Shoe Mitt: Flannels cloths, usually in the shape of a mitten. Kept in hotel rooms as guest supplies for cleaning shoes. Now days instead of flannel, rice paper tissues are used

27 Zed bed : Fold away beds with a slatted wood frame that folds into a double hinged shaped of three sections when used as a sofa , named after the letter 'z' which it resembles because of its three jointed parts.

28 Soft furnishings: These include curtains, cushions , loose covers bedspread and quilts but not carpets.

29 Ticking : A strong sturdy cloth used to cover mattresses, pillows and upholstery , a cover made

30 A comfortable upholstered chair with a high back and extending sides or 'wings'

31 Bulgrain : knotted grain in wood

32 Kapok : it is the smooth , light and lustrous fibre obtained from the seeds of the silk cotton tree . it is used as filling for cushions , pillows and quilts