

# Budgeting for housekeeping expenses

## Introduction

Budgeting is one of the main planning activities of an executive housekeeper. It is the process by which, based on the actual performance of establishments in the past, estimates of expenditure and receipts are made and adjusted for forecasting future outcomes. Budgets can be defined in many ways:

‘A budget is a plan by which resources required to generate revenues are allocated.’

‘A budget is a plan which projects both the revenues the hotel anticipates during the period covered by the budget and the expenses required to generate the anticipated revenues.’

## Types of budget

Budget may be different kinds, based on the types of expenses involved, the departments, and the flexibility of expenses.

## **Categorized by types of expenditure**

Based on the types of expenses and assets involved, budgets may be categorized into capital, operating, and pre-opening budgets.

**Capital budgets**– These allocate the use of capital assets that have a life span considerably in excess of one year – these are assets that are not normally used up in day-to-day operations. Furniture, fixtures, and equipment (FFE) are typical examples of capital expenditures. Capital expenditure in the housekeeping department may include room attendant’s carts, vacuum cleaners, general floor machines, carpet shampoo machines, sewing machines, and laundry equipment. The hotel building itself is also a capital asset.

**Operating budgets**- these forecast expenses and revenues associated with the routine operations of the hotel during a certain period. Operating expenditures are those costs the hotel incurs in order to generate revenue in the normal course of doing business. In the housekeeping department, the most expensive operational cost is the salaries and wages or labour cost. The cost of all non-recycled inventory items, such as cleaning and guest supplies, are also operational costs.

**Pre-opening budgets**- these force the planning necessary for the smooth opening of a new hotel. These budgets allocate resources for opening parties, advertising, generation of initial goodwill, liaisons, and PR. Pre-opening budgets also include the initial cost of employee salaries and wages, as well as supplies, crockery, cutlery, and other items.

## Categorized by departments involved

Based on the department involved, budgets may be categorized into master budgets or department budgets.

**Master budget** – These represent the forecasted target set for the whole organization and incorporate all incomes and expenditure estimated for the organization.

**Department budget** – Each department of the hotel forwards a budget for its estimated expenses and revenues to the financial controller. For instance, there would be a housekeeping budget, an F & B budget, a maintenance budget, and so on. In fact, the rooms division budget is in this case the combined budget of the front office and the housekeeping department.

## Categorized by flexibility of expenditure

Budget may also be classified on the basis of the flexibility of expenditure.

**Fixed budget** – These budgets remain unchanged over a period of time and are not related to the level of revenues. Such budgets include budgets for advertising and admiration.

**Flexible budget** – these budgets pre-determine expenditure based on the revenue expected and differ with different volumes of sale.

## Housekeeping expenses

Expenses that need to be budgeted for by the housekeeping department may be operating expenses or capital expenditure. These are outlined.

Housekeeping expenses

<b>Operating expenses</b>	<b>Capital expenses</b>
<ul style="list-style-type: none"><li>• Salaries and wages</li><li>• Employee benefits</li><li>• Contract services</li><li>• Operating supplies</li></ul>	<ul style="list-style-type: none"><li>• Equipment and machines</li><li>• Furniture</li><li>• Fixture</li></ul>

<ul style="list-style-type: none"> <li>• Linen</li> <li>• Uniforms</li> <li>• Laundry and dry-cleaning</li> <li>• Pest control</li> <li>• Flowers and horticulture expenses</li> <li>● Miscellaneous expenses</li> </ul>	
--	--

## Operating expenses

Operating expenses include following types of costs:

**Salaries and wages** -This is the largest expense category in the housekeeping department, as the department easily has the largest workforce of all departments in the hotel. This category of expenses includes regular employee pay , overtime pay, incentives, leave encashment, and bonuses.

**Employee benefits** – this category of expenses includes insurances on pay, employee pensions, payroll taxes, employee medical expenses, employee meals costs, employee provident funds, staff parties, and social events. In many organizations, the salaries and wages and the employees’ benefits are calculated as one expense category, referred to as ‘SWB’ (salaries, wages, and benefits)

**Contract services** –expenses incurred on any contract service employed by the housekeeping department for special cleaning processes are include in this category.

**Operating supplies** – these expenses include the costs of non-recycled items inventoried by the housekeeping department, such as guest supplies and cleaning supplies.

**Linen** – New line needs to be bought throughout the year as replacement and the cost of these is budgeted for under this expense category. These expenses also include all linen hire costs.

**Uniforms** – This category includes the expenditure forecasted for purchasing material for uniforms, tailoring costs, or costs of renting uniforms.

**Pest control** – This function may be contracted or carried out by the housekeeping department employees, and has to be budgeted for accordingly.

**Flowers and horticulture expenses** – these include costs of flower arrangements in public areas and guestrooms and also garlands for guests where applicable.

**Miscellaneous expenses** – this category includes costs of office stationery items such as log books, registers, forms, formats, writing material and so on, as well as telephone, lighting, water consumption, and other such establishment expenses.

## Capital expenses

Capital expenses include the cost of equipment and machines, furniture and fixtures, etc.

**Equipment and machines** – this category of expenses involves the equipment and machines used by the housekeeping department ( such as floor-cleaning machines, vacuum cleaners, and so on) and those provided in the guestrooms for guests' use (such as minibars, safes, and so on).

**Furniture and fixtures** – The budget for guestroom furniture and fixtures is under the purview of the housekeeping department since it is responsible for their cleaning and maintenance.

## Budget planning process

The rooms division's budget-planning process depends on two main factors:

1. Forecasted rooms sales or occupancy levels
2. Cost per occupied rooms

### Forecasted room sales

The rooms sales for the year are forecasted by the front office manager. The monthly break – ups are also outlined in this forecast. This information is given to the heads of departments far in advance for the preparation of departmental budgets.

### Cost per occupied room

The executive housekeeper works out the cost per occupied room based on historical data, a sample of which is shown fig 15.1

### Operating costs

These can be variable, semi-variable, or fixed.

**Variable operating expenses** – these fluctuate with the occupancy level. These expenses include guest supplies, laundry, and such costs that increases or decreases in proportion to occupancy levels.

**Semi-variable operating expenses**- these fluctuate partly according to the occupancy levels. For instance, employees in the housekeeping department cannot be hired or fired according to daily occupancy fluctuation. A minimum number of employees have to be on the rolls, no matter how low the occupancy may be .however, the executive housekeeper should workout annual leave and weeklyoff-day schedules based on occupancy forecast to schedule manpower efficiently. Other semi-variable costs are cleaning supplies, flowers, linen, and uniforms.

**Fixed operating expense** – when pest control is on contract , this expense is deducted on a monthly basis and does not depend on occupancy.

Since the housekeeping expenses fluctuate based on the occupancy, the executive housekeeper uses only cost per occupied room as the guiding factor in planning the budget. Every operating expense needs to be planned individually for better control. Once the executive housekeeper knows the predicted occupancy levels, the expected expenses for salaries and wages, cleaning supplies, guest supplies, laundry, and other areas can be determined on the basis of the formula mentioned in exhibit 15.1 that expenses cost in terms of ‘cost per occupied room’.

Sample historical data of operating expenses

Year →	2001-02	2002-03	2003-04	2004-05	2005-06
A. Room sales (no.)	50,000	49,000	52,000	53,000	30,000
B. Operating cost (Rs.)	180,00000	191,10000	208,00000	217,30000	12900000
C. Cost/occupied room (no.)	360	390	400	410	430
Note : C = B/A					

Cost / occupied room = operating expenses

Room sales

### Calculating individual operating expenses

Below is an outline of the considerations in each category.

**Salaries and wages** – to calculate this expense, the salaries and wages paid to all job positions – such as the executive housekeeper, assistant housekeeper, supervisors, GRAs, linen room attendants, housemen, and so on – have to be taken into account. The executive housekeeper first works out then number of employees required at various positions. If the occupancy levels are fluctuating considerably, the executive housekeeper should employ only the minimum staff required on the payroll and the rest of the staff should be hired on a daily – wages basis if labour is easily available. Duty rotas need to be planned effectively so that leaves and weekly off-days can be given on days of low occupancy. The most important tool in planning this expense is the staffing guide explained in chapter 3. Once the number of labour hours for each job position is determined as per the level of occupancy by consulting the staffing guide, the number of hours can be multiplied by the position's average per-hour wage to calculate the expected cost for that job position. The sum of the calculations (number of labour hours \* wage per hour) for all positions gives the total salaries – and – wages expense for the budget. The format used for calculation may be as shown in fig.

**Employee benefits** these calculations depend on the number of labour hours expected to be scheduled, the job positions involved, and the hotel's policies regarding employee benefits. In most properties, employee benefits include the cost of on – duty meals, payroll taxes, provident funds, medical expenses for the employees and their immediate family or insurance, pensions, staff parties, and social events. For the calculation, the format given in e.g may be used.

**Contract services** – the cost of all contract services is averaged throughout the budget period of one year. Considering the historical data contract services already used will lend an insight into the expense level to budget for.

#### Calculating expenses for salaries and wages

Sl. No.	Position	Wage/hour	Labour hours	No. of employees	Wage expenses
1.	Executive housekeeper				
2.	Assistant housekeeper				
3.	Supervisor				
4.	.....				
				Total no.	total expenses

### Calculating employee benefits expenses

Sl No.	Job position	No. of employees	Expense of 2 meals per employee	Medical expenses	Expense of staff parties	Other perks	Employee benefits expenses
1.	Executive housekeeper						
2.	Assistant housekeeper						
3.	Supervisors						
4.	....						
							Total expenses

**Operating supplies** The major types of operating supplies include guest supplies and cleaning supplies.

**Guest supplies** These are non recycled inventory items and variable in cost. This expense category will depend on the 'cost per occupied room'. The executive housekeeper finds out the consumption factor of each item based on historical data. For instances, if the consumption factor arrived on for soap is 0.8; the budgeted room sales is 4000 for a month; and the cost of a bar of soap with the hotel's monogram is Rs 2.00, the budgeted expense for soap will be

Consumption factor \* Budgeted room sales \* Cost of one unit

$$=0.8*4000*2$$

$$=6400$$

In case two soap bars are to be placed in one guestroom, the amount obtained is multiplied by

2. In all cases, the amount needs to be further multiplied with the par number to be maintained for each supply.

The monthly expenditure may be calculated using the format

<b>Forecasted monthly room sales = .....</b>
--

Sl. No.	Guest supply item	Consumption factor	Rate per item (Rs)	Per number to maintain	Guest supply expense
1.	Soap (80 g)				
2.	Soap (20 g)				
3.	Shampoo				

4.	Shaving kit				
5.					
					Total expenses

**Cleaning supplies** – These are non-recycled inventory items that are semi-variable in cost. The higher the occupancy; the higher the volume of cleaning supplies used. It also needs to be remembered that the executive housekeeper schedules deep cleaning tasks during slack periods. Thus ‘cost per occupied room’ cannot be relied upon here. To calculate the expense for cleaning supplies, the executive housekeeper must refer to historical data and add provisions for any new products. The cleaning supplies expenses may be calculated using the format given

Calculating cleaning supplies expenses

Sl . No.	Cleaning supply item	Quantity used/ month (based on historical data)	Rate per unit (Rs)	Cleaning supply expenses
1.	Soap oil			
2.	All – purpose detergent			
3.	Glass cleaner			
4.				
<b>Total expenses</b>				

**Linen** For budgeting linen expenses, the executive housekeeper needs to calculate the cost of linen per occupied room based on historical data. The higher the occupancy, the more the frequency of washing the linen. Historical data gives some guidelines in calculating linen expenses.

**Uniforms** This expense includes the cost of uniform materials, stitching costs, accessories, and footwear. Each department is debited for its employee’ uniform expenses the executive housekeeper thus needs to budget for uniforms for all housekeeping employees. To calculate uniform costs:

- Calculate the number of uniformed employees in all positions of all departments, keeping in mind the male-female ratio.
- List all types of uniforms.
- Decide how many pairs are required and how often uniforms are to be exchanged.
- Consider turnover of employees.
- Provide for daily – wage employees, trainees , and so on.



- Include the costs of repairing uniforms.
- The total cost incurred at one time is divided equally between 12 months

Laundry the laundry expenses are primarily variable, except for uniforms. The executive housekeeper can refer to the historical data for calculation of laundry expenses as shown in the sample. Laundry expenses include

- chemical cost
- Water cost
- Energy cost
- Labour cost

The cost of laundering is expressed as follows.

Cost per price or weight unit =  $\frac{\text{Total number of pieces or total weight of linen}}{\text{Total cost incurred in a month}}$

Total cost incurred in a month

Sample calculation of laundering expenses based on historical data

Year →	2001-02	2002-03	2003-04	2004-05
Room sales	52,000	53,000	30,000	42,000
Room linen (nos)	3,00,507	3,20,000	1,68,000	2,35,200
Pieces per occupied room	5.8	6	5.6	5.6
Total cost	12,62,130	14,40,000	8,40,000	12,23,040
Cost per piece	4.20	4.50	5.00	5.20

**Flowers** The costs are primarily variable according to occupancy, but arrangements displayed in public area do not depend on the occupancy. Historical data are a reliable tool in budgeting for this expense.

## Income statement of the rooms division

The income statement – or the annual profit and loss statement (P&L statement) – is reviewed by the rooms division manager with all the department heads, including the executive housekeeper, at the beginning of the budgeting process. This statement lists all sources of income that can be called ‘revenue’ and all the debited items that are paid out or are actual losses. Debits are then subtracted from the income. If the income is higher than the debits, the hotel posts a profit. If the debits are higher than the income, the hotel reports a loss, called a ‘deficit’. Revenue and deficits are reported as gross totals, before any adjustments. Sales taxes

are figured in or reported as net. The result of the income statement gives the management a baseline from which to start planning the next budget. A sample of an income statement is given e.g

## Controlling expenses

An operating budget is a valuable tool for controlling expenses and monitoring the course of operations during a specific period. Each month, the hotel's accounts department produces statements reporting the actual costs in each of the expense categories in the budget. These income statements or profit – and – loss statements are nearly identical to the operating budget. The actual costs are listed alongside the budgeted costs. Such reports enable the executive housekeeper to monitor how well the housekeeping department is doing in comparison with the budgeted goals and constraints.

Sample rooms division income statement 2005 – 06

S. No.	Particulars	Budgeted	%	Actual	%	Variance	%
1.	Rooms sold	4,500	100	3,800	100	(700)	(15.5)
2.	Room revenue	1,35,00,000	100	95,00,000	100	(40,00,000)	(26.6)
3.	ARR	3,000		2,500		(500)	
4 a	Front office	4,05,000	3	3,80,000	4	25,000	6
4 b	Housekeeping	8,10,000	6	7,30,000	7.7	80,000	9.8
4.	SWB total	12,15,000	9	11,10,000	11.7	1,05,000	8.6
5.	Linen	1,35,000	1	71,250	0.75	63,750	47
6.	Laundry	2,70,000	2	1,71,000	1.8	99,000	36.6
7.	Uniforms	2,70,000	2	2,00,563	2.1	69,437	25.7
8.	Stationery	1,35,000	1	95,000	1	40,000	29.6
9.	Guest supplies	2,70,000	2	1,71,000	1.8	99,000	36.6
10.	Cleaning supplies	2,70,000	2	2,34,679	2.5	35,321	13
11.	Transport	94,500	0.7	47,500	0.5	47,000	49.7
12.	Flowers	1,08,000	0.8	1,23,500	1.3	(15,500)	(14)
13.	Telephone	1,35,000	1	1,48,232	1.56	(13,232)	(9.8)
14.	Pest control	33,750	0.25	33,750	0.36	0	0
15.	Miscellaneous	3,370	0.25	14,250	0.15	(10,880)	(322.8)
16.	Total operating costs	17,55,000	13	13,10,724	13.82	4,44,276	18
17.	Total expenses	29,70,000	22	24,20,724	25.52	5,49,276	18

18.	Gross profit	1,05,30,000	78	70,79,276	74.5	(34,50,724)	(32.7)
Note : ARR – average room rate / revenue; salaries , wages, and benefits							

Controlling expenses in the housekeeping department means comparing actual costs with the budgeted amounts and assessing the variances, as shown in e.g

#### Budgetary variances

	<b>Favourable variances</b>	<b>Unfavourable variances</b>
Revenue	Actual exceed budget	Budget exceeds actual
Expenses	Budget exceeds actual	Actual exceed budget

While comparing actual and budgeted expenses, the executive housekeeper should first determine whether the forecasted occupancy levels were actually achieved. If the number of rooms sold is lower than anticipated, a corresponding decrease in the department's actual expenses should be expected. Similarly, if the occupancy levels are higher than forecasted, the executive housekeeper can expect a corresponding increase in the housekeeping expenses. In either case, the decrease or increase in expenses should be promotional to the variation in occupancy levels. The executive housekeeper's ability to control housekeeping expenses will be evaluated in terms of his/her ability to maintain the cost per occupied room that is expected for each category.

Minor deviations between actual and budgeted expenses can be expected and are not a cause for alarm. Serious deviations from the budgeted plan, however, require investigation and explanation. If the actual costs far exceed the budgeted amounts while the predicted occupancy level remains the same, the executive housekeeper needs to identify the source of the deviation. In addition to discovering why the department is 'behind budget', the executive housekeeper needs to formulate a plan to correct the deviation and get the department back 'on budget'. For example, re-examination of staff- scheduling procedures or closer supervision of standard practices and procedures may be necessary. Other steps might include evaluating and exploring alternatives.

Constant control is required on the part of the executive housekeeper to ensure that the actual expenses tally with the budgeted expenses. To control expenses, the capital budget should be prepared with care as it involves a large sum of money to be spent on a small number of items.

## **Controlling operating expenses**

As far as controlling operating expenses is concerned , the executive housekeeper must ensure the following.

**Effective documentation** All inventories should be documented to monitor their usage rates and costs.

**Zero – base scheduling** This refers to hiring employees by taking into account the actual occupancy for a specified period of time. Following the staffing guide helps in controlling the largest housekeeping expense – that of salaries and wages for employees.

**Right purchasing** The executive housekeeper coordinates with the purchase department to purchase for the housekeeping department. The onus of controlling expenses on purchasing is entirely on the housekeeper, as he/ she decides the right quality, right quantity, right price, right source of supply, and right time for purchasing.

**Efficient training and supervision** Training for new employees as well as training on new methods for older employees is a tool for controlling expenses. Efficient training ensures that the productivity and performance standards are met by all employees consistently. Lower productivity and performance standards may considerably increase housekeeping expenses. Efficient training and supervision also tend to bring down the expenses on cleaning supplies, as employees are then careful about usage rates and wastage. Thus the cost of cleaning supplies per occupied room is kept under control.

## Cost control in specific areas

Some specific methods of controlling expenses in various areas in the housekeeping department's purview are outlined below.

**Guestrooms and public areas** In order to control expenses in guestrooms and public areas, the following measures can be taken:

- Staff must be trained to use cleaning supplies and equipment efficiently and economically. Supervisors must control and monitor their use. Wastage can often be reduced by physical observation and analysis of stock records.
- Appointing multi-skilled staff and giving them proper training to retain them controls expenses . this also enables the department to grow well, as experienced staff know the likes and dislikes of guests.
- The use of a key-tag or electronic-lock system helps conserve power by ensuring that the lights are switched off automatically as soon as the guest walks out of the room and the key tag is removed. This proves very cost –effective.

- A lacquer finish helps brass items last longer and show less wear, which reduces the use of proprietary polishes such as Brasso and indirectly saves labour, time, and money.
- Air-conditioners in currently vacant but occupied rooms should be kept on a low-power (energy saver) setting to save electricity while still preventing a musty smell.
- To clean and scrub 'back of the house' areas, soap oil or floor cleaner may be substituted by half-used soaps and shampoos. This not only saves expense on floor cleaners but also is a method to use up discards.
- In VIP rooms, replaces only those flowers that are shedding petals instead of changing the entire arrangement. Use long-lasting flower species, such that they may be slightly more expensive to source but their longevity compensates for the cost of a repeat purchase.
- In guest bathrooms, use plants such as the money plant, which look attractive and require fresh water only once in a while, thus avoiding the use of flowers in a bud vase that have to be continually replaced.
- Amenities such as dental kits, shaving kits, and combs should be placed in guestrooms only after getting confirmation of their occupancy from the front office, so as to avoid the misuse to these items by staff.
- Restrooms and toilets in public areas can have motion sensors to control power consumption.

**Linen room** The following practices can be adopted for cost control in this area:

- Old, condemned white sheets may be cut up and used in banquet halls as table clothes for exhibition and such.
- Old shower curtains can be cut up and stitched into aprons for the butchery department instead of purchasing traditional aprons.
- Condemned towels can be turned into dusters and mop cloths for cleaning surfaces.
- Ensures consistent stock-taking to help reduce the cost of equipment and materials.

**Stores** For controlling expenses in stores, effective stock – taking and control must be ensured as it significantly reduces the expenses involved in the provision of cleaning and other services.

**Horticulture** For cost control in horticulture, the practices listed below can be followed:

- A sprinkle system should be installed for watering the lawns instead of using house-pipes.
- Dead plants, leaves, and kitchen garbage can be composted in a compost pit built in a vacant part of the premises away from the accommodation areas. This saves on fertilizer costs as well as making efficient use of waste.

## Inventory control and stock taking

The term 'inventory' refers to the stocks of purchased operating supplies, equipment, and other items held for future use in housekeeping operations. The executive housekeeper is responsible for two types of inventories. Recycled inventory items have relatively limited useful lives, but are used over and over again in housekeeping operations. These include lined, uniforms, most machinery and large pieces of equipment, guest loan items such as hot water bottles, heating pads, irons, and ironing boards, and so on. On the other hand, Non-recycled inventory items are used up during the course of routine housekeeping operations. These include most guest amenities, cleaning supplies, and small equipment such as brooms, mops, cleaning cloths, and so on.

The executive housekeeper must establish reasonable inventory levels for both recycled and non-recycled inventories. Over – stocking should be avoided as it ties up cash and calls for a large storage area. There should also be an effective purchasing system to consistently maintain the inventory levels set by the executive housekeeper.

### Stock taking

This is the physical verification of inventory by counting up stocks of all items at periodic intervals. Stock – taking is also termed 'conducting inventory'. A sample of a stock record or inventory sheet is given in the e.g. the frequencies for stock – taking of recycled and non-recycled items are mentioned in the table.

Stock – taking frequency for recycled inventory items

<b>Linens</b>	Monthly / bi – monthly / quarterly
<b>Uniforms</b>	Annually
<b>Machinery and equipment</b>	Quarterly / annually
<b>Furniture</b>	Annually

Stock – taking frequency for non – recycled inventory items

<b>Guest supplies</b>	Weekly / fortnightly
<b>Cleaning agents and materials</b>	Weekly / fortnightly
<b>Stationery</b>	Weekly / fortnightly

To maintain the inventory levels, the executive housekeeper needs to determine the par level for each inventory.



# Job Description for Floor Supervisor / H/K Assistant

**JOB TITLE:** Floor Supervisor

**REPORTS TO:** Executive Housekeeper / Asst. Executive housekeeper

**POSITION SUMMARY:**

Floor Supervisor will be responsible for maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner. Also coordinating daily housekeeping operations and maintaining the housekeeping operating standards.

You are also responsible for supervising room attendants to deliver an excellent Guest satisfaction and experience. On time to time basis may also be required to assist the Housekeeping Manager in various activities.

**DUTIES AND RESPONSIBILITIES:**

- Responsible for smooth operation of the floor assigned.
- Responsible for the performance of floor boys.
- Supervise Room Attendants
- Organises and facilitates the room making process.
- Daily allocation of rooms and deep cleaning tasks to team members.
  
- Responsible for the cleanliness of guest rooms, corridors and heart of the house area of the floor.
- Checks the occupied and departure rooms, giving special attention to guest needs.
- Ensures that the entire operation is performed as per the laid down standards.
- To organise immediately the guest needs under intimation to EHK/Executive.
- Manage guest requests, including VIP amenities and communicating them to the relevant team members



- Routine inspection of guest bedrooms to ensure they meet standards.
- Aware of all room categories and amenities.
- Achieve positive outcomes from guest queries in a timely and efficient manner
- Carry out lost and found procedures.
- Report maintenance issues to Maintenance/Engineering Department.
- Assist Housekeeping Manager with training requirements.
- Represent the needs of the team to others in the hotel.
- Comply with hotel security, fire regulations and all health and safety legislation.
- Assist other departments wherever necessary and maintain good working relationships

# Job Description For Housekeeping Public Area Supervisor

**POSITION TITLE:** Public Area Supervisor

**REPORTS TO:** Executive Housekeeper / Asst. Executive Housekeeper


## **POSITION SUMMARY:**

Public Area Supervisor is responsible for the cleanliness of hotels public areas including hotel exteriors. He or She also need to train and inspect the performance of assigned [public area attendants](#) ensuring that all procedures are completed as per the hotel's operating standards.

In charge and supervises cleaning activity of areas including lobby, restaurants, lounges, SPA, executive offices, pool area, public wash rooms, garden areas, corridors, pathway, banquets, perimeter of hotel, heart of the house corridors, locker rooms, staircases etc.

## **DUTIES AND RESPONSIBILITIES:**

1. Supervise the day to day cleaning of hotel public areas.
2. Perform routine inspections of all public areas, service areas, and storerooms.
3. Schedule and supervise deep cleaning and any other projects.

4. Supervise and coordinate pest control, flowers, plants and periodical deep cleaning operations on all area of responsibility.
5. Maintain complete knowledge of correct maintenance and use of equipment.
6. Anticipate guest's needs, respond promptly and acknowledge all guests, however busy and according to time of day.
7. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
8. Assign duties and coordinate breaks for assigned staff.
9. Ensure that assigned staff have reported to work, and also document any late or absent employees.
10. Prepare and distribute assignment work sheets to assigned staff and review priorities.
11. Assist where necessary to ensure optimum service to guests.
12. Clean public areas in emergency situations.
13. Efficiently manage stock control and the maintenance of all equipment.
14. Issue supplies/goods to staff at beginning of shift in order to control inventory.
15. Report all maintenance defects and follow up with Engineering.
  16. Complete work orders forms for equipment maintenance or repairs and submit to Housekeeping desk control.
16. Report all lost and found articles immediately to the desk coordinator.
17. Responsible to Check staff grooming and hygiene.
18. Complete all paperwork and closing duties before leaving.
19. Review status of assignments and hand over any follow-up action with on-coming supervisor.
20. Informs Management about any damage, theft or loss to hotel property.
21. Answer inquires to maintain controls and ensure guest satisfaction.
22. Manage and train Public Area Attendants and other team members to ensure their performance meets the standards required.
23. Provide feedback on staff performance also Report disciplinary problems to [Executive Housekeeper](#) .

#### **PREREQUISITES:**

The ideal candidate will be a friendly, caring individual with good cross cultures sensitivity and a concern for quality and an eye for details.

#### **EDUCATION:**

Should ideally have a diploma or vocational training in hospitality industry.

**EXPERIENCE:**

Minimum 3 to 4 years work experience as a Public Area Attendant or Asst. Supervisor within the hotel industry. Computer literacy and previous experiences using property management systems are an advantage.

## **Job Description for Control Desk Supervisor / Attendant**

**JOB TITLE:** Supervisor / Attendant

**REPORTS TO:** Executive Housekeeper / Asst. Executive housekeeper

**POSITION SUMMARY:**

Housekeeping control desk is the main communication Centre of the housekeeping department. You are responsible for all information sent out and received from the control desk. You should have good telephone etiquities.Keep the notice board up to date with the relevant information.

As a desk control assistant you should maintain complete and up to date information of every departmental section comes under house keeping.Experience as Housekeeping Desk Coordinator or Housekeeping Order Taker.

**DUTIES AND RESPONSIBILITIES:**

- Good knowledge in handling guest requests.
- Good knowledge of Housekeeping operations.
- Responsible for Departmental keys and guest room master cards.
- Responsible for all calls coming to the Desk and to convey the right message to the right person.
- Maintaining records related to day to day operations of Housekeeping.
- Follow up with concerned departments in case of guest requests/ complaints.

- Updating the Housekeeping data board with information like VIP inhouse, Today's occupancy Percentage, arrivals, departures, to do list, rooms for super cleaning etc.
- Good understanding of the property management soft wares ( Eg: Opera, Protel, Fidelio etc. )
- Allocate work for each staff according to point system / work load for the day.
- Should have a good telephone etiquette.
- Make the relevant room status changes on the software as per the instruction given by floor supervisors.
- Prepare the room discrepancy list for Front office.
  - Prepare the VIP amenities list.
  - Prepare the Min BAR consumption list.
  - Post mini bar and laundry charges to the respective guest folios.
  - Prepare monthly sales report for Minibar, Laundry, dry cleaning and any other miscellaneous sales.
  - Prepare the missing / broken item register.
  - Handle the lost and found procedures and all enquiry.
  - Maintaining the "I need it now" cupboard.
  - Changing the room status from Vacant dirty to vacant clean and changing the room status as per requirement.
  - Coordinate with Engineering / Maintenance department for room maintenance issues.
  - Co-ordinate with Front office department.
  - Should have complete information related all the rooms in hotel.
  - Should have information of every staffs, And where they are allotted for the work. E.g. Staff allocated for Floor 1, public area, pool side, SPA etc.
  - Give proper handover to the next shift and mention all responsibilities in detail to next shift staff before leaving.

Assist Housekeeper and Asst. housekeeper for preparing the monthly report and budgets.

Housekeeping Supervisor— Job Description Title Housekeeping Supervisor Reports To Housekeeping Manager Summary Housekeeping Supervisor will be responsible for the supervision and control of cleaning and servicing for all bedrooms, restaurants, function and public rooms in the hotel and homes. Their job duties are critical in the effective supervision of the hotel, as cleanliness is of the highest priority in the hospitality industry. The effective management of subordinate housekeeping employees will be paramount to the success of this position. Leadership, problem-solving, and decisiveness are critical for success in this role. Core Competencies • Customer Focus • Communication • Energy & Stress • Team Work • Quality Orientation • Problem Solving • Accountability and Dependability • Operating Equipment • Ethics and Integrity Job Duties • Ensure that all bedrooms and public rooms are serviced and cleaned daily • Ensure that vehicles are cleaned daily • Ensure an adequate supply of clean linen in a good state of repair. • Ensure that rooms are checked regularly for repairs and refurbishing, and that appropriate maintenance is completed.

- Liaise with Housekeeping Manager and notify them of areas in need of attention pertaining to decor. • Ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion. • Ensure that staff are coached and trained to perform their duties effectively. • Ensure that attendance registers are completed daily and in accordance with statutory regulations. • Ensure that adequate supplies of cleaning materials are available. • Ensure that staff accommodation is kept clean and in a good state of repair Requirements • Minimum 2 years in a supervisory role required • Good problem solving skills and ability to develop conceptual alternatives • Able to effectively communicate both verbally and in writing • Basic mathematical skills required • A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills • Strong negotiation skills and understanding of vendor relations including quotation and ordering processes • Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment • Proven Supervisory skills • Strong morals and ethics, along with a commitment to staff privacy Working Conditions • May be exposed to waste, infectious waste, diseases, conditions, etc. that are consistent with hotel housekeeping • Manual dexterity required to use desktop computer and peripherals • Overtime as required • Must be able to lift, push, pull, and move a minimum of 25 pounds • Must be prepared for winter conditions

# New property operations

## Introduction

Being involved in a soon – to – be – launched property in which department planning has yet to be undertaken gives an executive housekeeper the opportunity to influence how a department will be set up. Involvement in such an experience is rewarding, enlightening, and challenging. At this juncture, however, it is wise to remember that ‘good results without planning is good luck, not good management’.

## Starting up housekeeping

When the housekeeping department starts from scratch, it consists of only one employee – the executive housekeeper. The executive housekeeper’s position within the organization should be clearly defined. Most executive housekeepers are department heads, but many do search corporate levels as well. It should be made known to the incumbent whether he / she has report to the rooms division manager, the resident manager, or the general manager.

## Housekeeping in a new property

For a housekeeper in a soon – to – be opened property, the following are some initial steps in the process of starting up the property.

**Finding your place** the executive housekeeper will have many occasions to relate to other members of the organization. It is therefore important for him or her to get to know – and become known to – each of these managers; and respect and understanding need to be developed between each of these roles for each person and their functions. Managers of other departments, too, should in their turn develop an understanding and respect for the functions of the housekeeping department and its significance in the total operation. The organization chart is a tool that is useful here for gleaning information on reporting relationships and coordination within the organization.

**Getting acquainted** the next priority for the housekeeper is to become acquainted with new surroundings. The executive housekeeper should consult a set of the working architectural drawings of the rooms in the property. These will allow him or her to study the physical layout of the facility thoroughly and provide the basis for determining the scope of involvement and delineation of responsibilities of the various managers’ areas. These working drawings will also assist the housekeeper when on – site inspections begin, as well as help to put the manpower planning into perspective. The executive housekeeper must also take a look at the temporary working area out of which departmental planning may begin.

**Planning , organizing, and priority recruiting** the housekeeper needs to use his or her time efficiently in planning, organizing, and recruiting. Planning g and organizing have to be done for the necessary minimum manpower, as well as the designing of systems, establishment of procedures, determination of supply and equipment needs, and divising of reporting and coordinatong relationships

within the department. The housekeeper must establish the requisite qualification for his or her two principal assistants – the deputy housekeeper and the laundry manager – and specify these requirements to the personnel manager as soon as possible. Advertisements need to be placed and recruitment begun and completed within 10 – 15 days. Until at least these two managers are present, the entire planning, organizing, and staffing functions rests on the shoulders of the executive housekeeper, which leaves him or her with less time for other supervisory and planning duties so essential at this initial stage.

### **Material resources**

Before getting the workforce ready and going, the executive housekeeper needs to plan the procurement of the material resources the staff will require to accomplish their tasks. Market surveys should be carried out to identify the best supplies and equipment available, with an eye to the needs of the hotel as well as the cost factor. Cleaning supplies, guest supplies, linen, uniforms, and various pieces of equipment need to be procured in coordination with the purchase department.

### **Systems and procedures**

By this stage, the executive housekeeper should have established at least a mental plan of daily operations as the should be conducted. Procedures and daily routines now need to be standardized for the new property. Standard operating procedures, task lists, and the duties and responsibilities of specific positions should be formally in place before the new employees' induction into the property. This is very crucial stage, as the effectiveness of procedures established now will directly show up in the results achieved. Standard operating procedures for reporting to work, preparing to clean various areas, cleaning procedures, key control, and security and safety procedures must be established.

### **Division of work**

At the next stage, once recruitment has begun, the housekeeping responsibilities for the entire property need to be identified. The executive housekeeper should make regular tours of the property while it is under construction and draw up a division – of – work document. It is important to know the location of service areas and store rooms to optimize this process.

The executive housekeeper should include in the division – of – work document all the areas and sub – areas that the housekeeping department is collectively responsible for and identify the person to whom the cleaning of each area is to be allotted. This document should be reviewed and approved by the executive committee of the property. All other departments in the hotel also need to be made aware of this division of work, so that coordination after opening is easier.

### **Area responsibility plan**

This document goes on to fix responsibility for the areas mentioned in the division – of – work document and shows the boundaries of the various areas on a copy of the floor plan or blueprint. This helps to

ensure that not a single area has been left out in assigning responsibilities and also that there is no overlap in cleaning responsibilities.

The executive housekeeper prepares this plan and gives it for finalization and amendment to the hotel's executive committee.

### **Organizing the new workforce**

Once the area responsibility plan is in order, the departmental organization chart needs to be finalized. This indicates the assigned responsibilities. Supervisors are decided upon for the various – for example, floor supervisors, a public area supervisor, a desk control supervisor, a linen room supervisor, and so on.

The task of organizing the laundry workforce in a similar manner may be delegated to the laundry manager.

At this, the executive housekeeper must also plan for zero – base budgeting – hiring employees taking into account the actual occupancy for specified periods of the year.

### **House break – up**

A house break – up is potential representation of the location of all guestrooms as given in the physical layout plan of the hotel. It consists of a line drawing of the guestroom section of the hotel, showing the relative positions of guestrooms, guest corridors, floor panties, and other areas significant to guestrooms cleaning; though not necessarily accurate in terms of exact directions headings or scale.

Further, room sections of 13 – 20 rooms at a time, as close to each other a possible, need to be marked out on the house break – up so that GRAs or teams of GRAs can be assigned to a particular section each. Room sections can be assigned numbers for convenience.

Finally, house division need to be marked for supervisors. House divisions are groups of 4 – 6 room sections along with the associated corridors, elevators, stairways, service areas, and storage areas. House divisions can be named as per the theme of the hotel, though it is primarily meant for the reference of the housekeeping department staff.

### **Workload of GRAs and supervisors**

The housekeeper then decides on the number of rooms to be assigned to each GRA and to each of their supervisors. The number of rooms to be cleaned by a single GRA may range from 13 to 20 rooms per day. This range depends on various factors, such as the size of the guestrooms, the types of guestrooms, the kinds of fixtures, furniture, and other contents in the guestroom, the distance between the guestrooms in the property, whether assignments are made for team cleaning or individual cleaning, and so on.

### **Staffing considerations**



The various documents that act as tools in the management of personnel need to be in place before recruitment is completed. The important tools at this stage are job description, position description, and job specification. The departmental staffing guide also needs to be developed and staffing hired on the basis of zero – base budgeting. Staff requirements for particular occupancy periods should be worked out in a tabular form and filed for reference. This table is referred to as the staffing guide and serves as an important tool for achieving zero – base budgeting. The executive housekeeper can refer to this table in preparing daily schedules for the housekeeping staff later as well.

### **Orientation and training**

Orientation or induction is the guided adjustment of new employees to the organization, the work environment, and the job. The process communicates the organization's basic philosophy, policies, rules, and procedures. This is the stage where new employees are given an employee handbook with relevant details of the organization's history, policies and practices, rules and regulations, departments staff benefits, and safety and regulations. The executive housekeeper may orient the employee personally or may delegate the responsibility to an assistant housekeeper.

Either way, training is a must for the newly hired employees to develop the skills needed for performing their job well. At this stage, a procedure manual is handed to the employees, which lists the standard operating procedures (SOPs) in simple words. The task of training may be delegated to supervisors, but the executive housekeeper is ultimately responsible for the training programmes. Of course, it should be ensured that training becomes an ongoing process.

### **Scheduling of new employees**

GRA's, supervisors, and housemen need to be scheduled once the workloads have been decided and the duty rota has been drawn up. Here, the executive housekeeper needs to consider the benefits of team scheduling. New employee may not be confident enough in the first few weeks of performing their tasks to operate singly. Team staffing may come to the rescue here. For example, a new GRA may be paired with another experienced GRA in servicing guestroom. This is sometimes referred to as the 'buddy system'.

## **Countdown**

Here is a checklist of the housekeeping responsibilities to be met while inaugurating a new property.

### **Three months before the opening**

The following activities need to be carried out three months prior to the opening.

1. Check the blueprints for the housekeeping department.
2. Check the layout of the linen and uniform rooms.
3. Check the layout of the laundry.
4. Check the location and layout of the floor pantries.

5. Check the layout of the different types of guestrooms
6. Appoint a horticulture in coordination with the personnel department and initiate the setting up of a plant nursery and greenhouse. Look into the purchasing of saplings and seeds.
7. Consider the space allocation for all these areas in accordance with the total front – of the – house area.
8. Evaluate the function and maintenance of furniture and other hard surfaces.
9. Work in coordination with the interior designers and architects to plan the indoor spaces.
10. Undertake a market survey to identify the best equipment, cleaning supplies, linen, and guest supplies available and work out the costs. Evaluate the quality and quantity required, and then contact the suppliers of each item or product to get specifications.
11. Coordinate the purchase of equipment, cleaning supplies, linen, and guest supplies with the purchase department, keeping in mind the lead time available (well before the inauguration) for the delivery of the goods.
12. Manpower planning needs to be initiated in coordination with the other departments.
13. Discuss uniform requirements and designs with the various departmental heads.

### **Two months in advance**

Two months ahead of the opening, the following activities need to be carried out.

1. Fine – tune the manpower requirement. Hire only the minimum staff required. Consider contracted services to compensate for a possible high turnover of staff at this initial stage of adjustments and leaning.
2. Consider contracted services for pest control, florists, and so on so that specifications, terms, and conditions can be worked out. Consider the feasibility of these contracted services in terms of needs versus costs.
3. Orientation and training of staff should be started on a continuous basis.
4. Follow up with the purchase department regarding the indented items and delivery dates.

### **Six weeks in advance**

When there are about six weeks to go, the following activities need to be taken care of :

1. Hire the necessary lower – rung staff.
2. Clean up all the newly constructed areas.
3. After the entire construction is over, initiate actual horticulture activities such as landscaping and gardening.
4. Organize the storage of all items purchased.
5. Work out systems and procedures.
6. Check the standard operating procedures (SOPs)
7. Begin the purchasing of uniforms after getting relevant inputs regarding the staff of all the hotels departments.
8. Organize orientation and training for the new staff and continue the training schedule for the older staff.

## **Four weeks to go**

With four weeks left for the opening , the following areas need to be looked at:

1. Check the cleanliness of all areas under the housekeeping departments's purview.
2. Check the quality and quantity of all the equipments and supplies delivered.
3. Ensure the lower – rung staff have had basic training in handling guests.
4. Move in and set up the department physically.
5. Redefine the fine – tune the systems and procedures as necessary.
6. Begin the stitching and issuing of staff uniforms.

## **One week to go**

Finally, a week in advance of the opening, the following activities must be carried out:

1. Draw up duty rotas and schedule staff accordingly.
2. Set up the relevant work areas and ensure their cleanliness.
3. Work out a frequency schedule for the cleaning up of various areas of the property.
4. Constantly tour the property and be available to the housekeeping staff for last – minute queries and changes

## Safety and security

### Potential hazards in housekeeping:

Due to the nature of work performed by housekeeping staff, they may be exposed to many dangerous and unsafe conditions or hazards, if they are not careful. To reduce safety risks, all employees should be aware of potential safety hazards. These hazards may include

- 1) faulty equipment
- 2) damaged flooring or chipped tiles;
- 3) slippery floors and spills not mopped up;
- 4) slippery guest bathrooms
- 5) cracked or broken glass
- 6) worn-out electrical insulation or fittings
- 7) overloaded electrical sockets
- 8) trailing equipment flexes;
- 9) worn carpet and rugs;
- 10) cleaning equipment left lying around
- 11) unsafe use of ladders
- 12) inadequate lighting
- 13) loose stair treads;
- 14) cleaning agents left uncapped;
- 15) non-adherence to instruction outlined in the material safety data sheet (MSDS) for the use of cleaning chemicals.
- 16) Handling corrosive cleaning agents with bare hand;
- 17) mixing certain chemical cleaners, causing undesirable/dangerous reactions.
- 18) Cleaning agent kept in unmarked or wrongly marked containers.
- 19) Incorrect use of trolley
- 20) incorrect method of blending and lifting.
- 12) Unsatisfactory hygienic and sanitation standards.
- 13) Incorrect posture.

### SAFETY AWARENESS AND ACCIDENT PREVENTION:

Safety awareness should be an ongoing program at all establishments. The management of all establishments should be aware of the laws concerning safe work environments and should be concerned about the safety of their employees. Periodic training should be provided to all staff in order to raise awareness about safety. All employees should be aware of the potential hazards in their respective

departments All heads of departments must ensure that employees follow safe job procedures, correct unsafe conditions immediately, and take adequate time to do the job so that accidents are not caused due to haste. The executive housekeeper should develop a comprehensive list of safety rules to be followed by all housekeeping employees. This can be a part of the 'housekeeping safety manual'. Some safety guidelines for lifting, bending cam-in\* and pushing that may be included in the manual

#### Basic guidelines for the prevention of accidents.

The following godliness can be followed for the prevention of accidents.

- 1) Always follow instructions when using any cleaning e equipments.
- 2) Replace caps on cleaning chemicals immediately and securely after dispensing.
- 3) Label cleaning agents clearly
- 4) keep floors clean and dry.
- 5) Place warning and safety signs around the area while cleaning.
- 6) Always dry hands before touching plugs, sockets, and electrical fittings .
- 7) Make faulty equipment as (out of order)
- 8) dispose of rubbish carefully.
- 9) Never place cigarette button or Sharp object in the trash bag in the room attendant's carts.
- 10) Open and shut doors carefully
- 11) clean away broken carefully

#### Procedures to follow in case of an accident:

When a guest or employee has met with an accident at the hotel. The procedure followed should be as follows

- 1) With the help of another person. Check if the victim requires any assistance
- 2) reports the matter immediately to the manager concerned.

- 3) Either administer first aid (if you are trained to do so) or get help from trained personnel
- 4) shift the victim immediately to a hospital, if required. If the injury is serious, call an ambulance for the same.
- 5) Follow all necessary first-aid measures until the ambulance arrives.
- 6) Fill in the accident report and hand it over to the manager concerned.

#### Fire prevention and fire fighting:

To understand fire prevention and fire fighting one must know how fire is classified.

Fire may be classified into four groups based on their source of fuel.

Class A: these are fires with trash, wood, paper or other ordinary combustible materials as their fuel source

Class B: these are fire with flammable or combustible liquids as their fuel source

Class C: these are fires involving electrical equipments.

Class D: these are fires with certain ignitable metals as the fuel source

#### Prevention of fire

Fire may be prevented if fire hazards are identified and eliminated. Some unsafe practices that may lead to fire are as follows:

- 1) guests smoking in bed
- 2) the hotel not providing sand runs or sufficient and appropriate ashtrays in rooms as well as public areas.
- 2) Using high - wattage bulbs in lamps.
- 3) Leaving linen chute doors open.
- 4) Storing rags and clothes with residue of cleaning polish still on them.
- 5) Not unplugging electrical appliance when not in use.
- 6) Using faulty electrical equipment or sockets
- 7) leaving magnifying glasses where the sun can catch them.
- 8) Using furnishing materials that are easily combustible.

Each establishment must conduct fire drills on a periodic basis and ensure that all staff attends these drills so that they know what is to be done during a fire emergency.

#### Fire warning systems

these may be electrically powered manually operated system, automatic fire detection system or a combination of both. The usual components of such system are discussed here:

Fire alarms: these can be set off by smoking detector heat detector, sprinkler system, or pull stations. The most common types of fire alarm are the once operated by pull stations located in corridors, lobbies, and near elevator. The pull alarm is red in color, with a glass panel that needs to be broken to set off the alarm.

Sprinklers: These are found in most hotels establishments, especially in corridors and rooms. They are situated on the ceiling and automatically spray water when the temperature rises above a certain level.

Smoke detectors: These are set off by smoke. The two types of smoke detectors available are photoelectric detectors and ionization detector. Photoelectric detector is alarms triggered off when smoke blocks a beam of light emanating from the detector. In the ionization type of smoke detectors, the alarm sounds when the detector senses a shift in electrical conductivity between two plates.

#### What to do in case of fire emergency

In case of fire break out, follow the guidelines given below:

- 1) Immediately switch on the nearest fire alarm.
- 2) If possible, try to put out the fire with suitable equipment, remembering to direct the extinguishers at the base of the flames. Do not attempt to flight a fire if there is any danger of personal risk.
- 3) Close all the windows and switch of all electrical appliance, including fans and lights,
- 4) Close the door to the affects area and report to your immediate supervisor for instructions.
- 5) Carry out instructions – for instance, rouse guests in the sections and direct them to the nearest fire – escape routes. Each guestroom should have the

routs to the nearest fire escape drawn out and displayed in a place where it is most likely to be seen by the guests.

- 6) Report to the departmental fire representative for a roll call. The housekeeping on duty should check the list (in the form of the duty rosters) of the staff who are on duty so that all those on duty can be accounted for.
- 7) Remain at the assembly point until instructed to the otherwise.

Fire-fighting Equipments: Staff should be trained in operating the fire – fighting equipment. Types of fire – fighting equipments vary from simple ones such as buckets of sand and water, fire blankets, and hose reels to more complex fire extinguishers. Water buckets should be constantly checked for adequate water levels and sand bucket should be kept dry. Water should not be used in case of fire involving electricity.

Type of fire extinguishers:

Fire extinguishers can be of various types:

Dry powder: These are usually meant for multipurpose use with various types of fire. They contain an extinguishment agent and use a compressed, non-flammable gas as a propellant.

Dry chemical form: These are primarily used on flammable liquid, oils, and fats, but may have multipurpose use.

Halon/vaporizing liquid: These contain a gas or volatile liquid that interrupts the chemical reaction that takes place when fuel burns. These types of extinguisher are often used to protect valuable electrical equipment since they leave no residue to clean up. Halon extinguishers have a limited range usually 3-10 feet. The initial application of Halon should be made towards the basis of the fire, continuing even after the flames have been extinguished. The BCF extinguishers are now banned as chlorofluorocarbons harm the protective ozone layers.

Water-gas or soda –acid extinguishers: These extinguishers contain water and compressed gas and should only be used on class A (wood or paper) fires.

Carbon dioxide: These CO<sub>2</sub> based extinguishers are most effective on class B & C (liquids and electrical) fires. Since the gas disperses quickly these extinguishers are only effective from a distance of 3-8 feet. The carbon dioxide is stored as a



compresses liquid in the extinguisher; as it expands on release, it cools the gas is expelled from the extinguisher. Since the fire could re-ignite, continue to apply the agent even after the fire appears to be out.

### Fire – extinguisher ratings:

Most fire extinguishers available are rated according to the types of fire they extinguish:

Class A extinguishers: Put out the most basis fires, such as those that started with wood or paper. Their numerical rating refers to both the amount of water inside and the extent of the fire they can extinguish.

Class – B extinguishers: These types are recommended for fire that involves flammable liquids. Such as gasoline, oil, or grease. The numerical rating refers to the number of square feet of liquid fire that an average untrained person can expect to put out using this equipment.

Class – C extinguisher: These are for electrical fires. They do not have a numerical rating it is the ‘c’ designation that shows that the extinguishing agents inside is non-conductive

Class – D extinguisher: These are for use with flammable metals and are often made for use with a specific metal. They have no numerical ratings, nor can they be used on often types of fire.

In addition, many of today’s extinguishers are labeled to indicate that they can be used on different types of fire and will be labeled as such (for example’ A-B’ B-C’ and so on).

### First aid:

The initial assistance or treatment given to a any injury or sudden illness before the arrival of an ambulance, doctor, or other qualified person is called ‘first aid’

The notion of ‘first’ aid itself signified that the casualty is likely to be in need of ‘secondary aids’

### Principles of first aid:

There are certain important principles involved in first aid. These are listed as follow:

The first aid provider must:

- 1) Act calmly and logically
- 2) Be in control-both of himself/herself and the problem;
- 3) Be genial but firm, and speak to the casualty kindly but purposefully;
- 4) Build up trust by talking to the casualty throughout the examination and treatment ;
- 5) Explain to the casualty what he/she is going to do;
- 6) Answer honestly and say so if he/she does not know the answer (that is, avoided giving misleading information):
- 7) Never leave the casualty alone but continue to talk to him/her until the ambulance or doctor arrives:
- 8) Continuously reassure the casualty:
- 9) Never separate a child from its parent or guardian;
- 10) Send the casualty to a hospital or doctor by the quickest means of transport:
- 11) Always inform the police about serious accidents ;
- 12) Inform the relatives of the casualty.

Certain things to avoided in first aid are listed as follows.

- 1) Touch a wound with your fingers or any instrument.
- 2) Put an unclean dressing or cloth over a wound.
- 3) Allow bleeding to go unchecked.
- 4) Allow a crowd to gather around the casualty.
- 5) Move a patient unnecessarily.
- 6) Allow a patient with a fracture or suspected fracture to be moved until splints have been applied.
- 7) Neglect shock
- 8) Risk burning a patient by using an unwrapped hot water bottle or other heated object.
- 9) Fail to remove false teeth tobacco' or any other eatables from the mouth of an unconscious person.
- 10) Permit air to reach a burned skin surface.
- 11) Wash wounds.

- 12) Try to reduce dislocation except of the finger and lower jaw.
- 13) Leave a tourniquet in for over 20 minutes without losing it.
- 14) Forgot to send for a physician.

The first-aid box:

A first-aid box containing medical supplies for emergency used is usually kept in the housekeeping department. A minimum variety of certain type's supplies should be ensured at all times. A 17 ½ inch x 6 ½ inch dirt-proof box is ideal. The first-aid box must at least contain the following terms:

- 1) A first-aid book
- 2) Antiseptic cream-useful for cut & graze
- 3) Salon or dettol antiseptic solution-2 bottles
- 4) Antihistamine lotion- can be rubbed on bites, stings and sunburn.
- 5) Calamine lotion - a medicated liquid containing zinc carbonate, this has a soothing effect on painful sunburn. It can also relieve itching caused by minor insect bites and stings in the absence of an allergy.
- 6) Antacid tablets, magnesium trisilicate, or sodium bicarbonate - give relief from mild indigestion and heartburn a burning sensation caused by stomach acid irritating the gullet.
- 7) Anti -diarrheal tablets-these are used to relieve diarrhea by slowing down bowel movements.
- 8) Paracetamol - used for relieving pain and lowering a high temperature.
- 9) Aspirin- used for relieve pain and lowering a high temperature. It use should be restricted however, as it may irritate the stomach lining and has the potiuntial to cause internal bleeding in susceptible people.
- 10) Kaolin clay-used to relieve diarrhoea by slowing down bowel movements.
- 11)Methyl salicylate ointment – to rub into a strained or bruised muscle. It will also ease spasms and pain.
- 12)Chloromycetin eye ointment- 2 tubes. This can be used in case of bacterial infections of the eye, such as bacterial conjunctivitis
- 13) Soframycin skin ointment-2tubes. This is used in bacterial infections of the skin and in burns too.
- 14) Travel sickness tablets-these can be taken before a journey or as directed on the label.
- 15) Oil of coves- for an aching tooth, this is used to provide temporary relief.

- 16) Clinical thermometer can be used either orally or under the arm. It should be cleaned with antiseptic after each use, even for the same patient.
- 17) Sterilized white absorbent gauze (28x8inches) – 1 packet. This dressing can be used dry, with no cream or ointment, to dress a minor wound.
- 18) Sterilized dressing (no.18)-12packets; for use on fingers.
- 19) Sterilized dressing (no.24)-12packets; for use on hands and feet
- 20) Large sterilized dressing (no.20)-12packets;for use on another body parts.
- 21) Sterilized cottonwood (25g)-6packets can be used to pad a dressing or to clean an injury with soap and hot water.
- 22) Crepe bandage-6packets; may be needed to bandage a sprained or strained joint such as a wrist or knee.
- 23) Adhesive plaster (large)- can be used on minor wounds or to secure a dressing.
- 24) Adhesive dressing strip- for cuts and small wounds.
- 25) Open-weave bandages-6 packets to protect wounds from dirt and from friction against clothing's.
- 26) Roller bandages-various sizes, 18packets can be used to secure dressing, to apply pressure to control bleeding, and to give support to sprains or strains.
- 27) Unbleached triangular bandage-12 packets; a type of bandage that makes a sling to support an injured wrist or elbow.
- 28) Eye pad-for placing on the eye in case of an eye injury.
- 29) Tweezers- to remove splinters from the skin. They should be used in good light.
- 30) Dressing scissors-to use when cutting a ways dressings or bandages. The blunt blade should be kept next to the skin.
- 31) Safety pins-1 packet of 10; to be used for fixing bandages or slings in place.
- 32) Pad and pencil for writing-1each.

### First-aid procedures

This most important techniques to know for first aid include administering cardiopulmonary resuscitation (CPR) and the Holder Nielsen method of artificial respiration.

## CPR

This procedure is carried out on a person whose respiration has ceased. Constant supply of oxygen is vital for the brain and if breathing stops, blood oxygen levels will be affected as all tissues get oxygen through blood circulation.

The heart maintains this circulation acting as a pump. If the heart too stops functioning, death will result unless urgent action is taken. The flow of oxygenated blood to the brain is in such a case rapidly restored by means of artificial ventilation and chest compression. This dual technique is called CPR.

In case only breathing has stopped, the techniques for chest compression to stimulate or simulate cardiac function can be left out and only artificial respiration is on to be concentrated on.

### ABC of artificial respiration.

The ABCs of artificial respiration are as follows:

- 1) A for airway: clear airway.
- 2) B for breathing: restore breathing
- 3) C for circulation: restore circulation

### Clearing the airway:

An Unconscious casualty's airway may be blocked making breathing difficult and noisy. The main reason for this is that muscular control is lost, which allows the tongue to fall back and block the throat. Follow the steps given below to clear the airway:

- 1) Remove the obstruction object or substance from the mouth with your fingers, using your first finger as a hook to dislodge it.
- 2) Extend the neck to open the airway. Place one hand under the nape of the neck, and the other hand on the forehead, and tilt the head back. Lift chin up gently without closing the mouth.
- 3) Check if breathing has been restored. If not, start mouth-to-mouth resuscitation.

### Restoring breathing

This is done by administering mouth-to-mouth respiration. Put your face close to the casualty's mouth and look, listen and feel for breathing for five seconds, before taking any further action. If the heart is beating, it will generate pulse in the neck (the carotid pulse) where the main arteries pass up to the head. With the head tilted back, feel the Adam's apple with two fingers. Slide your fingers back along the victim's throat till they sit in the gap between the Adam's apple and the strap muscle; feel for the carotid pulse.

### Restore breathing by giving mouth- to- mouth resuscitation. To start mouth-to-mouth artificial respiration:

- 1) Punch and compress the nose to close the nostrils.
- 2) Take deep breath
- 3) Place your mouth the victim's mouth, making an airtight seal and quickly breathe into the victim's mouth four times.
- 4) Re-fill your lungs by inhaling deeply after this step. Fill the victim's chest with air once every 5 seconds.
- 5) Watch the victim's chest movement for rise and fall of chest.
- 6) Allow the patient to exhale.

If the chest does not rise, check that:

- 1) The head is tilted sufficiently far back.
- 2) You have a firm seal around the casualty mouth.
- 3) You have closed the nostrils completely.
- 4) The airway is not obstructed by vomit, blood, or a foreign body.

In case of mouth -to- nose ventilation, where mouth injuries make a good seal impossible or a harmful substance has been ingested through the mouth, the following method is followed :

- 1) With casualty's mouth closed, form a tight seal with your lips around the casualty's nose and blow in.
- 2) Open the mouth to let the breath out.
- 3) Continue to repeat the procedure mentioned in the first point..

### Restoring circulation:

This is achieved by external cardiac compression. The procedure, also known as external cardiac out by one individual or two:

- 1) Place the victim on hard surface.
- 2) Kneel at the victim's side.

- 3) Locate the xiphoid process
- 4) Measure 1-2 inches above the xiphoid process. Place the heel of one hand at this point on the sternum. Place the other hand on top of it interlock fingers to keep them off the victim's ribs.
- 5) Keep elbows straight and lean forward making full use of your body weight to deliver a downwards compression upon the breastbone. Apply steady smooth pressure to depress the victim's sternum by 1 1/2 -2 inches
- 6) Relax pressure completely but do not let your hands leave the victim's chest or you may lose the carotid hand position.\
- 7) Repeat.

If there are two individuals to perform first-aid, the other person should continue with artificial respiration in the meantime. If there is only one person, perform cardio pulmonary resuscitation (CPR) for 1 minute as follows:

- 1) After 15 chest compression, give 2 quick lung inflation by mouth-to-mouth breathing and then 2 more inflations if the carotid pulse is still absent.
- 2) Continue CPR by alternate lung inflation with chest depression for a minutes or until the victim is breathing on his/her own and a pulse is found.

A minute of CPR delivers 60 chest compression (15 at a time multiplied by 4 times) and 8 lung inflations (2 at time multiplied by 4 times). To sum up, the main steps of cardio - pulmonary resuscitation are as follows

- 1) Clear airways
- 2) breath into victim 's mouth four times quickly
- 3) compress chest 15 times
- 4) Give 2 quick lung inflations.
- 5) Alternate 15 chest compression with 2 quickly lung inflations.
- 6) In a minute the victim should revive.

Holden Nielsen method of artificial restoration :

In this method of administering artificial respiration, the patient is turned face downwards with the head turned to one side, kneeling at the patient's head and placing both your hand over the shoulder blades. Pressure should be exerted here by slowly rocking forward. For an adult, the pressure weight may be about 13.6 kg. As the pressure is relased by rocking backwards the patient's arms are raised by the elbows to expand the chest. The process is repeated until the doctor or an

ambulance arriving. Each phase of expansion and compression should last about 2 1/2 seconds, the complete cycle being repeated 12 times per minute.

The recovery position:

Any unconscious casualty should be placed in the recovery position. This position prevents the tongue from blocking the throat and, because the head is slightly lower than the rest of the body, allows fluids to drain from the mouth, thus reducing the risk of the casualty inhaling stomach acids or saliva. The head, neck and back are kept in a straight line. While the bent limbs keep the body propped in a secure and comfortable position. If you must leave an unconscious casualty unattended, he or she can safely be left in the recovery position while you get help. Before turning a casualty on the side, remove his or her spectacles (if worn) and remove any bulky object from the pockets.

A person is placed in the recovery position by the following procedure:

- 1) kneeling beside the casualty, open the airway by tilting the head back and lifting the chin. Straighten the legs. Draw the arm nearest to you out so that it is at right angles to the body, with the elbow bent and the palm facing up.
- 2) Bring the arm furthest from you across the chest and hold the hand, palm towards the casualty, nearer cheek.
- 3) With your other hand, grasp the thigh furthest from you across the chest and pull the knee up, keeping the foot flat on the ground.
- 4) Tilt the head backward to make sure the airway remains open. Adjust the hand under the cheek, if necessary, so that the head stays in the tilted position.
- 5) Adjust the upper leg if necessary, so that both hip and the knee are bent at right angles.
- 6) Call for an ambulance. Check breathing and pulse frequently while for the doctor.

Dealing with emergencies:

The nature of all emergencies is the same: they are uncontrollable and unforeseen. Thus all properties must be prepared for them and have emergency plans put down in writing. Emergencies may come in any form from earthquakes; floods tsunamis bomb threats, and so on. Emergency plans must be a part of the SOPs. These procedures must specify.

- 1) what procedure are to be followed in case of emergency;
- 2) who will be responsible - the plan should specify employee duties and placements within the facility during an emergency and after the emergency;
- 3) how the procedure will be followed; and
- 4) when the specified procedure should be followed - for instance, when should the



guests be notified of a bomb threat, or when should the evacuation process be initiated?

Planning of an emergency:

Contingency planning should be done on the following lines:

- 1) Employee training : Training in emergency procedures is essential to deal with emergencies.
- 2) Emergency resources : The names and telephone numbers of outside agencies that may be help during an emergency need to be listed and kept in a prominent, accessible places.
- 3) Emergency checklist:

