
UNIT: 01

CLEANING SCIENCE

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1.1 INTRODUCTION

As you know cleaning is the process of removal of dust, dirt and any foreign matter eg. red flowers, stains, contents of ash tray and waste paper basket etc. and it is necessary for hygienic regions, for the sake of appearance and to prevent deterioration. Dust is made up of loose particles and is easy to clean with the help of simple cleaning equipments

available with the House Keeping department i.e. dusting cloth or vacuum cleaner. In this unit you will learn about the various kinds of soaps, detergents, cleaning agents, different polishes and the various efficient ways to clean the surfaces. Dirt due to its property of adhering to surface by means of grease and moisture becomes girt and is stubborn to remove requiring the help of cleaning agents for dirt to be removed effectively.

The House Keeping department is responsible for upkeep and maintenance of all public and guest areas. To ensure proper cleaning and maintenance the House keeping department is dependent upon high quality cleaning equipment and their proper use by staff trained to operate the machines. Equipment purchase forms a major part of the House Keeping budget and it is the duty of the Executive House Keeper to ensure the purchase of correct cleaning equipment for the purpose defined. Often there are multiple methods of carrying out a task and the work may be completed by any of the different types of equipment. It is primarily the duty of the Executive House Keeper to select the most suitable type of equipment according to the requirement of the organization. Most cleaning equipments come under the category of recycled items but there is some large equipment which may be considered as fixed assets. The right choice of quality cleaning equipment helps in saving cost due to breakdowns, helps in reducing fatigue and ensures overall efficiency in housekeeping operations. We have already learnt about the cleaning materials and the various procedures to be followed while cleaning. You must understand and follow the same procedures in order to make the area or things clean. It is also important that the Executive House Keeper understands the different type of surfaces in order to decide how best to take care for them. Now we know that hard surfaces are found in different forms, in different areas in the hotels. In order to keep the hard surfaces in good condition their composition, type or variant, optimal cleaning and maintenance procedures should be known to the House Keeping staff. Their cleaning and maintenance plays an important part of the cleaning and maintenance program of the establishment.

In this particular unit you will read about the different kinds of stains and the ways to remove it. As you know that stains are one of the greatest challenges to a housekeeper. Stains are inevitable in any operation. Any spills like fruit juices, tea, coffee, curry etc on the bed sheets, restaurant linen, carpets, and upholstered furniture by the guests or staff can lead to unwanted spots or marks which can spoil the beauty of the decor of the hotel. If they are not removed they will give a bad impression on the cleanliness standards of reputed hotels. Thus the housekeeping department efficiency and housekeeper's expertise is judged by her ability to remove stains of varying types. The process of removing stains is called 'SPOTTING'. A stain is a spot or a discoloration produced by the chemical reaction or absorption of the foreign substance with the fabric. It is a skill that demands special attention, specific techniques and long experience.

1.2 OBJECTIVE

The main objective behind this lesson is to tell the students about the various types of cleaning procedure used in the housekeeping department in day to day life.

- Firstly, a student should know what is housekeeping and what role does it play in the hotel industry.
- Secondly what are the various methods or techniques implemented by the housekeeping department to maintain the décor of a guest room.

- Have knowledge about different type of cleaning equipments used for cleaning operations.
- Have knowledge about various manual and mechanical equipments.
- Have knowledge about care and maintenance of cleaning equipments.
- Have knowledge of various type of surfaces used in hotel.
- Have knowledge of use and importance of various surfaces.
- Have knowledge of care and cleaning of the various surfaces.
- What are stains and the special treatment done to remove it.
- Highly skillful job done by experts.
- Different chemicals to remove common stains from different fabrics and carpets.

1.3 CLEANING AGENTS

Cleaning is primarily the removal of dust and dirt. Dust being composed of loose particles is removed comparatively easily by the use of various types of equipment. Dirt however, owing to its adherence to surface by means of grease or moisture, requires the use of cleaning agents in conjunction with the right equipment if it is to be removed efficiently.

1.3.1 Defining Cleaning Agents

“Cleaning agents in general can be defined as natural or synthetic substances that are used to assist the cleaning process--- that is, the removal of dirt and stains and the maintenance of a clean appearance on the surface. Various cleaning agents are as follows:-

WATER: Water is called as a universal solvent because it can easily dissolve anything into it. This is the prime agent in the cleaning process. However its an excellent solvent, water alone is not a sufficiently effective cleanser to meet the standards most hotels require. Generally there are two types of water :-

- a) Hard water, &
- b) Soft water.

Hard water:- water that contains more than 60 parts per million(ppm) of calcium and magnesium is called hard water.

Soft water:- when the level of dissolved calcium or magnesium is below 60 ppm, it is said to be called as soft water. Soft water is generally ideal for cleaning purposes and also to make up the proper dilutions of other cleaning agents.



Sources of Water: Water is available in abundance in some parts of the country, but is scarce in others. Sources of water may be surface, sub- soil, or deep soil.

1.3.2 Characteristics of an Ideal Cleaning Agents

Different types of cleaning agents are used according to their suitability in cleaning various surfaces. However, the selection of cleaning agent should be based on certain criteria to ensure that the optimal cleaning agent is bought and the housekeeper gets value for money. An ideal cleaning agent should have:-

- A good wetting, emulsifying and wetting powers,
- Readily dissolve in water,
- Cleanse quickly with minimum agitation,
- Be effective in all ranges of hard water, without producing scum,
- Be harmless to the skin and the surface to be cleaned,
- Be easy to rinse away, and
- Be biodegradable.

1.3.3 Types of Cleaning Agents

Cleaning agents may be defined as natural or synthetic substances that are used to aid the removal of dirt and grime and help in maintaining cleanliness of the surface. The various types of cleaning agents available are as follows :



Water: It is the most common and widely used agent available easily. Although it may dissolve dirt unless used in combination with some other agent is detergent, it is not an effective cleaner to meet the standards of cleanliness required by Hotels. In fact it does not even wet the surface satisfactorily as its surface tension prevents it from spreading easily. Precautions must be taken to change the water when it gets dirty or it may leave a film of dirt instead of removing it.

Warm water dissolves soap more easily than cold water and should be used to remove dirty soap lather. For washing purpose soft water should be used as detergents are not effective with hard water. Hard water does not wet the surface which is necessary condition for good cleaning action.

Detergents are cleaning agents which when used in conjunction with water loosen and remove dirt and then hold it in suspension so that dirt is not re-deposited on the cleaned surface. Detergents can be of two types

1. Soapy Detergents
2. Synthetic Detergents or non soapy detergents.

Properties of Effective Detergent:

1. It should have good wetting power so as to reduce the surface tension of water and enable the surface of the article to be thoroughly wet.
2. It should also possess good emulsifying power so that it is able to break up the grease and enable the dirt to loosen.
3. A good detergent should also have good suspension power so that it is able to suspend the dirt in solution preventing its re-deposition.
4. It should be readily soluble in water.
5. Be effective in all types of water.
6. The detergent should be effective over a wide range of temperature.
7. It should be harmless to clothes and skin.
8. The detergent should clean quickly with minimum agitation.

Composition and Action of Detergents: A good detergent is composed of following parts:

- Active ingredients
- Builders
- additives

Active Ingredients: The active ingredient is obtained from natural oils and fats. These are composed of long fatty acid chains. The fatty acids commonly available are palmitic, stearic, oleic and linoleic acids which are found in nature as triglycerides. The active ingredients in synthetic detergents are surface active agent obtained from petrochemicals. These are of four types.

Builders: These give bulk to the detergents. It is a compound which has no surface active properties but increases the efficiency of the detergent. They are added to facilitate better handling and dilution. The diluent may be water or sodium sulphate. Builder can be inorganic or organic.

Additives: These may be bleaching agents, blueing agents, fluorescent brighteners, enzymes etc. Fluorescent whiteners/optical brighteners help to counteract the yellowing of fabrics. These are compounds that absorb ultra violet light and reflect it back as blue light creating image of whiteness. Photo activated bleaches clean fabrics by chemical action. They convert oxygen to nascent form when activated by sunlight.

Chelating agents are compounds capable of binding the mineral salts that makes water hard. Ethylene diamine tetracetic acid and Nitrilo triacetic acid are chelating agents which are used in small amount in detergents. They chelate calcium and magnesium salts. Diethylene triamine penta acetic acid is used to chelate iron salts. Some detergents also use Zoolites. Hydrothrops help in increasing the solubility of liquid detergents.

Enzymes such as proteases, lipases and amylases are incorporated into detergents to attack stains of different kinds. There are now available in the market enzymes that are stable even at temperature of 60°C and p^H of 10.5 to 11. However their action is slow and requires soaking time of minimum 30 minutes.

Cleaning Process: Detergents contains surfactants or surface active agents which are responsible for the properties of the detergents. Each molecule of the surfactant has a hydrophilic head which is water loving, a hydrophobic that is water hating and a oleophilic or grease loving tail. The hydrophilic head is attracted to water while the hydrophobic tail is attracted by grease and repelled by water. On addition of water to the detergent, the following action takes place.

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

2. Emulsifying Action: The hydrophobic tails of the surfactant molecules are also oleophilic in nature i.e. attracted to grease. The tail penetrates the grease and lifts it off the surface of the fabric. The dirt entrapped with the grease is also lifted off.

3. Suspending Action: Since the grease molecules are entrapped by the surfactant molecules, their contact with other surfaces is prevented. The grease is held in a stable emulsion in the water. This is also due to the fact that the hydrophobic heads at the other end from the grease molecules are attracted to water. Most surfactants now possess a mild charge and ionize and repel each other. This also promotes the suspending power of the detergent.

TYPES OF DETERGENTS

Soapy Detergents/Sops: These are obtained when fat or oil is treated with an alkali and the process is called saponification. Soaps or soapy detergents are anionic surfactant. When used for the purpose of cleaning, soap is cheap compared to other cleaning agents but is effective only in soft water. In hard water it does not lather readily and forms a scum which is difficult to rinse away. In order to overcome this, alkaline builders like soda or phosphates are added as they help in the removal of the hardness of water and in breaking up the grease and oil. Although soap now has been superseded by synthetic or soapless detergents, toilet soap has its own utility.

Toilet Soap: These are used in guest rooms and cloak room and are available in various sizes. Left over pieces from the guest room and cloak room are sent for use to the laundry. Toilet soaps contain perfume, dyestuff and antioxidants such as Vitamin E. They do not contain any builders as the work of the toilet soap is not heavy and cleaning is done by lather. Scrubbing soap contains builders and about 30 percent water.

Soap flakes due to their immense surface area dissolve more easily and yield quicker suds. They are expensive in comparison to other soaps, are unbuilt and are used for laundering of delicate fabrics at low temperature. They are available in the market in packets or in bulk.

Soap powders dissolve and lather faster than bar soaps, because of the greater surface area for a given weight of soap. They often contain large quantity of builders, maximum 40 percent and so can be formulated to cleanse more efficiently when compared to bar soap. These are also available in packets or in bulk.

Synthetic (Soapless) Detergents: These are soap free and have replaced the use of soaps in many cleaning processes. They are not affected by hard water and possess good suspending powers. Based on their chemical nature they may be neutral detergents (anionic, non ionic, cationic or amphoteric) or alkaline detergents which has a pH range of 9-12.5. These are ideal for removal of grease. They do not foam much and require thorough rinsing because of their slippery nature in solution. They also tend to patch the cleaned surface if not rinsed well. These detergents are ideal for removing water based floor polishes and for use on heavily soiled surfaces. They have a high pH and are harmful to the skin so care should be taken when using these detergents.

Synthetic Detergents used in House Keeping Department

Liquid Synthetic Detergents (Soapless Detergents): These are light duty detergents which are basically solutions of the surfactants with necessary additional substances added to it and processed in such a way that the various ingredients do not separate with temperature changes. They contain 20 percent anionic surfactants and 6-12 percent non ionic surfactants are nearer neutral in reaction and have a pH of about 7.0.

Soapless detergents are suitable for cleaning of hard surfaces and washing up but are not suitable for heavily soiled fabrics as they do not have good suspending power. They are economical in use and are effective with a minimum of lather.

Powdered Synthetic Detergents: These are heavy duty detergents suitable for heavy soiled surfaces and fabrics. They contain 20 percent anionic surfactants, 2 percent non-ionic surfactants, approx 33 percent alkaline builders, 9 percent bleach, 20 percent fillers, sodium Carboxymethyl cellulose, brighteners and 15 percent water.

By altering the proportions of the components of powdered synthetic detergents they can be used for different cleaning work i.e. washing up washing of floors, walls bathrooms, basins, fabrics etc. They may be bought in bulk or small packets.

Solvent Based Detergents: These contain water miscible solvents, builders and anionic solvents. They have a pH of approx 12 and are used for stripping spirit based floor polishes. They are also used for cleaning areas with a heavy accumulation of grease and are suitable for kitchen and machinery.

Biological Detergents: These are powdered detergents to which enzymes have been added. They are used for removing organic stains at a temperature of 40-45°C.

Disinfecting Detergents/Sanitizers: These are based on cationic surfactants, mainly 'quats' (quaternary ammonium compounds). Sanitizers have good germicidal and anti

static properties. They are available as cleaning gels, air fresheners and fabric conditions. They may be used on floors, walls, equipment and areas that come in contact with food.

Points to be considered when using detergents :

1. Dilute the detergent as per the manufacturer's recommendation, use detergent as per the direction of the manufacturer.
2. Use the right detergent for the surface to be cleaned.
3. Use protective gloves when using strong detergents.
4. Dissolve the detergents thoroughly before use.
5. Rinse away all traces of detergents from the surface and any cleaning equipment used for the purpose of cleaning.
6. Store all detergents in labeled air tight containers in a dry, ventilated area.
7. Wipe any spilled detergent to prevent accident/damage to surface area.

Abrasives: These are substances/chemicals which depend on their rubbing or scratching action to clean dirt and grime from hard surfaces. They are used to remove very stubborn stains from various surfaces. The extent, to which they will rub or scratch a surface, depends on the nature of the abrasive material, and the size and shape of particles. Depending on the scale of hardness abrasives may be classified as:

Fine Abrasives: These include precipitated whiting and jeweller's rouge. They are also constituents of commercial silver polish. When ever possible a fine abrasive should be used in preference to coarser ones.

Medium Abrasives: These include rotten stone, salt, scouring powder and scouring paste. Scouring powder are made up of fine particles of pumice mixed with a soap/detergent, an alkali and a little bleach. Their exact composition varies with the brand and whereas they were originally made with a view of cleaning baths now have a much wider use. They tend to scratch the surface if used too generously. The best way to use them is by applying them on a damp cloth and then rinsed away. Scouring paste are milder in action than scouring powder. The fine abrasive powder is mixed with soap to which a small amount of alkali and glycerine are added. The pastes are used by applying on a damp cloth. They are cheaper than scouring powder but may dry up if stored for a long time. Scouring liquid is still milder than scouring powder or paste. They contain ammonia which helps in removal of grease and should be well shaken before use so that the abrasive powder is not left at the bottom of the container.

Hard/Course Abrasives: These include bricks, sand paper, pumice, steel wool and every paper. Abrasives are generally not used alone in cleaning agents e.g. a cream/paste for cleaning of utensils will consist of approx 80 percent finely ground limestone, along with other substances such as bleaches, anionic surfactants, alkaline builders and perfumes.

Reagents: These bring about cleaning by a chemical reaction requiring a low or high ph. They include acids and alkalis which aid in the cleaning process.

Acids: Acids used as cleaning agents may vary from mild acids i.e. acetic acid to strong acids eg. Hydrochloric acid. Mildly acidic substances commonly used in cleaning are

lime, vinegar tamarind and buttermilk. Acids may be used alone or as part of a formulation. Care should be taken when using acids as they are very corrosive. After use the acid should be rinsed away thoroughly as it may harm the surface. Acids should be used in very small quantities and the staff should wear rubber gloves when handling acids.

Acid	Use
HCl (Concentrated)	Helps in remaining stubborn hard water deposits
HCl (Diluted)	Helps in removing stubborn scales and deposits from sanitary ware, removal of excess cement from newly cemented tiled area
Oxalic Acid	Helps in removing stubborn hard water deposits
Acetic Acid	Helps in removing tarnish and stains from metals such as copper and brass.
Sodium Acid Sulphate	Helps in removing hard water deposits and scales from toilets

Alkalis: Alkalis are used as cleaning agents in the form of liquids and powders. They are widely used in the laundry. Very strong alkalis should be used carefully as they are corrosive and toxic. Many alkalis work as bleaches. Caustic soda based cleaning agents are used to clear blocked drains and to clean ovens and other industrial equipment.

Ammonia is a strong grease emulsifier and should be used carefully as it emits strong fumes. Toilet cleaners to which bleach has been added are very effective.

Alkali	Use
Sodium Hydroxide	Helps in removing stubborn grease from oven and other industrial equipment. Helps in cleaning blocked drains
Ammonia	Helps in removing stubborn grease
Sodium Carbonate	Helps in clearing blocked drains, also used as an alkaline builder in synthetic and soapy detergents
Sodium Perborate	Helps in removing stains/whitening agent
Sodium Hypochlorite	Helps in removing stains/whitening agent/acts as disinfectant
Sodium Bicarbonate	Helps in removing stubborn grease from smooth, delicate surfaces Helps in removing stains caused by tea, coffee and fruit juice.
Sodium Pyroborate	Helps removing stains from delicate areas/tea/coffee/fruit juice stains
Sodium Thiosalphite	Helps in removing iodine stains.

Organic Solvents: Organic solvents such as carbon tetrachloride, acetone, turpentine methylated spirit are useful cleaning agents as grease is soluble in these solvents. They are widely used in dry-cleaning, stain removal, removal of grease. Also used to clean surfaces that may be harmed by water. They evaporate rapidly from a surface and are ideal for

cleaning of glass surfaces such as mirrors and windows. Organic solvents should be handled with care as they are harmful to the skin, flammable and poisonous.

Disinfectants: They aid in the cleaning process by bringing about varying ranges of microbial control. A disinfectant is the term nowadays used for all cleaning agents that bring about germ control. They have a strong smell and should be used in limited amount as per manufacturers recommendation.

KINDS OF DISINFECTANTS

Phenols: These are derivatives of aromatic hydrocarbon benzene. They may be used in dilute or concentrated form to disinfect surfaces in hospitals used in diluted form in Hotels with their smell masked by other additives.

Halogens: The elements chlorine and iodine may be used as disinfectant. Chlorine is used as a disinfectant on many surfaces. Iodine is rarely used as a disinfectant as it tends to leave brown stains.

Quaternary Ammonium Compounds: These are cationic surfactants useful as bactericides

Natural Pine Oils: This is obtained from the pine tree. They are germicidal but more often added to cleaning formulations due to their pleasant smell.

Care to be taken in using disinfectants:

1. The area should first be cleaned with detergent and rinsed with soft water.
2. The detergent should be thoroughly rinsed before the disinfectant is used on the surface.
3. Correct disinfectant should be used for the purpose as directed by the manufacture.
4. The detergent should be diluted properly to ensure its effectiveness. Different surfaces may require different dilutions of the same disinfectant.
5. Standard recommended time should be allowed in order for the disinfectant to act properly.

Bleaches: Bleaches used for cleaning purpose are generally alkaline stabilized solutions of sodium hypochlorite and are useful for stained sinks, w.c., pans etc. They have a high pH and should not be used with other toilet cleansers. Bleaches whiten and have germicidal properties. Care should be taken to prevent spotting of other surfaces. They also weaken fibre so should be used with caution. Bleaches whiten by either oxidizing or reducing the coloured substance

Glass Cleaners: Glass cleaners are made up of an organic, water-miscible solvent such as isopropyl alcohol and an alkaline detergent. They may also contain a fine, mild abrasive. Most glass cleaners are available as sprays or liquids. They may be sprayed directly onto the glass surface or applied on with a soft cloth and rubbed off using a soft, lint free duster. Soft water to which some methylated spirit/ginger is added is an inexpensive glass cleaner.

Deodorizer: These aids the cleaning process by counteracting stale odours and introducing a fragrance to mask those deodorizers leave no trace of a perfume cover up. They are available as aerosol sprays, liquids, powder or crystalline blocks. Crystalline blocks are effervescent and manufactured using the principle of time released aromatic chemicals. Naphthalene balls serve as good deodorizers. With through cleaning and good ventilation use of deodorants can be reduced.

Toilet Cleaners: These are strong, concentrated cleaning agents used for cleaning and disinfecting WC and urinals. They are available in liquid, powder or crystalline form. They are acidic in nature as their main function is to remove stufform stains and limescale. Toilet cleaners also contain some form of disinfectant.

Liquid Toilet Cleaners:

- These contain dilute hydrochloric acid, a beach and pine oil.
- These should be used carefully taking adequate precautions by the user.

Crystalline Toilet Cleaners:

- These contain sodium acid sulphate, anionic surfactant and pine oil.

Powdered Toiled Cleaners:

These cleaners contain a soluble acidic powder, chlorinated bleach, fine abrasive and an effervescing agent to help the active ingredient spread in water.

1.3.4 Polishes

Polishes produce a shine, clean at the same time as well as provide a protective coating to the surface from which light is reflected evenly. They are applied to a surface to form a hard, protective layer which acts as a guard against finger marks, stains and scratches. They also form a attractive sheen on the hard surface.

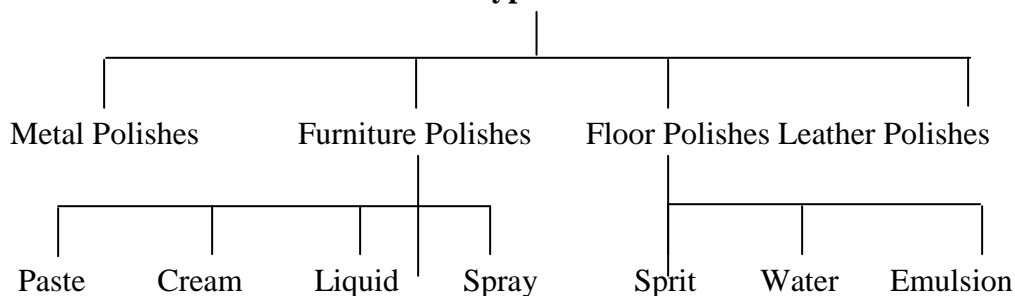
Requirements of Good Polish:

1. It should be non greasy
2. It should give a good shine
3. It should not leave any mark on the surface
4. It should not give any unpleasant smell.
5. It should give a hard dry finish to ensure maximum protection and ease in cleaning.

The glossy appearance of a polished surface is due to the reflection of light from the smooth surface. This smooth surface can be produced by the following:

- a) A layer of material from the polish eg. a wax film left on floors or furniture after the sprit solvent and or water present evaporates. The glass may or may not be intensified by buffing.
- b) A layer of the polished material itself smoothed by functional heat generated during polishing eg. metals when the cleaning action of the abrasives and other substances gives the spiny surface.

Types of Polishes



Polishes are used on metals, furniture and floors and are classified according to the type of surface they are used on. On metals they may also smoothen out any uneven surface and in case of flooring and furniture they provide a smooth protective layer.

Floor Polishes: These consist of blends of natural waxes and synthetic resins and mainly are of two types :

1. Sprit based floor waxes or polishes
2. Water based floor waxes or polishes

Sprit Based Floor Polishes: These are blends of natural waxes dispersed in a sprit solvent either turpentine or white sprit. The amount of sprit determines the consistency of the polish. The additional solvent in the liquid polish increase the cleaning action of the polish. Some paste polishes contain silicones. They are complex substances containing silicon and because of their low surface tension they make the wax easier to apply. They have water repellent properties and help in the formation of a hard, glossy film but are slippery and should be used with care. The liquid sprit based polishes may contain as much as 90% sprit solvent and they should be applied thinly over the floor and buffed to a shine.

Both paste and liquid sprit polish may be used on wood, cork and linoleum flooring as well as wooden furniture and walls but they harm thermoplastic, rubber and asphalt composition floorings.

Water Based Floor Polishes: These consist of blend of waxes. They contain no sprit solvents but consist of a colloidal suspension of waxes or synthetic resins in water and are always liquid. Nowadays newer formulations are based on acrylic, polyethylene or vinyl polymers which give an increased water resistance, gloss and toughness. In the polymer formulation a complex of metallic elements may be incorporated to shield the break points in the polymer chain from penetration of detergent solutions and liquid stains. It gives a tough finish and is wash and stain resistant and is called metallised finish or polish. Water based polishes may be used on thermoplastic, rubber, vinyl or linoleum flooring as well as sealed wood and sealed cork.

Metal Polishes: These consist of a fine abrasive which when rubbed on to the surface removes the tarnish, resulting from the attack on the metal by certain compounds in the air or by foodstuff. These polishes also eliminate any scratches on the metal. They consist of a fine, mild abrasive, fatty acid, a solvent and water. The polish is applied with a rag. On buffing with a soft cloth they remove tarnish and produce a shine.

Metal reacts differently to the various cleaning materials, so the exact composition of the polish will depend on the metal for which the polish is intended. In hotels, the most frequently cleaned metals are brass, copper and silver so there are two types of metal polishes used, (1) one for hard metal (2) other for soft metal.

Pewter is sometimes polished, and then either type of polish may be used Chromium, Stainless Steel, Aluminum, Tin, Zinc etc. need no polishing. Iron and steel rust easily and are hence given a protective coating of enamel or zinc. Copper and brass may be lacquered and aluminum anodized so that they resist tarnishing.

Hard metals when tarnished may be cleaned by rubbing with an acid i.e. lemon or vinegar, a fine abrasive. The acid should then be washed off immediately to prevent damage to the metal. This method helps in removing the stain but produces no shine. Silver/Silver plate may be cleaned with various polishes used in liquid form and based on precipitated whiting and jeweler's rough is proprietary silver polishes, plate powder mixed with methylated spirit, ammonia.

Metal polishes may be available in milky, clear liquid or powder form. The right polish should be applied depending on the type of metal as polish meant for hard metal will damage soft metal. These polishes have a strong smell and should be used in a well ventilated room. Since these polishes contain a solvent, their container should be closed immediately after pouring out the polish else the solvent will disappear making the polish useless.

Furniture Polish: These contain special blends of waxes and spirit solvents and are available in paste, liquid or cream consistency. Furniture polishes are used on wooden furniture and walls and if they contain no silicone content which tends to make them slippery can be used on wood, linoleum and cork floor. Liquid polishes can be used on leather furniture. If silicone is used it makes the polish easier to apply and also gives an additional gloss, improve resistance to moisture, heat, dust. The wax/resin in the polish helps to keep the furniture surface soft and gives protection against abrasion and absorption of stains and spills. The wax also provides a smooth surface from which light is reflected evenly producing an perfect shine. Un-treated, unvarnished wood furniture requires frequent polishing. On the other hand painted and varnished furniture do not require repeated polishing. Nowadays most furniture are polished with permanent synthetic resin and require no further polishing frequent buffing is enough for these furniture.

TYPES OF FURNITURE POLISH

Paste Polishes: These contain a high percentage of wax and may also contain silicon to give a harder and lasting shine, to improve resistance to heat, moisture or sunlight. These polishes are ideal for antique and other types of furniture requiring layers of wax. The polish should be applied sparingly with a soft cloth and buffed well to give a high gloss. Too much polish will result in a sticky finish.

Cream Wax Polishes: These are emulsion of blend of light coloured wax and solvents, with or without silicones. They have less wax than in paste polish and the cleaning action

is brought about by the high percentage of solvents. Cream polish are applied with a damp cloth and buffed immediately to give a good shine.

Liquid Polishes: These have a high percentage of solvent. They also contain wax and sometimes a dye to mask scratches on the surface of the furniture. Liquid polishes are ideal for removal of food stains, drink rings and finger marks. They are applied with a soft cloth and buffed while still moist to give a good shine.

Spray on Polishes: Like liquid polish contain high amount of silicone wax, spirit solvents and dyes. They are available in paste, cream or liquid form. These polishes clean as well as polish and are ideal for surfaces such as glass, chromium, plastic, varnished or painted wood etc. The economical way of using them is to spray them on the duster and then rubbing it on the surface.

Shole Polishes: These are made with the purpose of polishing leather shoes and consist of special blends of waxes, spirit solvents and dyes. They are available in cream, liquid or paste.

1.3.5 Floor Sealers

These are applied to flooring surfaces as a semi-permanent finish which acts as a protective barrier by preventing entry of dirt, grit, liquids grease, stains, bacteria etc. They prevent scratching and help maintain the floor. The right type of seal should be used on different type of floor to provide effective protection and attractive appearance. Floor seals may be permeable, semi-permeable and impermeable depending on their penetrability viz water. Permeable seals are used on wood, cork, stone and magnesite floors. Impermeable seals are used on PVCs, thermoplastic tiles and rubber floors. Sealers can be re-inforced by applying floor waxes on the surface. It should always be done on a clean dry surface. Most sealers require a hardening time of 12-16 hours and minimum two coats for effectiveness.

TYPES OF FLOOR SEALERS

Oleo Resinous Sealers: These are clear, solvent based sealers used on wood, cork and magnesite floors. They consist of oils, resins, solvents and driers. They give an attractive surface glass, penetrate the floor, darken the colour of the floor and highlight the grain of wood floors.

One Pot Plastic Sealers: These are made up of synthetic materials. They impart a gloss to the floor surface but do not penetrate it. One pot plastic sealers are used on wood, cork and magnesite floors.

Two Pot Plastic Sealers: These are composed of a base such as urea formaldehyde or polyurethane and an accelerator or hardener. The two components are kept separate until use to prevent them from hardening in the can. The seal should be mixed in correct proportion to prevent a patchy finish. This seal is ideal for wood, cork or magnesite floors.

Pigmented Sealers: These contain colour pigments which give colour and also strengthen the sealer. Pigmented sealers are used on concrete, wood, magnetite, asphalt and stone floors.

Water Based Sealers: These are composed of acrylic, polymer resins and a plasticizer. The particles penetrate the pores on the floor surface to provide a plastic skin. These seals are less durable and should be re-inforced with water based floor wax. These seals are used on marble, terrazzo, magnesite, linoleum, rubber, PVCs thermoplastic tiles, stone, quarry tiles.

Silicate Dressing: These consist of a base of sodium silicate dissolved in water. The silicate reacts with lime in the concrete floor to form insoluble calcium silicate. Water acts as a carrier and after it evaporates, silicate glass is formed. This silicate dressing reinforces concrete and stone floors and prevents accumulation of dust on the surface.

Points to be Kept in Mind When Selecting Floor Sealers: Floor seals are expensive item so should be used on the floor so as to get maximum durability and value for money. The following points should be kept in mind when selecting floor sealers

Types of Floor:

1. Foot falls or amount of traffic on the floor
2. Availability of floor for future sealing
3. Proper application, durability, appearance and anti slip qualities.
4. Ease of application, repair, removal and renewal
5. Odour and fumes
6. Drying time
7. Shell life
8. Cost effectiveness

1.3.6 Floor Strippers

Floor strippers are used to remove a worn out floor finish so that a new seal or polish can be applied. These are mostly based on alkalis with high pH. These are two main types available.

1. Based on ammonia
2. Based on non ammonia product

Alkaline detergents with a high pH are also used as floor strippers. All floor strippers should be rinsed away with a mild acidic rinse.



1.3.7 Carpet Cleaners

These are made up of neutral water soluble solvents, emulsifiers, de-foamers soil repellants, sanitizers, optical brighteners and deodorizers. These are available as sprays,

powder, foam or liquid shampoos. They should be used in recommended dilutions. Points to be considered when selecting cleaning agents:

1. Type of soilage
2. Type of surface
3. Composition of cleaning agent
4. Ease of use, saving of effort, time
5. Toxicity/side effects
6. Odour
7. Versatility
8. Shell life
9. Packaging volumes and quantities
10. Cost effectiveness

1.3.8 Some Common Cleaning Agents

Ammonia:- Liquid ammonia is a solution of ammonia gas in water, held as ammonium hydroxide. It is a strong alkali used for softening water, cleaning window panes.

Bath brick :- This is a reddish brown powder, it is also obtained in powder form. It is generally used for cleaning earthenware.

Benzene :- it is obtained from the coal-tar, benzene is used as a grease solvent and for removing paint and tar stains.

Borax :- Chemically sodium borate, this white crystalline powder is used to soften hard water and to remove coffee and tea stains.

Bran :- The husk of the wheat grain, it is used in dry- cleaning as a grease absorbent.

Fuller's earth :- This is an ash- white clay that readily absorbs grease. It is used on coloured wood surfaces.

Hydrochloric Acid :- This is a corrosive and poisonous mineral acid, used diluted for removing stains in bathrooms.

Jeweller's rouge :- Chemically this is ferric tetraoxide, a pinkish powder used for polishing silver. It is a constituent of commercial silver polishes too.

Lemon :- lemon is used to remove the ink stains from woden surfaces.

Linseed Oil :- This is obtained from the crushed seeds of the flax plant. It is a constituent of furniture polishes and paints. It darkens unpainted wood slightly.

Magnesia :- Also known as magnesium carbonate, this fine white powder is used for dry-cleaning felt, wooden particles.

Methylated spirit :- This is used for cleaning window panes and mirrors to a shine. It is a constituent of varnishes.

Oxalic Acid :- This is an organic acid used for the removal of stains from fabrics and bath fittings. It is also used for cleaning porcelain.

Paraffin oil :- This liquid is a product of distillation of crude petroleum and is used for cleaning greasy iron and steel articles. It also cleans greasy earthenware when used in combination with bath brick.

Petrol :- It is also obtained from petroleum distillation. It is highly inflammable and is used for dry- cleaning and for removing grease stains.

Pumice :- This is a light, porous rock of volcanic origin. It is used as an abrasive for hard metals, earthenware and enamel.

RottenStone :- This is a decomposed siliceous limestone and is used for cleaning copper, brass and earthenware.

Common Salt :- Chemically known as sodium chloride, this is used as a medium grade abrasives. It is used for stiffening the bristles of brushes and stiff brooms. Salt is also added as a mordant while washing coloured clothes. A mordant is a substance that prevents undue loss of colour while washing clothes.

Sand :- Sand is the hard compound of silica, is used as a hard abrasives on stone floors and hard, coarse wood.

Sawdust :- It acts as an abrasive and a grease absorber.

Shikakai :- Sometimes called soap nut or soapberry, but more accurately soap pod.

Soda :- It emulsifies grease and aids in the cleaning of dirty pans.

Steel wool :- This is steel manufactured into long filaments, it comes in various grades.

Turpentine :- This is a constituent of paints. It also a diluent for paints and removes tar stains.

Vaseline :- This is obtained as a residue in petroleum distillation. It prevents rust formation on metals, acts as a lubricant and may be applied on leather to make it soft.

Vinegar :- Chemically this is 4 per cent acetic acid. It is used to remove stains and tarnish from metals such as copper. It is also effective in removing streaks from glass surface such as window panes and mirrors.

1.3.9 Selection of Cleaning Agents

The use of cleaning agents is meant to save time, effort, and money. If selected well, the entire three objectives may be fulfilled. Following points should be bear in mind while selecting cleaning agents: -

- The type of soilage,
- The type of surface,

- Odour,
- Range of action or versatility,
- Composition of cleaning agents,
- Ease of use, saving of effort and time,
- Shell life,
- Toxicity or side effects,
- Packaging volumes and quantities,
- Cost effectiveness.

1.3.10 Storage of Cleaning Agents

Cleaning agents with a longer shell life are usually bought in bulk because of the reduced costs that accrue from the economies of scale. Other agents are bought and replenished periodically. Following points should always be kept in mind while storing cleaning agents:

- Ensure that storage racks are in proper condition, ie they must not be wobbling.
- The store should be kept clean and well- ventilated at all times.
- Label all containers neatly with a waterproof marker.
- Ensure that lids are tightly secured.
- When dispensing the cleaning agents make sure that proper dispensers are used to carry it.
- Ensure that no residual deposits of cleaning agent are left around the rims of the bottle.
- Avoid spillages.
- Follow the systematic procedure.
- Organic solvents, strong reagents, polishes and aerosols based agents should be kept away from heat sources.
- Check the stock regularly.
- The store should be kept locked when not in use.

CHECK YOUR PROGRESS-I

Q1. What is housekeeping?

Q2. What is hospitality?

Q3. What are the various principles of cleaning ?

Q4. Define the term cleaning agents?

Q5. Explain in detail how will you store cleaning agents in a hotel?

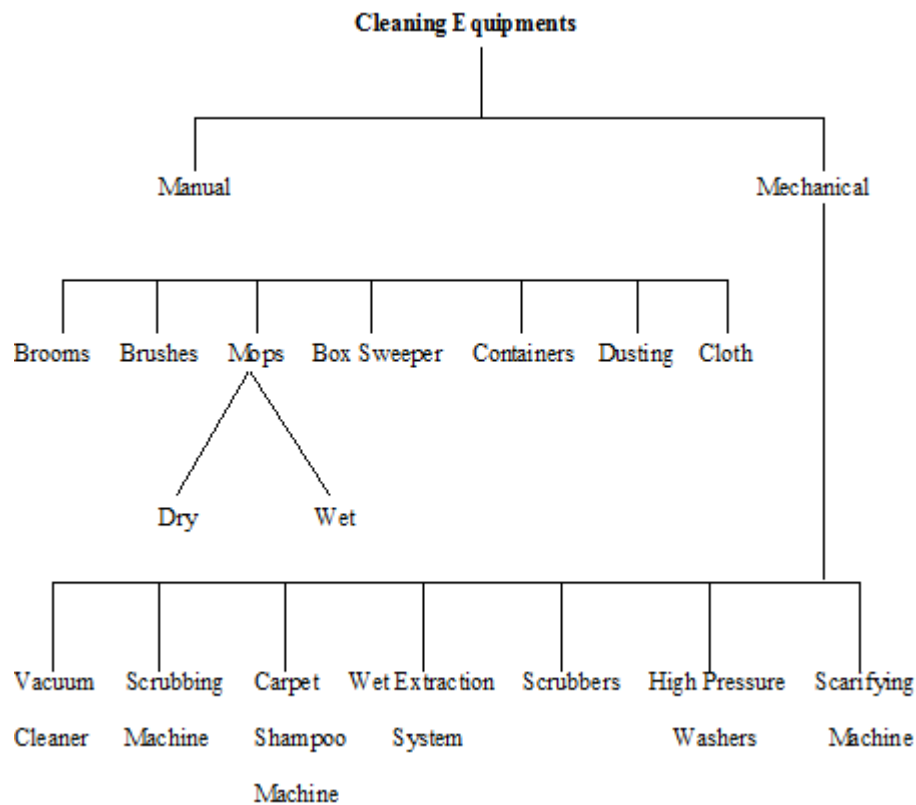
Q6. How will you select the cleaning agent explain in detail?

Q7. Elaborate the key areas in the housekeeping department?

1.4 TYPES OF CLEANING EQUIPMENTS

The equipments used for the purpose of cleaning are of two types :

1. Manual Equipment
2. Mechanical Equipment



1.4.1 Manual Equipment

Manual equipment include all types of equipment used in cleaning operations by directly using maneuver, operation and energy of worker. Some of the machanical equipments are discussed as under:

BRUSHES: Brushes are used for the removal of dust & dirt from a variety of surfaces, floors, walls, upholstery, clothes and may have bristles of animal, vegetable or man made origin.

Part of Brush:

The basic parts of a brush are as follows:

Bristles: These may be of animal, vegetable or manmade origin, horse hair, nylon or polypropylene are mostly used for making bristles of cleaning brushes. Usually finer, softer bristles are ideal for smooth and hard surfaces. Brushes with hard bristles are used for soft surfaces. Bristles, if not maintained properly have a tendency to bend, splay or fall out of the stock. They should be closely set in tufts and the stock well covered with tufts. In order to keep the bristles in good condition, the brushes should never rest on the bristles but hung on hooks or holders. They must be kept clean and all fluff, brats of cotton on hair removed and if required washed in warm water and detergent, rinsed, shaken free of surplus water and left to dry so that the water does not seek into the handle. Stiff bristles should be finally rinsed in cold, soft water to keep them stiff. Nylon brush wash and dry easily but tend to be springy and dispers the dust when used.



Head Stock: This is the part of the brush into which the bristles are inserted. It may be made of wood, metal or plastic. A good brush should have a sturdy stock.

Handle: Brush handles may be detachable or un-detachable. Detachable handles must be fixed firmly in place on the stock when the brush is in use.

TYPES OF BRUSHES

Hard Brushers: These have bristles that are quite stiff and well spaced out. These are most suitable for removal of heavy soil and litter from carpets and for cleaning rough surfaces.

Soft Brushes: These brushes have bristles which are quite flexible and set close together. They help to remove loose soil and litter on hard, smooth surfaces. Soft brushes are used to dust carpets and furniture.

Scrubbing Brushes: These have short, coarse bristles made for use on surfaces that are stained and heavily ingrained with dirt. These brushes are suitable for removing heavy

stubborn stains from areas which are not accessible to scrubbing machine. Long handled scrubbing brushes are useful for cleaning large areas as well as for corners.

Types of Scrubbing Brushes:

- | | | |
|---|--------------------|---|
| 1 | Toilet Brushes | WC brushes, radiator brushes, Johnny mops |
| 2 | Bottle Brushes | Used for cleaning over flow vents in wash basins and tubs |
| 3 | Cloth Scrubbers | Used for scrubbing cloths |
| 4 | Deck Scrubbers | Used for cleaning large areas |
| 5 | Carpet Brushes | For cleaning carpets |
| 6 | Upholstery Brushes | For removing/loosen out dust from upholstery |
| 7 | Feather Brushes | For light dusting |
| 8 | Hearth Brush | Used for cleaning heavy soiling and fire places. |

Care and Cleaning of Brushes:

1. The brushes should never rest on their bristles or they will splay out.
2. The brushes should be kept clean and after use all fluff, cotton or hair should be removed.
3. When necessary the brushes should be washed with warm water and detergent shaken dry of excess water and allowed to dry.
4. Stiff bristles should be finally rinsed in cold, salt water to keep them stiff.
5. Care should be taken that water does not seek into the wooden handle. A plastic handle is always preferable over wooden handle as it is long lasting.

BROOMS: Brooms consist of long bristles gathered together and inserted into a handle made of wood or plastic. The handles join the stock which is made of plastic and is easily cleaned with cloth. The bristles of the broom may be made of grass, corn or coconut fibres. Brooms are of different types and are used for cleaning dirt or dust from large areas. The role of the broom is to remove large particles of soil from hard and resilient floors. Good brooms have two row of bristles. The first row has heavy duty bristles to remove stubborn, large particles of dirt and debris. The second row has fine split type bristles designed for removing fine particles of dust and debris.

Types of Brooms

Soft Bristled Brooms: These brooms such as corn fibre grass etc. and are suitable for cleaning of smooth surfaces.

Hard/Coarse Bristled Brooms:

These are yard brooms and coconut fibre brooms suitable for cleaning coarse surfaces.



Wall Brooms: These are also called ceiling brooms. They have a soft head and a long handle. Wall brooms are used to remove cobweb as well as dust from ceiling, cornices and high areas.

Care and Cleaning of Brooms

1. The brooms should be shaken free of dust and fluff.
2. The brooms should never be stored resting on the bristles or they will lose their shape.
3. The brooms should be stored lying horizontally or hanged with bristles downwards.
4. Soft brooms should not be used on wet surfaces.

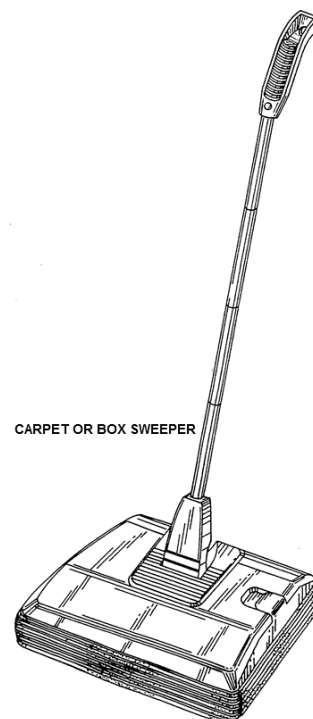
CARPET OR BOX SWEEPER

These are used for removal of loose particles and litter from soft floor coverings such as carpets and rugs. It consists of a revolving brush between two small dust pans, on four rubber covered wheels.

A worker moves the box sweeper over the soft covering. Dust gets thrown up inside the dust pans which are emptied frequently.

Care and Cleaning of Box Sweepers:

1. Fluff and bits of cotton should be removed from the bristles and wheels.
2. The brush should be washed occasionally.
3. All moving parts should be oiled for ease of movement and to prevent them from squeaking.
4. The dust pans should be emptied frequently to ensure that the dust does not spill over during the cleaning process.



MOPS: Mops are used for collection of dirt and dust from polished floors and may consist of a head made from soft twisted cotton yarn or synthetic fibres, sponge, cotton etc. attached to a handle. The synthetic fibres are electrostatic and hold dust easily while some of the cotton mop-heads are impregnated with oil and then dirt adheres to them easily.

Types of Mops

1. Dry Mops: used for removal of dust.
2. Wet Mops: used in combination of water to remove dirt.

DRY MOPS: These are used to remove dust and debris from floors, walls and ceiling without raising and dissipating the dust.

Types of Dry Mops: There are following types of dry mops:

Mops with Impregnated Fringes: These mops are made up of dense cotton fringes approx 15 cms in length, fitted into a metal frame. The mops are pre impregnated with oil to help the dust adhere to it.

Impregnated Mop Sweepers: These mops consist of a double hinged frame and are also called 'V Sweepers' or 'Scissor-action sweepers'. These mops are pre impregnated or may be impregnated before use. The mop should be used in the correct method by moving the mop in long, even strokes keeping the mop head in contact with the surface all the time.

Static Mops: These mops consist of acrylic, nylon or polyester strands fixed to a backing stretched over a metal frame. These mops hold dust by means of static charge and cover a large surface area.

Disposable Mops: These mops consist of a handle with a soft pad on which a cheap cotton or synthetic material is attached. This material has properties of attracting and holding dust.

The fabric is attached to the pad by means of clips or pin and is discarded after each use. These mops are expensive compared to other mops but are relatively expensive.



Care and Cleaning of Dry Mops:

1. Shake the mops after use.
2. The mops should be washed in hot water and plenty of detergent.
3. It should be rinsed with plenty of clean, hot water.
4. The mop should be tightly squeezed and shaken well to get rid of excess moisture and then dried in open air.
5. The clean mop should then be re-impregnated.

WET/DAMP MOPS: These mops are used in combination with water to remove dirt sticking to the surface. The mops may be made of cotton, sponge or any other fibre having the quality of absorbing moisture.

Types of Wet Mops

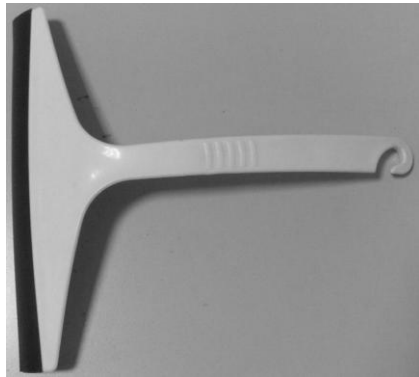
Kentucky Mops : These mops are made up of cotton strands fixed to cotton fabric inserted inside a flat metal stock. The strands may be stitched together or un-stitched. The stitched strands do not tangle, can be cleaned easily and last longer than un-stitched strands. Kentucky mops are available in the market in different weights ranging from 330 gms to 670 gms.



Do All Mops: These mops consist of strands of twisted cotton fixed to a circular metal plate and fixed to a wooden stock.

Foss Mops: These mops consist of a dense cotton fringe inserted into a heavy metal stock. These mops are available in a variety of weights.

Sponge Mops: These consist of cellulose sponge fixed to a replaceable, lever controlled head, hinged for wringing out and attached to a long metal handle. This mop is best for cleaning a hard floor. Short handled sponge mops are available in the market and are best for cleaning of windows.



SQUEEGE

A squeegee is made up of a long metallic handle and a wooden or rubber blade to remove excess water from the surface being cleaned. Two types of squeegee are available

- (1) floor
- (2) windows .

Floor squeegees are heavier than window squeegees.



Sponge Mop

Cleaning with Squeegee: It should always be followed by mopping with a damp mop. Smaller size of squeegee are used for washing/wiping away of water from windows.

Care and Cleaning of Damp Mops

1. The damp mops should be shaken well after use to remove excess moisture.
2. The mops should be washed in warm water with plenty of detergent.
3. After washing the mop should be rinsed well with warm water.
4. The mop should then be allowed to dry out to prevent growth of bacteria.
5. Mops should be replaced at regular intervals.
6. The mops should be stored in a clean well ventilated store.
7. In case of sponge mops, all excess water should be squeezed out and the sponge mop hung.

CLOTHS: Various cloths are employed by the house keeping staff during the cleaning operation. Care should be taken by the employees to use the correct type for the purpose and not to multi use the cleaning cloths.

Types of Cleaning Cloths: Various cleaning cloths used in housekeeping is discussed as under:

Dusters: Dusters are used for collecting dust from hard surfaces. They may be made of soft cotton or discarded material. Soft, absorbent, cloth are suitable for use as dusters. Dusting is only effective when the dust is actually collected on the duster. Damp dusting is more effective in some areas and is the only method employed in hospitals. Dusters should be impregnated with oil for ease in collecting dust. They should be washed after use to maintain high hygiene standards.

Swabs: These are multi use cloth made of soft absorbent material. These are used for wet cleaning and damp dusting of surfaces. They may also be used for cleaning of sanitary fittings. Wipes including loosely woven cotton cloth and synthetic sponges are also used as swabs. They are available in different size and are used for washing walls, glass, woodwork and upholstery.

Floor Cloth: These are bigger thicker compared to swabs and are made of a coarse material. These are used to wipe WC pedestals and spills from floors.

Scrim: This is a loosely woven linen material having high absorbency and lint free nature. These are used for cleaning of mirrors and windows.

Glass Cloths: These are made of linen two yarns and are lint free. These are used for wiping mirrors and drinking glasses.

Rags/Polishing Cloth: These are obtainable from the linen room. These are used for polishing or application of cleaning agents and are disposed off when dirty.

Wet-Cloths: These are made of material having high absorbent power and are used for mopping of floors. They should be used in manageable size so that it is easy to clean wash and dry them.

Chamois Leather: These were originally the skin of chamois goats but nowadays cheaper version like skewers (split sheep skin) are used. They are used wet for cleaning windows and mirrors and dry for polishing of silver. They should be washed when required and rubbed when dry to soften them.



Chamois Leather

Dust Sheets: These are made of thin cotton material and are usually discards from the linen room. They are used to cover floors, furniture and other articles during the cleaning process.

Hearth Cloths: These are made of Hessian/American cloth which is a thick fabric and are used to protect carpets or flooring during the cleaning of carpet. They may also be placed under buckets to prevent marks on the surface. They also help to absorb splashes of water.

Bucket Cloths/Splash Mats : These are similar to hearth cloth but are smaller in size. They are used by window cleaners or any other worker using a bucket to prevent marking a carpet or polished floor.

Druggets : These are made of coarse linen, fine canvas or clear plastic and may be in the form of a carpet square or a 'Runner'. They are used to protect the floor during bad weather or during redecorations.

Care and Cleaning of Cloths:

1. The cloth should be washed, rinsed and dried thoroughly. If required they should be impregnated with oil.
2. If necessary these cloth should be disinfected with a disinfectant.
3. The cloth should be immediately disposed off at the first sign of wear and tear.
4. The cloth should be stored at a well ventilated store.

CONTAINERS: A variety of containers are used by the house keeping department during the cleaning operation as they help to make the task easier and efficient. The various containers used by the house keeping department to carry, transport, collect and store supplies are given below.

Buckets: These are usually made of plastic as they are lighter in weight, quieter to use and easier to clean than galvanized iron buckets. Mop bucket is still made of galvanized iron so that it can withstand the strain imposed when a mop is twisted or wrung in it. It may have two sections and may have a wringer which is detachable. Buckets should be thoroughly washed inside and outside after use and allowed to dry.



Dustpans: These are used in conjunction with a broom or brush for the gathering of dust. They may be made of metal or plastic and in order to be effective the edge in contact with the floor must be thin or flat. Dustpans with long handles are effective as they eliminate stooping. After use they should be emptied and washed. They should never be stored resting on their flat edge, or they will wear out and warp. Dustpans should be stored handed from a hook or lying horizontally.

Dustbins: Dustbins are kept in guestrooms in service rooms, public areas like corridors and lobbies, waste collection areas to collect dry waste from the above areas. These bins may be made of plastic, wood, jute, wicker or metal. The inside of the bins may be lined with a disposable inner lining made of recycled paper or plastic. The dustbins should be emptied and wiped daily and washed occasionally depending on their make. Dustbins placed in public areas should have a creative design.

Sanibins: These are small metal or plastic containers with a lid found in toilets for the collection of soiled sanitary towels. The bins should be lined with plastic or paper bag for easy cleaning. The bins must be emptied frequently and kept clean for hygienic reasons. Some hotels use incinerators instead of sanitary bins and these burn the towels leaving a small amount of ash which is removed during cleaning.

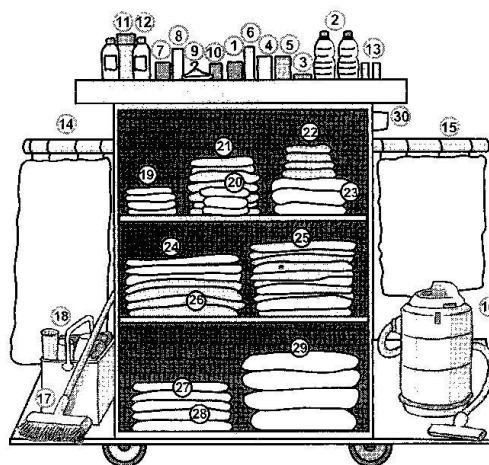


Hand Caddies/Cleaning Boxes : May be made of wood, metal or plastic, they consist of a box with a handle and fitted tray. Hand carts are used by the GRA for carrying cleaning supplies during the cleaning operation. After each shift the hand caddies are cleaned and used articles replenished.

CARTS/TROLLEYS: These have replaced the Hand Caddies as they allow a large amount of linen and guest supplies to be carried from one place to another with minimum effort. The different kinds of carts and trolleys used in the house keeping department are as follows :

- Chambermaids Trolley
- Janitors Trolley
- Linen Trolley

HOUSEMAIDS or CHAMBERMAID or ROOM ATTENDANT'S CART: This is the most important piece of equipment in the house keeping department. It is a large box which is used for carrying of all guest supplies, linen etc. enough for the GRA to use during his shift to carry out all cleaning



activities as well as changing of guest linen. It also contains a bag for soiled linen and one for other litter. It also has a step for vacuum cleaner. The maids cart usually has three shelves – the lower two for linen and the top for guest and other supplies. Since the cart is large and need to be moved frequently it should have fixed wheels at one end and castor wheels at the other. All articles should be kept in the trolley at their respective place so

that there is no wastage of time in searching of any article and to prevent frequent trips to the house keeping stores. While stacking linen in the cart all heavy linen should be placed at the bottom shelf and light articles at the top shelf.



Water tumblers and trays

Water bottles/jugs

Ashtrays and matchboxes

Sewing kits, Bible/Gita, shoe mitts

Service directories, telephone books business kits

Guests stationery, Ball point pens and pencils, scribbling pads.

DND cards, guest house rules, breakfast knob cards, 'polish my shoe' cards, room service menu, tent cards, 'clean my room' telegraph forms

Laundry forms, laundry bags

Cloth hangers

Light bulbs

Toilet rolls, toilet tissue, blade dispensers, shower caps, tooth glasses

Shampoo bottles, soap bars, soap suds, foam bath, loofah pads, cotton wool, dental kit, cologne, after shave

Toilet strips, sanitary pads

Soiled linen bag

Trash bag

Vacuum cleaner

Broom

Hand caddy: all purpose cleaner, window cleaner, bowl brush, cloths and sponges, rubber gloves, disinfectants, naphthalene balls, room freshener, deodouriser, Brasso, wax polish, scrubber.

Linen

Face towels-2/room

Hand towels-2/room

King pillowcases-2/bed (fold in pairs)

Standard pillowcases-2/twin bed (fold in pairs)

Bath towels-2/bathroom

Standard sheets-2/twin bed (fold in pairs)

Double sheets-2/double bed (fold in pairs)

King sheets-2/king bed (fold in pairs)

Mattress protectors

Bath mats

Bedspreads (a few a to replace if necessary)

Guest key box

JANITORS TROLLEY: The trolley is used for storing and moving of cleaning supplied during cleaning of public areas or special cleaning of a guest room This trolley includes a detachable trash bag, a place for storing cleaning agents and small pieces of cleaning equipment.

Linen Trolley: These trolleys are used for carrying of clean linen from the laundry to the linen room or floor pantries. These trolleys are made of sturdy material such as steel or aluminum as they bear a lot of weight of the laundry.

1.4.2 Mechanical Equipment

All machines with electricity as source of power come under the category of mechanical equipment. These include all types of vacuum cleaners, polishing machine, scrubbing machines, scarifying machines etc. When using electrically powered machines it should be ensured that the staff are properly trained in their operation or else they may prove to be a safety hazard.

VACUUM CLEANERS: Electric vacuum cleaners are employed for the removal of dust by suction from any surface, hard or soft. The dust is collected into a container, enclosed within the body of the machine or outside in the form of a bag. When using vacuum cleaner it should be ensured that the bag or container in which the dust is collected does not become over full as it puts a strain on the machine. The dust bag should be emptied out but never washed as it may allow air to pass through it.

Types of Vacuum Cleaners : Following types of vacuum cleaner is discussed as under:

- Upright vacuum cleaner
- Cylindrical Vacuum Cleaner



Vacuum Cleaner

Upright Vacuum Cleaner: These types of vacuum cleaners are mostly used in the hotel industry. The main body of the machine is horizontal to the floor and is drawn by a single motor. The dust bag is situated outside the machine. This machine has a belt driven brush to remove dust from carpets. The machine also has a built in hose for cleaning corners and upholstery. This machine is useful for removing dust from large carpeted areas.

Cylindrical Vacuum Cleaners: Unlike the upright vacuum cleaner these do not have any rotating brushes and clean by suction only. A filter cum diffuser situated at the outer end is employed for removing dust through suction. The dust bag is situated inside the vacuum cleaner. A flexible hose with different attachments is used for cleaning a variety of surfaces.

Centralized Vacuum Cleaning System : Modern buildings/hotels may have a centralized vacuum cleaning system installed at the time of construction. In this type of unit, suction is generated at one point of the building. This dust is carried out to a dust room through ducts situated at suitable points. The GRA inserts a hose at the most

convenient duct to which a nozzle is inserted to access the suction power required to clean the area. All collected dust is passed through to the central dust room. This method is most hygienic and cost effective as has low maintenance cost but can be installed only during the construction stage.

Wet and Dry Vacuum Cleaners: These are very useful for hotel operations as unlike other vacuum cleaners they can be used both in dry and wet mode. In wet mode they are used to clear out any spills and excess wash water with the help of a flexible hose and squeeze head. In dry mode they can be used for collecting of dust and litter. These machines are very useful for cleaning of large areas. Another variation of the Wet and Dry Vacuum Cleaner is the Large Tank Type Vacuum Cleaner. They are also known as Canister Type Vacuum Cleaners. Like the wet and dry vacuum cleaner they can be used both in dry and wet mode. These squeezes up water with the help of a squeeze through a nozzle into a tank Canister Type or Large Tank Type Vacuum Cleaner is ideal for cleaning of hotel lobbies, banquet halls or restaurants.

Backpack Vacuums: As the name signifies these vacuum cleaners can be operated strapped to the back of the GRA as they are very light weight. The machine has hand held wands with various attachments for flexibility in cleaning. These machines are suitable for use on furniture curtains, drapes, ceiling corners and even staircases.

Dustettes: These are small vacuum cleaners used for cleaning curtains, upholsters, mattresses, computers, music system etc. Cleaning is carried out by brushes and suction.

Due to their small size and light weight they may be carried in the hand or may be strapped to the back of the user. This vacuum cleaner is more suitable for domestic use than commercial use.

Electric Brooms : These are very light weight vacuum cleaners without a motor brush. These are used only for very light vacuuming and quick touching up of carpets and hard floors or for sand and spills when full vacuuming is not required.

Care and Cleaning of Vacuum Cleaners:

1. GRA's should be trained properly before being allowed to operate a vacuum cleaner.
2. The vacuum cleaners should be serviced at regular intervals
3. The dust bags should never be allowed to become overfull.
4. The dust bags should be emptied out at regular interval and excess dust shaken off. They should never be washed otherwise they will allow air to pass through it.
5. Any sharp object should not be allowed to be sucked inside through the hose as it may damage the machine.
6. Care should be taken that there is no flex and plug defects.
7. Any unusual noise or defect in the machine should be immediately reported to the executive house keeper.
8. All repairs should be carried out by qualified technicians.
9. The wheels of the vacuum cleaner should be oiled at regular intervals.
10. If the vacuum cleaner is specified for dry use only it should never be used to clear water.
11. After use, the vacuum cleaner should be stored at a proper place with its hose and attachments stored in their designated boxes.

Scrubbing and Polishing Machine: This machine is used for a number of cleaning operations viz scrubbing buffing, burnishing, scarifying and spray maintenance. The various operations carried out by the machine are as follows:

- **Scrubbing:** The bristle tips of the brush/surface of pad abrade and cut the soilage to remove it. A cleaning solution is used for cleaning in one continuous operation.
- **Buffing:** The bristle tips/surface of pad help to bring about a high glass finish on the floor surface.
- **Ultra High Speed Buffers/Burnishing:** The bristle tips/surface of pad cut and abrade the floor surface to create a smooth surface with a glossy finish. May be battery/propane. These machine tend to be noisy and create noxious fumes and are fire hazard.

Burnishing machine work at between 350-2500 r.p.m. It is used for polishing of floors. In these machine only the front of the pad comes in contact with the floor and rest of the weight is distributed on wheels.

Scarifying: The bristle tips or edge of the cutting tool cut into impacted soilage, removing it by means of a chisel like action.

Spray Cleaning: The bristle tips of the brush or the surface of pad abrade and cut soilage from a surface. In this operation only a fine mist of cleaning solution is applied to the floor to form a thin film with glossy finish. This method is employed to maintain an unpolished floor or floor protected by hard polish.

Spray Burnishing: This is similar to spray cleaning but in this case buffable or semi buffable polish is removed along with soilage with the help of bristle tips or pads which revolve and scrub the floor. Water and detergent are released from a tank attached to the machine. This machine is used for shampooing of carpets, polishing floors and spray maintenance.

Care and Cleaning:

1. The brushes and pads should be removed from the machine after the cleaning operation.



2. All fluff, hair etc should be removed before washing the brushes.
3. The pads should be washed, rinsed and dried thoroughly.
4. Water tanks should be drained out and allowed to dry.
5. The wheel should be oiled at regular intervals.
6. The brushes and pads should be stored in a well ventilated area.

Carpet Shampoo Machines: As the name suggests these machines are designed for deep cleaning of soiled carpets.

Types of Carpet Shampooing Machine: various types of carpet shampooing machines are been discussed as under:

Wet Extraction System/Steam Extraction Machine: Unlike the name, the cleaning is carried out only with hot water and detergent and no steam is used in the cleaning operation. Often hot water is not used due to fading/shrinkage risk. In this machine, hot water and detergent are introduced at a scheduled rate and then extracted by a wet vacuum system.

Cylindrical-Brush Dry Foam Machine: This machine has a cylindrical brush which scrubs and picks up the foam generated by the machine.

Rotary-brush Wet Shampoo Machine: In this machine a rotary brush cleaner along with wet shampoo is used for cleaning of carpets. A range of accessories are available along with the machine.

Small Rotary Brushes Wet Shampoo Machine: This is also type of rotary brush cleaner using two brushes. It is however smaller than the rotary brush wet shampoo machine.

Ultra Violet Lamps : Ultra violet lamps is a small but important weapon used by the house keeping department to fight against dirt. In a dark room, ultra violet light causes certain materials or glow in like flavins, riboflavin, Vitamin B etc. to fluoresce or glow in the dark. Soap scum or urine will also glow under this light. House keeping staff can use this ultra violet lam to check hygiene at its highest point.

In this unit we have discussed cleaning equipments used in the Hotel Industry. These equipments are used for the daily maintenance, care of the hotel property as a whole. A hotel may spend only 5-10% of the cleaning cost on cleaning equipment but their role in maintaining a hygienic and aesthetic environment is tremendous. Cleaning equipment has been discussed under the category of manual and mechanical equipment. Their types, use, care and storage has been discussed in details since their correct use and maintenance increases their life.

Many new and different types of equipment are available in the market. Most of them combine two or more cleaning operations. The executive house keeper should select equipment for their department taking the above factors in consideration.

1.4.3 Selection of Cleaning Equipment

It is the responsibility of the Executive house keeper along with the purchase manager to select the ideal, most efficient equipments for her department taking into consideration

the factors of budget allotted, number of equipments to be purchased taking the following points into consideration :

1. Safety in operation.
2. Suitability of the machine depending on the type of work in the department.
3. Versatility of the machine in carrying out different type of operations.
4. Work performance in terms of capacity.
5. Ease in handling in terms of size, weight, height of the machine and ease of maneuvering and operating.
6. Portability in movement, provision of wheels, detachable parts.
7. Policy of the management.
8. Recommendations of a reputed/reliable supplier.

CHECK YOUR PROGRESS-II

1. Name 5 manual equipments and give their use.

2. Name 5 mechanical equipments and give their use.

3. Name 5 type of brushes and give their use.

4. What are the points to be considered when selecting cleaning Equipments.

5. Draw a diagram of room attendants trolley and discuss its. Importance/role in housekeeping department.

6. Vacuum cleaner is the most important mechanical equipment used in the Housekeeping department. In this context discuss its type and use in the hotel industry.

1.5 CARE AND CLEANING OF DIFFERENT SURFACES

We have already learnt about the cleaning materials and the various procedures to be followed while cleaning. You must understand and follow the same procedures in order to make the area or things clean. It is also important that the Executive House Keeper understands the different type of surfaces in order to decide how best to take care for them. Now we know that hard surfaces are found in different forms, in different areas in the hotels. In order to keep the hard surfaces in good condition their composition, type or variant, optimal cleaning and maintenance procedures should be known to the House Keeping staff. Their cleaning and maintenance plays an important part of the cleaning and maintenance program of the establishment. After going through this unit you will understand that the type of surfaces commonly used in hotels are metal, glass, plastic, wood, stone, granite, terrazzo, rubber, linoleum etc. These surfaces cover a large area and are subjected to great deal of wear and tear. These surfaces outlast other furnishings and decorations and usually form the basic on which rest of the décor is planned. So this unit will of great help in the proper maintenance of it. Care and cleaning of various surfaces will be studied as under:

- Metals
- Glass
- Plastics
- Ceramics
- Wood

- Stone
- Vinyl finishes
- Rubber

1.5.1 Metals

Metals form the whole or part of many fixtures, fittings and part/furniture made of metal. The most commonly used metals are silver, steel, copper, brass, bronze, aluminum and iron. Metals are used in doors & windows fittings, wall paneling, light fittings restaurant cutlery, cooking utensils, guest room accessories and furniture.

Most metal surfaces get tarnished, scratched or rusted unless treated or protected. Most metals are plated with a precious metal usually silver.

COMMONLY USED METALS AND ALLOYS

SILVER: This is a soft, malleable and ductile metal found naturally in the earth. It is a white metal which is unaffected by water, pure air and most of the food stuff. It gives a brilliant sheen when polished. Most of the silver is found in the form of silver salts from which the metal is extracted. Sterling silver is an alloy containing 92.5% silver and the remainder is copper which is added to harden the silver but does not affect the other properties of the metal. Sterling is more expensive than silver plate and is seldom used in Hotels.

Silver plated ware is made from blanks or bodies of a nickel silver or nickel brass alloy. These are immersed in a complex solution of silver salts and by means of electrolysis, silver is translated to the blanks and an electroplated article results. This process is known as E.P.N.S. or electroplated nickel silver.

Depending on the fact that the blanks are made from a specified nickel silver alloy of correct thickness, the quality of silver plate is dependent on electro deposit, which should adhere well, be free from defects and be of good thickness. This thickness is not easy to measure, it is expressed as the weight of silver per dozen items of cutlery or flatware, or per single item of hollowware in the finished polished conditions. Typical deposits for good quality plate are about 45 gm. per dozen table spoons or forks, 33 gm. on desert spoons or forks and 12-15 gm. on tea spoons. Given reasonable care and usage silver plate will last many years without any marked change in appearance but the deposit is relatively soft and can be scratched or cut by a hard knife blade or abraded by repeated rubbing in contact with china and glass articles and in either case the base metal will eventually be exposed.

Silver plated ware can be replated but is an expensive affair as the old deposit has to be stripped off, any treatment or repair carried and this makes replating expensive. The tarnishing of silver is due to action of compounds of sulphur present in the atmosphere or food items such as eggs, onion juices, pickles etc. The tarnish is silver sulphide and varies in colour from yellow, through known to blue-back, depending upon its thickness. This tarnish is not removed by simple washing but requires special treatment:

Polvit Method: In this method the silver articles are immersed in a hot solution of washing soda along with a perforated aluminum sheet (Polvit Sheet). A chemical reaction takes place removing the tarnish, transferring the sulphur to the aluminum. The silver is then rinsed in boiling water and dried with a lint free cloth.

Silver Dip: In this method a silver dip solution which is a specially compounded liquid chemical mixture is used. This solution is instant in reaction and has the tendency to attack stainless steel. It should only be used in glass, earthenware or plastic earthenware. The silver is immediately removed and thoroughly rinsed in running hot water and then dried.

Proprietary Preparation: This is a complex mixture in emulsion, paste or powder form rubbed over the article, buffed off and followed by rinsing and drying with impregnated polishing cloth.

Burnishing Method: This is revolving drum with a safety shield. It has highly polished steel balls immersed in a solution of water and detergent. The rotation of the drum enables the steel balls to roll against the surface of silver, and restore the bright finish. The silver articles are then rinsed in hot water and dried. During use all hollowware articles should be suitably positioned in the container to prevent possible damage and the steel balls should always be kept immersed in water to prevent them from rusting.

STEEL: Steel owes its corrosion resistance to the addition of chromium to iron and carbon. Stainless steel is used for making cutlery, serving dishes, sanitary items, furniture etc. Stainless steel used for making of cutlery also contains nickel and is hardened by cold work such as pressing and stamping. Stainless steel is a tough, durable metal with a metal polish. It is not scratch resistant. Stainless steel is washed similar to silver stainless steel can be harmed or strained by several substances like silver dip solutions, chrome, salt-vinegar mixtures etc. Staining can also occur when washing is done by machine. An important source of corrosion of wet steel is contact with galvanized articles or aluminum which leads to deposition of zinc or aluminum corrosion product on the steel by electrochemical action.

Chrome steel is made by coating steel with chromium. This steel gets spotted by water or gets greased but does not tarnish Chrome steel is used for manufacture of taps, bath handles, shower fittings etc. Galvanized steel is steel coated with zinc to prevent tarnishing. It is used for making buckets. Chromium steel and galvanized steel are wiped or washed with a synthetic detergent, and rinsed in running water. It is then buffed and allowed to dry.

COPPER: This metal is used for wall paneling, counter tops, bowls, vases and even cooking and serving utensils cutlery etc. Copper has a orange-brown tinge and a light sheen of its own. Copper cookware is lined with tin for protection as copper reacts adversely with some food especially those having acidic value. Any utensil showing sign of wear and tear of inner lining should be discarded immediately. Copper used for purpose other than cooking and eating can be lacquered to avoid tarnishing.

Copper is cleaned by washing the object in warm water with a detergent. It is then rubbed with a mixture of salt, vinegar/lime juice/tamarind. The object is then rinsed in warm

water and immediately dried to prevent any water marks. In case of cook ware and serving utensil, it is rinsed with warm water and a mild detergent and then dried immediately. Except cookware and serving dishes, all other cooper items can be polished with a proprietary polish.

BRASS: This metal is an alloy of copper and zinc. It is golden brown in colour and is used for making door and window fittings, stair railings, foot rail, water taps, decorative items, etc. Brass tarnishes and scratches easily and is best used lacquered. Brass is cleaned by washing the brass item with a detergent and plenty of running water. Tamarind/lime is rubbed along with salt which works as an abrasive and allowed to dry. It is then washed in a solution of detergent and water, dried and then proprietary polish brasso applied, buffed with a buffing cloth. If is utensil is used for eating, the utensil should be washed in detergent and water to remove all traces of polish.

BRONZE: This is a brown alloy of copper and tin. It is used for making of medals and art frames. Bronzed does not tarnish easily. Bronze is cleaned best by washing in water and detergent. The bronze piece is then dried and proprietary polish applied.

ALUMINUM: Aluminum is light weight, malleable and ductile. Due to these properties functions such it has multi use such as in making of cooking utensils, insulation wires, light fittings, window frames, Venetian blinds. Aluminum is not tarnished by air/moisture but may be damaged by soda and other alkalis as well by the action of acids. Aluminum is cleaned easily with the help of a detergent and running water. Mild abrasives may be used to remove difficult stains.

IRON: This is metal of great strength and used as building material. It is also used for making of furniture utensils buckets, dustbins etc. Iron may be forged or cast. Wrought iron is example of forged iron i.e. iron shaped by heating in fire and hammered into shape. Cast iron is a hard alloy of iron, carbon and silicon cast in a mould. Non enameled cast iron is flame and oven proof. Iron should be washed only when necessary and then thoroughly. Galvanized iron requires regular washing. Any rust on the surface can be removed with steel wool dampened with oxalic acid. To promote long life, iron should be coated with oil or black lead.

1.5.2 Glass

Glass is a transparent, lustrous and brittle material made from silica or sand to which other chemicals are added depending upon the quality or type of glass required. The carefully measured mixture, known as batch is fed into a furnace where it is heated to a temperature of about 1300⁰C. From the furnace the molten glass is led away for shaping and then cooled carefully. This is done by annealing, the glass travels on a conveyer belt through an annealing oven, and after initial repeating the glass cools gradually as it passes through. Glass is used for many use i.e. tableware, cooking utensils, bottles, vases, lamps, windows, mirror...

Type	Property	Components	Use
Soda lime glass	Inexpensive glassware	Sand, soda ash limestone	For making inexpensive, flat or

			hollow glassware
Lead crystal glass	Attractive, has fine lustere and brilliance	Sand, Red Lead and Potash	For making expensive glassware, bowls vases...
Borosilicate	Hard, has heat resistant properties	Sand, Borax	For making oven ware, flame proof cookware
Flat glass	Does not allow ultra violet rays to pass through	Soda lime glass	For windows, table tops, shelves
Sheet glass	Types of flat glass drawn from molten glass	Soda lime glass	For windows and picture glass
Float glass	Doest not require polishing after annealing very clear and undistorted	Soda lime glass	Used in shop windows, mirrors furniture.
Obscured glass	Allows light to pass through but is not transparent	Soda lime glass	Used in bathrooms, screening areas requiring privacy
Safety glass Obscured glass with wine	Prevents glass from falling when broken	Soda lime glass with wine incorporated during rolling	Used in transport vehicles
Laminated glass	Prevents glass from falling when broken	Layers of glass with vinyle filing in centre	
Toughened glass	Shatters to tiny harmless pieces when broken	Heated at high temperature just below softening points	
Cut glass	Expensive glass made by hand cutting shaped glass with abrasive cooper wheels		Used for making high quality products life chandeliers, vases decorative bowls, bar/restaurant glassware.

Glass surface requires regular dusting. Light marks can be cleaned with a solution of vinegar and water stubborn marks may be removed by diluted methylated sprit. The glass may be then wiped with a newspaper. Dry the glass with a lint free cloth.

1.5.3 Plastics

In today's world plastic has multi use. They are used to manufacture tableware, hardware as protective films on metals, wood etc. They can be produced as long filaments and woven into textiles. Plastics can coat fabrics. They have great strength, poor absorbency, easy to clean and quick to dry.

Types : Plastics are of two types depending on their properties.

1. Thermosetting plastics
2. Thermoplastics

Thermosetting Plastics: These are hard plastics moulded by heat and pressure and do not soften when reheated eg. Melamine, phenolic, laminates.

Melamine: These are used for making tableware, trays, laminated worktops, wall panels etc.

Phenolics: These are used for making buckets, trays, telephones, electrical fitting and laminates. They are not affected by boiling water and can be used for making kitchenware.

Laminates: These are made by subjecting layers of paper impregnated with plastic resins like phenolics or melamine to high temperature and great pressure. Sometimes a texture is also introduced in the laminate.

Thermoplastic: These are soft plastic which softens when exposed to heat and hardens again when cool. A lot of this variety is used in the hotel industry. Some of thermo plastic are extremely heat sensitive while others may withstand high temperature. Thermoplastic include acrylic, acetal resins, cellulose acetate and nitrate, polyamides, polyesters, polyethylene's, polypropylenes, polyvinyl chloride etc.

Acrylic: These are light in weight, strong but scratch easily and are damaged by very hot liquids. Acrylic are used in manufacture of sanitaryware telephones, furniture etc.

Cellubse Acetate and Nitrates: These are pliable in nature. They are used in the manufacture of brush handles, door handle, light fittings and lamp shades.

Polyamides: These can withstand high temperature and are used in making of kitchenware, knife handles, brush bristles, curtain fittings etc.

Polyesters: These are light weight, water resistant and their colour does not fade. They are used in making of trays, lampshades, sinks, furniture and seamless floorings.

Polyethylenes: These may be made pliable rigid, resistant to boiling temperature and used for manufacture of sanitary ware, kitchenware, trays and lamp shades.

Polypropylenes: These can resist high temperature and pliable can be used in the manufacture of matting and rigid from used for dustbin, buckets or sanitaryware.

Polyurethane Foams (PUF): These are pliable, can withstand boiling and reaction to mild acids. They are used in the manufacture of mattresses cushions, carpet underlays sponges and mops.

Polyvinyl Chloride (PVC): Most commonly known as PVC, manufactured and widely used in pliable or rigid form, Polyvinyl chloride is used in upholstery fabrics, wall coverings, curtain, curtain track, plumber fittings, floor coverings, coating for wall paper and wood paneling, solid and waste pipes, electrical conditions etc.

Advantages of Plastic:

1. Plastic are light in weight.
2. They are resistant to most chemicals.
3. They are tough in use.
4. They are non conductors of electricity.
5. They are easy to clean.
6. They are mostly non absorbent.
7. They are resistant to pests.
8. Plastic are cheap compared to other metals.

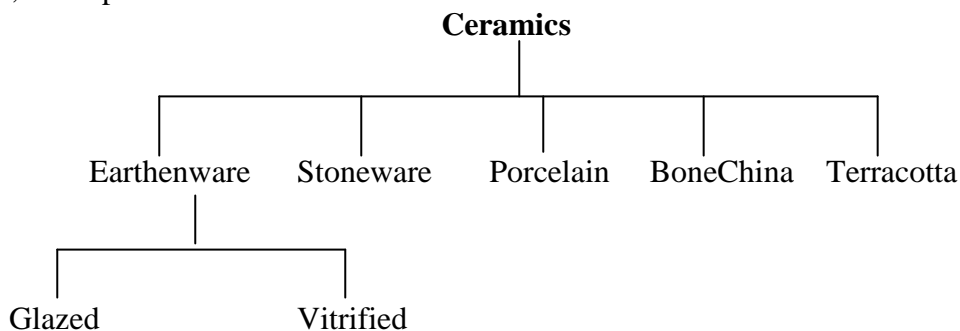
Disadvantages:

1. They are non biodegradable.
2. Plastics have tendency to discolour and crack.
3. They are combustible producing toxic flames.
4. They can be scratched on application of abrasives or sharp articles.
5. Plastics attract dust due to static electricity.

All kinds of plastic are easy to clean and maintain. Daily dusting and wiping with mild detergent and duster, followed by rinsing and drying with a duster is sufficient, food marks may be removed by adding sodium bicarbonate to water followed by through rinsing.

1.5.4 Ceramics

Ceramics are made from sand and clay and different proportions and types of clay are mixed with other ingredients to produce different kinds of ceramics of required quality for floor and wall tiles, drain pipes, wash basins, sinks, lavatory pans, vases, cooking utensils, tea cup and saucers etc.



TYPES OF CERAMICS

Earthenware: This thick, heavy, porous material is moulded out of clay and baked. It is used in making jugs, bowls, vases, ashtrays etc. Earthenware should be handled with care as it chips and breaks easily. Earthenware is of two types (1) Glazed (2) Vitrified.

Glazed Earthenware: This contains large amount of ball clay, is rather thick, opaque and glaze is necessary as the clay body is porous.

Vitrified Earthenware: Also known as Vitreous China. It has extra flint added to the clay mixture and has an extra firing so that complete fusion takes place. Vitrified Earthenware is heavier, stronger and is less easily chipped but is more expensive than other earthenware.

Stoneware: This is quite similar to earthenware but has a higher stone content. Stoneware is fired at a higher temperature than earthenware and is stronger than other ceramics. Since stoneware is impervious, glazing is not required. Stoneware is flame and even proof.

Porcelain: This is made from china clay, china stone/feldspar. It contains no calcined bone. Porcelain is quite hard, translucent with a transparent glaze and limited in use as it is quite expensive.

Bone China: Bone China contains more china clay and china stone than earthenware. It also contains calcined bone which makes the clay easier to work and gives the body strength. Bone china is fired at a higher temperature than earthenware making it very thin, strong and impervious due to complete fusion of Clay. Bone China is used to make expensive crockery.

Vitrified Earthenware: Also known as vitreous china. It is very hard and heavy due to extra flint added to the clay mixture. Vitrified Earthenware is fired at higher temperature so that complete fusion takes place. Vitrified Earthenware is heavier, stronger, is less easily chipped but is quite expensive.

Terracotta: This is made from fine clay. It is unglazed. Terracotta items are naturally brownish red in colour. Terracotta is used for making pottery, vases and ornamental building materials.

1.5.5 Wood

Wood is obtained from trees obtained from nature. It is hard, compact fibrous and porous. Wood has varying degree of hardness with multiple use, varied, colour and different grain patterns. Wood being porous has the tendency to absorb water and dust. It is also prone to fungal attacks and pest infestations.

Types of Wood: Wood may be divided into hard wood or soft wood depending upon their strength and resilience.

Hardwood: These are obtained from broad leaved, deciduous trees. The popular woods are teak, oak, ash, beech, birch, walnut and rosewood. These are very

strong and heavy and are able to withstand good amount of wear and tear. The grains are refined and fibre shorter than softwoods. Hardwood does not dent or splinter easily and is used in the construction of floors, walls, furniture and furnishings. Hardwoods are expensive and nowadays mostly used as a veneer on soft woods.



Softwood: These are obtained from coniferous trees. The popular wood are pine, fir, cedar, rubber wood. These are light in weight, cheaper and prone to wear and tear, indentations, grooves and splintering. Soft wood are used in the construction of sub floors, culings, joists and furniture.

Wood Boards: These are lighter than wood, treated for long life and are cheaper than solid wood planks.

Hard Board: This is a thin, flexible board made from compressed and processed wood pulp fibre. They are smooth on one side and have a mesh like texture on the other side. Hard board are used for making of door panels, cupboard or wardrobe backing, base of drawers, floor tiles etc.

Plywood: This is made by gluing of thin sheets of hardwood. The bonding is done in such a way that each ply is perpendicular to the grain of the sheets adjacent to it. Plywood is very strong but can be shaped during its making. It can be made attractive by use of laminates or veneering it. Plywood is used to make tables, desk shelves, counter tops etc.

Blackboard: This is made of plywood veneers laid over a core of wood strips having thickness of upto 3 cms. Blackwood are used for making worktops, table tops, shelves etc.

Chipboard: This is made from compressed wood, chips and synthetic resin, chipboard is strong and heavy and is used for making cabinets, drawers, work tops etc.

Cork: This is obtained from the outer, light brown bark of the cork oak. The bark is ground into large granules, mixed with synthetic resin, pressed into sheets at high temperature and then cut into tiles or strips of varying width. Cork has a warm and restful appearance. They are quiet, absorbent but have little resistance to indentation, burn easily and are porous. Cork is used for making bathmats, notice boards, floor covering, wall coverings etc. Wood being porous has the tendency to deteriorate when exposed to water; therefore water should not be used in its cleaning. It should be dusted with a duster or vacuum cleaned. Wooden surface may be polished occasionally. To ensure long life wood may be treated with Beeswax, Varnish, Lacquer, Oil Polyurethane, Polish or Paint.

1.5.6 Stone

Used commonly as flooring in commercial as well as non commercial establishment. The frequently used stones are marble, granite, slate, sand stone quartzite. Stone may also be used as external wall surface, table tops, counter tops, furniture, decorative items etc.



Marble: This metamorphosed and crystallized line-stone. Marble is available in many colours and patterns, white, black, green, pink, red etc. It can be given a glossy or matt finish.

Sandstone: This is sedimentary rock & composed of compressed sand.

Granite: This is granular, crystalline stone composed of quartz, feldspar and mica.

Quartzite: This is a compact granular stone made of silica.

Slate: This is made up of mud and silt which solidify over the years. Slate being stone in the form of layers can be easily made into slabs. Stone surfaces are easily cleaned with synthetic detergent and water stains may be removed using fine abrasives.



1.5.7 Vinyl Finishes

These are made from PVC and other synthetic resins, inert fillers and pigments. They are of two type (1) Vinyl asbestos (2) Flexible Vinyl.

Vinyl Asbestos: Obtainable only in tile form. The fillers include short fibred asbestos. These tiles are rigid and similar to thermoplastic tiles. They are stuck to the sub floor with a adhesive.

Flexible Vinyl Flooring: These are available in tile or sheet form. Plasterers are added to make the product flexible and the sheets welded to form a completely impervious floor. This flooring is more comfortable than other tiles flooring. Vinyl flooring is used in bathrooms, corridors, offices, hospitals. Vinyl flooring are cleaned easily with a vacuum

cleaner and damp mop special cleaning may be done with mop with hot water and detergent.

Linoleum: This consists of a mixture of powdered cork, resin, linseed oil and pigments put on a foundation of jute canvas and subjected to heat and pressure. This is passed through polishing rollers and further treated to harden it. Linoleum is available in thickness of 1.2 to 6.77 mm. In good quality linoleum, the colour and pattern are unlaid whereas in cheep qualities they linoleum, the colour and pattern are inlaid whereas in cheap qualities they may only be printed on the surface. Linoleum is available in rolls or tiles. It is extremely hard wearing but is subject to denting and scratching. Linoleum is liable to absorb water so it should be sealed. Minimum water should be used for cleaning. Linoleum is harmed by coarse abrasives and alkalis. Excess polish should not be used or the surface will become slippery.

1.5.8 Rubber

This is natural/synthetic substance having properties of elasticity, water repellent and electrical resistance. Natural rubber is obtained from milky white fluid called Latex. This is treated with compounding ingredients in several mixing machines. The mixture is then applied mechanically to a base or shaped. The mixture is then vulcanized to give strength to the rubber.

TYPES OF RUBBER

Crude Rubber: Uncured rubber used to make crepe rubber used in insulating blankets.

Vulcanized Rubber: Rubber products are vulcanized (heated out of contact with air) at high temperature and pressures in the presence of vulcanizing agents such as sulphur, selenium and tellurium. Cold vulcanization is used for soft, thin goods such as gloves, mattress protectors and other sheets. Vulcanized rubber is also used in making conveyor belts, rollers for mop wringers, rainwas, shower curtains etc.

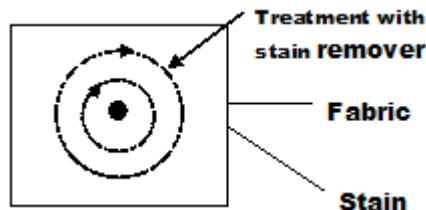
Foam Rubber: Made directly from Latex by using emulsified compounding ingredients. The mixture is then whipped mechanically in a frothing machine to make foam containing millions of air bubbles. This foam is poured into moulds and vulcanized. The foam rubber is used to make articles such as mattresses and set cushions.

Synthetic Rubber:

- This is made from unsaturated hydrocarbons by process of polymerization.
- Synthetic rubber is used to make upholstery, mattresses, pillows etc.

Vulcanized rubber is also used to make, rubber flooring both in tile and sheet form. They should be laid with a suitable adhesive. Rubber flooring may be polished or left in protected. Rubber flooring is soft, quiet, resilient and conformable to walk on. It is non absorbent and resist water but is harmed by sprit, grease, alkalis, abrasives and even sunlight. Rubber surface are easy to clean with synthetic detergent and water.

8. To avoid a 'ring' always treat from an area round the stain and work towards the centre.



The steps for removing stains from fabric :

1. Identification of stains.
2. Classification of stains.
3. Selection of stain removal agents.
4. Selection of procedure to be used.

IDENTIFICATION: To remove a known stain, it is necessary to identify the stain. This helps to choose the right reagents and procedures to be adopted for their removal. Different stains show different characteristics. For identification of stains the following are useful guides:

- (A) Colour
- (B) Feel
- (C) Smell
- (D) Location

Colour: A few of the colour stain which help in identification are bright yellow which is often a sign of medicinal stains. Red stain may be due to ink, tomato, lipstick, rough, nail polish, paints or blood blues with paints, inks and dyestuff, black for tar, inks, paints, heavy red oil, and green for ink, grass, paints or dye stuffs.

Feel: It is of considerable help in establishing the origin of stains, as stiffness denotes the presence of oxidised oils, varnish, sugars and starches. Sugar and starch turn white when subjected to the treatment of scratching the stains. A soft stain could be oil, ghee, lipstick or any grease based stain. The visual texture or appearance of the stain also gives some clue to the kind of stain. Wax and paint stains build up on the surface of the fabric. Oils and fats cause translucent stains.

Smell: If the surface of the stain is rubbed with the fingers and then the finger and the stain are smelt, it might be helpful in identifying stain. For eg. egg, perspiration, medicine, food, perfume and so on have characteristics odour. By the smell emitted especially if stain is giving a light, steaming, perfumes, disinfectants and other aromatic stains can be recognized.

Location: This helps to pinpoint the cause of the trouble. Perfume stains will usually be located on the lapels of garments and some cases under the arms.

CLASSIFICATION OF STAINS: All stains fall under three categories :

- Absorbed stains
- Built-up stains

- Compound stains

Absorbed stains – These are caused by staining agents which are thin in consistency and penetrates the fabric easily. Such stains are soft and pliable, except where fair amounts of sugar and syrup are present, when some stiffening will be noticed. Beverage of all types, i.e. beer, tea, coffee, coco-cola and medicines such as cough mixtures are few of the causes of this type of stain.

Built-up-stain: These are caused by liquids which fail to penetrate the fabric and lie on the fabric surface. Stains of this nature are diverse such as paints, distemper, tar, sealing wax, lacquers, glues and resinous compounds.

Compound stains: These are a combination of the previous two types as they both penetrate the fabric and leave a built-up residue on the surface of the material. Such stains are found to be of medium stiffness and never quite hard or soft and pliable. Blood stains are a good example on this type of stain.

A knowledge of stains is necessary to know what kind of stain removal solvent will be suitable to remove it. A stains constituents of molecular structure and composition determine how well and in what way the stain can be removed from the fabric.

TYPES OF STAINS: there are following types of stains:

- Inorganic stains
- Organic stains
- Pigments
- Miscellaneous

Inorganic Stains: Inorganic stains can usually be dissolved by inorganic solvents when a replacement or addition reaction occurs. The interaction between an inorganic, ionic solvent and solute can be altered by redox reactions. If the molecules of a stain are involved in a redox reaction, the composition of the stain changes into another compound so that it may become colourless and appear as though it has been washed out. These include mineral stains such as writing ink, medicines, dye-stuffs, rust and so on; metalloids stains such as Iodine tincture; acidic stains such as perspiration, urine, vinegar and medicines containing nitric/alkaline stains such as perspiration, urine etc.; vegetable stains such as fruit, grass, tomato gravy, wine and so on.

Organic Stains: An organic molecule is one that is made up of carbon chain with oxygen, hydrogen and other non-metals attached. Some of such compounds are polar while others are non-polar, depending on what functional groups are attached. Polymers, such as polysaccharides, are organic, and often need to be broken down into shorter chains (even monomers) before they can be dissolved. These include grease stains such as butter, curry, oil, paint, varnish, tar, paraffin, car grease, ghee and so on.

Pigments: Most pigments contain chromophores which are molecules having double bonds that absorb and emit a particular wavelength of light which gives a particular colour of stain. Taniun, an organic compound, is a kind of pigment of red-brown colour found in coffee and red wine. It does not respond well to basic solvents and oxidation,

thus making it difficult to remove from fabrics. The green colour of grass is provided by the pigment chlorophyll, also organic chromophores. These include natural dyes and pigments caused by henna, betel leaf, tobacco, chocolate, coffee, tea and so on, synthetic dyes and pigments such as hair dyes, markers, typewriter ribbons, water colours and so on, certain vegetable stains are cellulose and plant pigments.

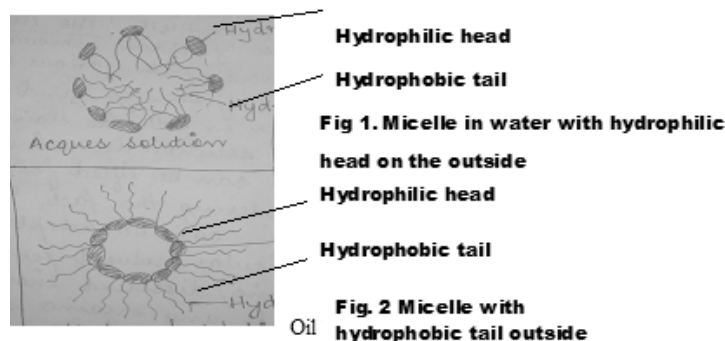
Miscellaneous: Some stains such as mud mildew and scorching do not fall into any of the above classes.

SELECTION OF STAIN-REMOVERS

CLASS	SUB-GROUP	EXAMPLES
Solvents	Hydrocarbons chlorinated hydro carbon petroleum based Alcohols, others and ketenes	Benzene, toluene CCl ₄ , tri chloroethylene kerosene, turpentine amyl alcohol, acetone, glycerin.
Bleaches	Oxidizing agents Reducing agents	H ₂ O ₂ , Sodium perborate, potassium permanganate sodium hydrosulphite, sodium bisulphate
Oils/Fats	Fatly Acids	Coconut Oil, Oleic acid
Emulsifiers	Anionic Non-ionic	Soaps, fatty acid alcohol. Fatty alcohol, fatty acid condensates.
Acids	Organic Inorganic	1% oxalic acid, lime, curds, sour milk. Dilute HCl
Alkalis	Ammonium hydroxide (10% liquid ammonia), 1% sodium bicarbonate.
Enzymes	Protease, amylase, lipase	Enzyme, soap
Absorbents	Talc, cornstarch, French Chalk, fullers earth

THE SCIENCE BEHIND THE ACTION: Different types of stain removal solutions interact differently with various types of stains. The polarity, size and solubility of the

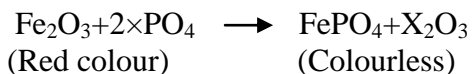
molecules in both the stain and the stain removal solution determine how well the stain can be lifted from the fabric. Considering the fact, “Like dissolves like, can be adopted to select a particular solvent for a stain. Water (inorganic) dissolved inorganic stains, while any organic solvent dissolves organic stains. To dissolve an organic compound in an inorganic solvent (and vice-versa), a surfactant must be added to the solvent.



Water: It is a universal solvent. Due to bent water molecules polarity, it dissolves polar molecules as well as ionic compounds. As it is inorganic solvent, it can only dissolve inorganic stains. However with the aid of surfactant (such as detergent) organic substances can also be suspended in an aqueous solution.

Surfactants: The role of surfactants is explained in the above. Fig.1 and Fig.2. They reduce the surface tension of a solvent or reduce interfacial tension between two solutions. Micelle, such as phospholipids, that form a layer between water-based and oil-based substances. Surfactants can emulsify compounds that are not soluble in a particular medium. The micelles form a coating on the insoluble particles and because the micelle itself is soluble because of head group’s favourable interactions with the water, the previously insoluble compound can then be dissolved.

Phosphates: They are ionic compounds having a phosphate group (PO_4^{3-}). For eg. the red-coloured stain of blood is due to Iron Oxide (Fe_2O_3). Iron phosphate is colourless, so solutions that contain phosphates are able to ‘remove’ blood stains because a displacement reaction occurs between Iron Oxide and the phosphate compound.



The actual mass of blood (biological material) remains in the fabric unless surfactants are present to dissolve the organic material as well.

Acids and Bases: The concept of ‘like dissolves like can be applied here also. Most soaps contains (NaOH) sodium hydroxide an alkali which is polar and therefore reacts favourably with water and can dissolve base. Lemon juice, contains citric acid, which is reducing agent as well as an acid – solvent. Stain which are acid-based or oxidants can be easily suspended from the fabric. If the pH of a stain is known, a cleaning solution of similar pH can be effectively used to remove the stain.

Enzymes: Certain detergents contain enzymes. Certain molecules of the stain attach onto the active site of an enzyme as the substrate to form an enzyme/substrate complex, and the enzyme breaks the molecule into smaller sections that may be more easily dissolved.

EXAMPLES OF STAIN REMOVAL AGENTS

If old or heavy, stains require special treatment with stain removal agents. The use of these stain removal agents requires care as they can cause weakening of the fibers,

bleeding of dyes, damage to special fabric finishes, and some inflammable while others are poisonous.

1. ORGANIC SOLVENTS

- | | | |
|---|---|---------|
| 1. Benzene | } | Group a |
| 2. Acetone | | |
| 3. Amyl acetate | | |
| 4. Methylated spirit | | |
| 5. White spirit (turpentine substitute) | | |
| 6. Carbon tetrachloride | } | Group b |
| 7. Perchloro ethylene | | |
| 8. Trichloroethylene. | | |

These dissolve grease and require care in use because:

Group (A): is inflammable and should never be used near a naked flame.

Group (B): is non-inflammable but harmful when inhaled and should be used only in a well-ventilated area.

In the main, fibers and dyes are not harmed by these solvents but acetone dissolves rayon acetate, trichloroethylene harms triacetate, spirit affects rubber (rubber-backed carpets) etc. When using a solvent always work from the outside of the stain inwards, with an absorbent cloth underneath the fabric. Chewing gum (after scraping), grease, oil paint, lipstick, ball-point ink, etc, will sometimes yield to a solvent.

2. ACIDS

Acids include oxalic acid, potassium acid oxalate (salts of lemon) and various rust removers sold under trade names. (All these are poisonous) Fibers vary in their susceptibility to damage by acids. Dilute acids can be used on most white fabrics but many coloureds are affected by acids. It is always better to use a weak solution several times than use a stronger solution at first. After treatment, washing using a detergent or thorough rinsing in a weak alkaline solution is essential to neutralize the acid and to prevent damage to fabric (the acid concentrates on drying), always remembering that alkalis affect animal fibres. Acids remove metal stains, the commonest of which are iron-mould or rust and the iron stain left after washing a blood stained article.

3. ALKALIS

Alkalis such as soda and borax, remove old and heavy vegetable stains eg. tea, coffee, wine etc., from white linen or cotton fabrics. Animal fibres and dyes may be adversely affected.

4. BLEACHES

The process of changing a coloured substance into a colourless one is known as bleaching, i.e. bleaches whiten. Bleaches also weaken fibres so extreme care is needed in their use.

Bleaches are of two types:

Oxidizing

eg. Sodium hypochlorite

Hydrogen peroxide

Sodium perborate

Reducing

eg. Sodium hydrosulphite

a. Oxidizing bleaches: Liberate oxygen from themselves or other substances. The most frequently used oxidizing bleaches are those named above. Sodium hypochlorite (normal household bleach) damages animal fibres and so should not be used on woolen or silk articles. It is mainly used for the removal of obstinate stains on cotton and linen fabrics but it 'fixes' iron stains. All fabrics should be thoroughly rinsed after being treated with hypochlorite or the fabrics will rot. An added hazard with 50/50 polyester/cotton fabrics is that resin tends to retain the chlorine. In commercial use, an anti-chlor, eg. Sodium thiosulphate ('hypo') is added to the final rinse to remove all traces of the free chlorine.

Hydrogen peroxide is slower acting than the hypochlorite bleaches and can be used on most white fabrics. The peroxide decomposes more readily if the solution is rendered just alkaline with ammonia.

Sodium perborate is the bleach present in powdered soap and soapless detergents. It is safe to use on most fabrics and is most effective at temperatures above 85° C.

b. Reducing bleaches: It removes oxygen or added hydrogen to the coloured substance, sodium hydrosulphite is the most frequently used. It can be used on most white fabrics and is used for the removal of iron stains and the stripping of dyes. It is in general milder in its action than the oxidizing bleaches. After bleaching by reduction there is a tendency for white articles, eg. Woolen blankets, to take up oxygen – particularly in sunlight and become yellowed.

5. ENZYMES

Enzymes such as powdered pepsin, work best at 40°C-50°C temperature and they remove protein stains eg. blood, egg, perspiration etc.

PRECAUTIONS WHILE HANDLING STAIN REMOVAL AGENTS

When the origin of a stain is known the specific stain removal agent can be used straight away, but if unknown it may be necessary to try several agents before the right one is found. In general, safer treatments are tried first and it is better to repeat a process twice with a weak solution than to use a strong solution at the beginning. It is essential that the agents are completely removed from the fabric by evaporation or neutralization, washing or thorough rinsing.

To treat an unknown stain:

- Soak in cold water.
- Dry and use a grease solvent.
- Use an acid
- Use an alkali

Stains on coloured materials are very difficult to remove as many of the stain removal agents affect dyes. In case of carpets and upholstery, stains are particularly to remove because the colour, the backing and the padding may present problems. Grease absorbers in the form of aerosol sprays may prove useful. It must be strongly emphasized that owing to the variety of fibres, used in modern materials and unknown nature of some stains, stain removal is a highly skilled job and should not be taken lightly.

SEQUENCE OF USING STAIN – REMOVERS

1. Soak in cold water
2. Soak in warm water
3. Try to bleach in the open air if time persists.
4. Treat with a cold alkaline solution.
5. Treat with a hot alkaline solution.
6. Treat with a cold acidic solution.
7. Treat with hot acidic solution.
8. Treat with an oxidizing bleach.
9. Treat with a reducing bleach.
10. In the event of stain still persisting, which is unlikely, repeat steps (4) and (7)

PRINCIPLES OF STAIN REMOVAL

NATURE OF STAIN	PRINCIPLE OF REMOVAL
ACIDIC	Neutralization with alkali followed by beaching out.
BASIC	Neutralization with acid followed by leaching out.
PROTEIN Mineral	Digestion with enzyme protease oxidation or reduction. (bleaching) followed by washing
METALLOID	Reduction with sodium thio sulphate followed by washing
FATS & OILS	Any one of the following processes: Specification Absorption by absorbent powder. Dissolution in solvent
GREASE	Any one of the following process : Absorption by an absorbent powder. Dissolution in a solvent Emulisfiction Oxidation (bleaching)
NATURAL DYES &	Any one of the following process :

PIGMENTS		Reduction followed by oxidation.
SYNTHETIC DYES & PIGMENTS		Acidification followed by reduction.
		Oxidation followed by reduction.
		Oxidation in acidic medium
SUGAR SOLUTION WITH COLOURING MATTER		Solubilisation of sugar and reduction of colour.
MISCELLANEOUS		Each of these stains requires a special treatment.

- Old stains are difficult to remove and may be soaked in glycerin to soften.
- The nature and texture of the fabric should be borne in mind while selecting the reagent for stain removal.
- The reagent and the fabric must be in contact for a minimum time required for effective stain removal.
- The reagent bottle must always be sealed after use.
- The room for stain removal must be well ventilated.
- After stain removal, the reagent must be neutralized. An acidic solution by the alkaline one and vice-versa. A thorough rinsing with clean water is essential after each treatment.
- Proper handling is necessary and shortcuts.

CLASSIFICATION OF STAIN REMOVAL PROCEDURES

A. BY MODE OF ACTION : Stain-removal procedures fall into five categories:-

Solvent Action: Water or an organic solvent are able to dissolve out the stain.

Mechanical and emulsifying action: This dislodges the stain without dissolving it.

Chemical action: Oxidation and reduction reactions convert insoluble stain into colourless and soluble stain, they can be washed out of fabric.

Digestion: Enzyme containing products are used as pre-soaks or in detergents to break down stain into soluble substances that can be easily removed.

Absorption: Certain powders such as fullers' earth are able to absorb grease and oils.

B. BY METHOD OF APPLICATION: Stain-removal procedures fall into five categories

Drop method: Drops of stain remover are poured on the stain by a glass rod or dropper.

Dip method: Stained area is immersed in the stain-remover. This is done when the stain is large or if there are spots spread over the fabric.

Steam method: The stained area is saturated with steam by spreading the cloth over a basin half filled with hot water into which a small amount of the appropriate removal agent has been placed. It is suitable for wool, silk or any coloured fabric.

Sponge method: The stain-remover is applied on the stained area with a sponge.

Absorption method: Soiled part of the fabric is placed on a sheet of blotting paper. The absorbent powder is spread on the soiled area, rubbed in lightly and allow to absorb the grease. It can also be done by applying a paste of absorbent powder, stand for a while and then scraping off the paste.

1.6.2 Stain – Removal Equipments

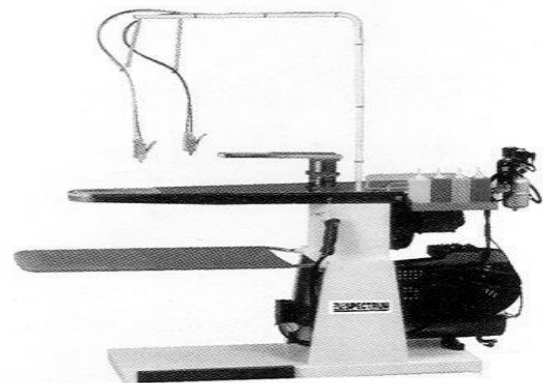
Good spotting equipment can be obtained at quite a moderate outlay and it will amply repay its cost in speeding up spotting operations of stains in addition to creating an excellent standard of work.

STEAM GUN WITH SPOTTING TABLE: - It is an excellent piece of equipment for the removal of the majority of food stains, especially those of a sugary nature. It also helps to remove quite a large number of stains without resort to chemicals. The steam gun must be carefully chosen as its design greatly influences the class of work which it will handle. The nozzle should be of fish tail type, as this it will not blow holes in the fabrics. The handle, should, if possible be air insulated type, as the handle which becomes hot during spotting slows down the work. In using the steam gun the spotter should remember to spray with continuous circular motion, holding the nozzle at an angle of 45° in relation to the fabric.



BRUSHES: They play an important part in spotting a stain. Brushes with white bristles are ideal for this purpose for use on white fabric, as they remove soiling matter and the brush can be cleaned before a garment becomes soiled.

- Brushes used for woolens should be large – about 11 inches
- Silk spotting brushes are usually smaller about 1 ¼ inches in length.
- The bristles are longer so as to avoid chafing of fabrics. All brushes must have a face which is perfectly flat as uneven bristles give a rough surface and damages the fabric. Brushes should be well-rinsed and left for drying each evening.



CHAMOIS: For the purpose of absorbing excessive water, it should be good and thick. This should be rinsed in clean water and spread to dry. This will lengthen the life of the leather and prevent it from going old. Always use the chamois with a tamping action.

ABSORBENT PAD: It is necessary to use such pads under stains which are being spotted, to soak up chemicals and solvents and the dissolved matter which they carry out,

and to prevent spreading of stains which are being spotted, to soak up chemicals and solvents and the dissolved matter which they carry out and so to prevent spreading of the stain.

DRYING CABINET: It is ideal to dry garments after spotting operations.

MAGNIFYING GLASS: It is most useful in spotting stains which are difficult to recognize with the naked eye.

1.6.3 Removal of Common Stains

Removal of stains from cellulose fiber- fabrics

CONDITION	METHOD OF REMOVAL
1. Ball point Ink	Saturate a pad of cotton with methylated spirit or with grease solvent. An old ball point ink, stain may be soaked in glycerin and then treated.
2. Ink	Writing ink generally contains a metal and a dye, hence two treatments are necessary : Treatment with acid to act on the iron and with an alkaline solution to neutralize the acid and remove the dye
(a) Black Ink (Fresh)	1. Wash out as much as possible. 2. Treat with lime-juice and salt and leave for 30 minutes and launder. Or Soak in sour milk or curd for 30 minutes and launder.
Dry	Steep in dilute oxalic acid for 10 minutes and rinse thoroughly in dilute borax solution.
(b) Red Ink	1. Steep in borax solution. 2. Steep in ammonia solution. 3. Bleach according to fabric.
3. Blood	1. Soak in cold water for 1 hour. 2. Transfer to lukewarm water containing an enzyme detergent. Soak for 30 minutes. Launder. Or 1. Soak the stain in acetic acid for 2 hours. Bub gently. 2. Neutralize with ammonia solution.
4. Betel leaf (Paan)	1. Bleach the stain with 1% potassium permanganate (fabric turns brown) 2. Soak in 1% oxalic acid or 1% sodium bisulphite (brown colour disappears) Launder.

5. Candle Wax	<ol style="list-style-type: none"> 1. Scrape off surface was with knife. 2. Place the stain between two sheets of tissue paper. 3. Press with warm iron.
6. Chewing gum	<ol style="list-style-type: none"> 1. Remove surface gum with a knife. 2. Apply ice to the stain. 3. Allow to soak in ice-cold water for few minutes. <p>Launder.</p>
7. Chocolate	Treat same as blood stain.
8. Coffee, tea (fresh)	<ol style="list-style-type: none"> 1. Pour boiling water, wash and boil fore white cotton fabrics. 2. For other fabrics, steep at once in warm water.
(Dry)	<ol style="list-style-type: none"> 1. Soak in glycerine overnight 2. Soak in hot solution of borax on stain and pour boiling water through.
9. Curry (Turmeric & oil)	<ol style="list-style-type: none"> 1. Apply soap and then bleach in sunlight. 2. When dry, if the stain still remains, wet it and put is back in sunlight again.
10 Egg	Soak in enzyme detergent or in warm salt solution. Launder.
11 Fruit, and wine stain (Fresh)	1. Cover stain with salt. Pour boiling water through. Wash boil.
(Dry)	White fabrics may be bleached with sodium hypochlorite. Coloured fabrics may be soaked in warm borax solution. Launder.
11. Ghee, Oil	<ol style="list-style-type: none"> 1. Rub French chalk on the stain and brush off. Repeat if required. 2. Wash with soap and warm water. If the stain still remains wash with a solvent.
12. Grass	<ol style="list-style-type: none"> 1. Soak in glycerine. 2. Soak in methylated spirit. 3. Bleach with hydrogen per oxdie if required. 4. Launder
13. Grease (a) Solid	<ol style="list-style-type: none"> 1. Scrape off as much as possible 2. Place stain over absorbent paper. 3. Place a moderately hot iron on top work from outside of stain to centre. Continue until paper has absorbed the stain.
(b) Liquid (including	1. Wash with hot water and a detergent.

fish oils)	2. When hot water cannot be used the stain should be treated with grease solvent before washing.
13. Gum Glue	1. Step in hot water containing a few drops of glycerine. 2. Launder in hot water.
14- Henna	Soak in warm milk for an hour. Launder
15 Ice Cream milk	1. Rinse through with cold water and launder. 2. Apply petrol or carbon tetra-chloride. Launder
16. Iodine	1. For fresh, wet stain, put starch paste and leave it to absorb the stain. 2. For dry stain, soak in 1% sodium thiosulphate, ethyl alcohol. 3. Launder in both cases.
17. Lipstick	1. Apply glycerine to soften the stain 2. Apply methylated spirit. Launder.
18. Medicine	1. Soak in warm water and wash with soap. 2. Soak in oxalic acid. 3. Wash with borax solution. 4. Soak in methyl alcohol. Bleach
19. Mud	1. Allow the garment to dry and dust off as much mud as possible. 1. Soak the stain in an alkaline bath (20g/l of Sodium carbonate)
20. Nail Polish	1. Place the stain on a clean absorbent towel. 2. Dab with a cotton swab dipped in acetone or a mixture of acetone or amyl acetate or a commercial nail-polish remover (This is not suitable for acetate fabrics)
21. Paint Varnish	1. Paints with linseed oil should be soaked in turpentine. 2. Cellulose paints should be steeped in grease solvent. 3. Varnish lacquer paints will dissolve in methylated spirit. 4. Some may be removed by kerosene.
22. Perspiration	1. Soak in 1% oxalic acid for 10 minutes. 2. Rinse with water and then soak in hydrogen peroxide for 10 minutes.
23. Perfume	1. Wash quickly in hot water. 2. A weak solution of acetic acid, or ethyl alcohol. Bleach, if required.

24. Rust	1. A rust remover may be used or, the stain may be soaked in cold 1% oxalic acid for about 15 mins. 2. Rinse in dilute borax solution and then launder.
25. Sealing Wax	1. Use methylated spirit to soften the stain. 2. Remove with perchloroethylene.
26. Shoe Polish	1. Sponge with liquid detergent. 2. Soak the stain in carbon tetra chloride or turpentine. 3. If the stain is old, soften with glycerine 4. Bleach if required
27. Soot	Apply starch paste and launder
28. Tar	1. Scrape off surface excess with a blunt knife. 2. Say on clean cloth and rub with oil and grease. Launder in hot water.
29. Urine Vomit	Treat as perspiration.

REMOVAL OF STAINS FROM PROTEIN FIBRE FABRICS

- a. Fresh betel leaf and blood stains are easily removed from wool and silk with water. If the stain is dry, it will need to be treated with synthetic detergent.
- b. Lipstick, shoe-polish, mascara and tar stains on protein fabrics are treated as cellulosic fabrics.
- c. Cocoa stains are more easily removed from wool or silk from cellulosic fibres. Washing with a synthetic detergent is sufficient in the case of protein fibres. Treatment with methylated spirit or a dry cleaning solvent may also be used instead of washing.

1.6.4 Stain Removal from Different Surfaces

- a. **Carpets and upholstery (care must be taken not to wet the backing or padding)**
 - i. **Candle grease:** scrape, use hot iron and absorbent paper. Follow if necessary with grease solvent.
 - ii. **Ink:** map up as quickly as possible to prevent spreading. Wash with warm water and synthetic detergent or use a weak acid and rinse.
 - iii. **Mud:** leave to dry, and then brush off.

1.8 KEY TERMS

Abrasion — The wearing away or cleaning by friction

Abrasive — A product that works by abrasion or scouring action

Acid — A compound that ionises in water to produce hydrogen ions — used in toilet cleaners, rust removers and hard water stain removers

Acrylic Floor Finish — A water based product that dries hard and glossy

Alcohols — **Compounds** that contain one or more hydroxyl group. Alcohols used in cleaners are; ethyl, methyl, propyl and butyl

Algaecide — Products that destroy algae

All Purpose Cleaner — A powder or liquid detergent suitable for general house hold cleaning

Anhydrous Soap — Soap that contains no water

Anionic Surfactant — Negatively charged molecule widely used in high sudsing detergents

Antibacterial — Counteracting bacteria

Antimicrobial — An agent that destroys bacteria, fungi, protozoa or any virus that is pathogenic

Antiredeposition Agent — Ingredient used in detergents to help prevent soil from redepositing on surfaces or fabrics

Bacteria — Microscopic single cell living organisms responsible for illness in humans

Bactericide — A chemical agent that destroys bacteria

Bacteriostat — A chemical agent that prevents bacteria from growing but doesn't kill it

Bleach — A product that is used for cleaning. removing stains and whitening/brightening fabrics

Blushing — Whitening effect that sometimes occurs when a solvent finish dries

Brighteners — Optical or fluorescent enhancers found in product cleaners

Buffing — Polishing with a pad, cloth or brush

Builder — A Material that upgrades or protects the cleaning efficiency of a surfactant

Build—Up — Heavy deposit of floor finish, wax, grime or dirt

Burnish — To buff a protective floor coating before it dries to give a hard finish

Cationic Surfactant — Disinfectants and sanitisers such as alkyl dimethyl benzyl ammonium chloride known as quarternary ammonium compounds

Caustic — Having a burning, corroding or dissolving chemical reaction

Chelating Agent — Additives in detergents for inactivating the minerals in water that interfere with cleaning

Cidal or 'Cide' — Agents with the ability to kill micro—organisms

Chemical Cleaning — A method that uses chemical cleaning agents to remove soil instead of mechanical or abrasive agents

Chlorine Bleach — Strong oxidising agents found in sodium hypochlorite. It removes stains, aids soil removal, whitens disinfects and deodorises laundry

Clarity — The clearness of a liquid

Cleaning — Locating, identifying, containing, removing and disposing of undesirable

substances from the environment

Cleanser — Powdered or liquid product containing abrasives, surfactants and bleach

Concentrate — An undiluted form of a dilutable cleaning product

Contaminate — To pollute, make unclean or dirty

Corrosion Inhibitor — Protects the wearing away of surfaces

Damp Mopping — Process of using a damp cloth or mop lightly wrung in detergent and water to remove lightly soiled surfaces

Decontaminate — To remove the contamination

Defoamers — A substance used to reduce or eliminate foam

Degreaser — A chemical product specially formulated to remove grease and oil

Deodorant — Destroys, masks or eliminates offensive odours

Detergent — Cleaning and washing agent used for the removal of soils with a composition other than soap

Dilute — To reduce the strength of a concentrate by adding water

Dirt — Any foul or filthy substance

Dirt Retention — A high level of which is when soil has been worked into a surface easily

Dirty — Unclean, undesirable or unpleasant

Disinfectant — A product that destroys harmful bacteria and viruses on surfaces

Drain Cleaner — Chemical product that cleans solid grease and other materials embedded in drains

Dry — To remove moisture from a surface

Durability — The wearing quality of a finish

Dust — Light particles suspended in air

Dusting Product — Product that dispenses a fine mist or spray that picks up and retains light dust and soil

Eliminate — To remove an undesirable substance

Emulsification — Detergent action that breaks up fats and oils into small droplets

Epoxy — A shortened name for a class of synthetic resins

Finish — A protective coating used as a top coat

Floor Machine — A Power driven machine used to remove soil by scrubbing, buffing or burnishing floor surfaces

Foaming Agent — A material that increases the production of bubbles in liquid

Fungi — Advanced multicellular organisms that are infectious and harmful, examples are mold and mildew

Fungicide — Chemical agent that destroys fungi

Furniture Cleaner/Polish — Liquid, paste or aerosol product to remove dust and stains from furniture

Germicide — Substance that kills germs

Gloss — A surface lustre

Grease — A sticky soil

Hand Cleanser — Cleaner that removes oil, grease and other products from your hands

Hydrochloric Acid — Used in different quantities to clean toilets

Hydrophobic Fibres — Fibres that do not absorb water easily

Hydrophilic Fibres — Fibres that absorb water easily

Inorganic Alkaline Detergent — Water soluble detergent that contains no soap or synthetics

Low Sudsing — Name which describes a product that cleans without foaming or any significant amount of foam

Mechanical Cleaning — Process of removing dirt or soil by manual scrubbing or use of abrasives

Mild Cleaner — A product that is non damaging to the surface being cleaned

Neutral Cleaner — Non—alkaline, non—acid cleaner

Non-Chlorine Bleach — A product used in laundry for bleaching that contains peroxygen compounds which releases active oxygen in the water

Nonionic Surfactant — Active agent found to be especially effective in removing oily soil

Pathogens — Micro-organisms that cause disease

Pesticide — Agent which destroys, repels and prevents pests

Phosphorus Acid — Common acid used in bowl cleaners and in light duty detergents

Pine Oil — Oil processed from gum trees, used in hard surface cleaning and disinfecting.

Pine Oil Cleaner — A liquid cleaner containing pine oil and detergents. Used to dissolve fatty acids, paints and tars whilst disinfecting, sanitising and deodorising

Polish — To shine, make smooth or glossy

Pre-Soak — A soaking operation before washing to remove stains

Pre—Spot — Removal of obvious stains before general cleaning

Redeposition — A condition of soil settling back on a cleaned surface before the cleaning product is removed

Rinsability — The ease of being rinsed or completely washed away

Sanitiser — An agent which reduces but doesn't completely destroy bacteria

Saponification — Process of converting fat into soap or to remove grease and oil

Sealer — A coating designed to protect a surface

Soap — A natural cleaning agent produced by the reaction of a fat or oil to an alkali

Sodium Hypochlorite — Bleaching and disinfecting agent

Soils — A group of substances that attach themselves to surfaces creating a pollutant

Solvents — A liquid which dissolves another substance, water being the most common

Spray Buff — A Floor cleaning procedure that cleans, removes black marks and shines an area of flooring

Squeegee — A tool with a rubber edge to remove water from floors and windows

Sterilisation — Process of killing all forms of microbial life including fungi, viruses, spores and vegetive bacteria

Stripper — A detergent that breaks down wax or paint without damaging the underlying surface

Suds — A foam or lather generated on or in a detergent solution

Surfactant — Surface-active ingredient that increases foaming, dispersing, spreading,

emulsifying and wetting properties of a product

Suspension — Cleaning products that hold insoluble dirt and grime and keep them from being deposited back onto the surface

Synthetic (Soapless) Detergents — Made from the by—products of refining crude oil, they lather better and do not form a scum in hard water

Tack Rag — A damp cloth used to remove dust and lint before coating

Tackiness — Being sticky or adhesive

Unclog — To remove an obstructing object

Viracide — A chemical agent that kills viruses

Washing — Cleaning in an aqueous environment

Wax — A natural protective coating for hard surfaces

Wet Mopping — Process of applying a liberal amount of cleaning solution

Wetting Agent — A Chemical which allows water to spread more freely

Abrasive: Substances or chemicals that depend on their rubbing or scratching action to clean dirt and grit from hard surfaces eg. sand paper, pumice etc.

Carpet/Box Sweeper: Manual equipment consisting of revolving brush between two dust pans, mounted on wheels used for removal of loose particles from carpets and other floorings.

Chambermaids Trolley: Also known as Maid's Trolley. It is trolley containing all items required by a G.R.A. to carry out the work in her section and also has a bag for soiled linen and rubbish.

Chamois Leather : Leather originally obtained from skin of chamois goat used for cleaning and polishing of window panes and mirrors

Chamois: Leather used for cleaning and polishing of window panes and mirror. Obtained from skin of chamois goat.

Cleaning Equipments: include all manual and mechanical equipment used during cleaning operation.

Dustless : Small, lightweight vacuum cleaners carried by hand or strapped to the back of operators used for cleaning upholstery and other small items.

E.P.N.S.: Electroplated nickel silver, made by electroplating nickel silver blanks dipped in a solution of silver salts. On electrolysis, silver coats the blanks.

Felspar: A white or flesh red mineral ore containing aluminum and silicates in various proportions.

Flannel: A plain weave cotton fabric with a brushed or napped surface.

Glosspaper: A thick paper covered with glass dust and used for polishing.

Hearth Cloth: Made from Hessian/America cloth, used to protect carpet and floors during cleaning operations.

Jewellers Rouge: A pink oxide of iron used as a fine abrasive for polishing silver.

Johnny Mop: A brush used for cleaning toilets. It can pump water through an inlet, outlet system in its handle and head to swab the toilet.

Malleable: Property of metal which allows them to be pressed into sheets.

Manual Equipment: All equipments that clean or help in cleaning process by use of worker's energy.

Mechanical Equipment: All equipment that generate energy from electrical or other sources.

Methylated spirit : Ethyl alcohol to which a little methyl alcohol (a toxic substance) has been added to render the alcohol poisonous. Some amount of violet dye is also added for identification. This is also called 'denatured spirit'

Sani Bin: Small containers often with incinerator used for disposal of sanitary napkins.

Spirits of Salt: Concentrated hydrochloric acid.

Spotting: The specialized function of stain removal carried out by skilled personnel called spotters, using appropriate equipment and stain removal agents.

Squeegee: Manual equipment with a rubber/metal blade and a long handle used for removing excess moisture from hard surface.

Stain; A spot or discoloration left on fabrics from contact with and absorption of foreign substances.

Tanning: A process by which raw hide is converted into leather by soaking in a liquid containing tannic acid or by the use of certain mineral salts

Tarnish: Discolouration caused by a chemical reaction between metals and substances found in water, air and food.

Vacuum cleaner: Mechanical equipment used for removal of dust by suction from hard or soft surface.

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1.10 TERMINAL QUESTIONS

1. What are the steps followed for stain removal?
2. How are stains classified?

3. Write the difference between inorganic and organic stains?
4. What is the role of water in stain removal?
5. What is the role of phosphate group in removing red colour of blood stain?
6. Give the list of chemicals in organic solvents in: Group A and Group B.
7. What are the bleaches and classify them?
8. How to remove the following specific stains :
 - a. Ball –Point ink
 - b. Chewing Gum
 - c. Coffee/Tea
 - d. Blood
 - e. Grass
9. How to remove stains from following surfaces
 - a. Carpets and upholstery
 - b. Polished wood
 - c. Marble
10. Draw a neat labeled diagram of a Room Maids trolley. Give 5 uses of the Room Maids trolley.
11. As Executive Housekeeper of a hotel. What points will you take into consideration when purchasing cleaning equipments for your hotel?
12. Name 5 mechanical equipments used in the hospitality industry. Discuss any one mechanical equipment in detail.
13. What are the different types of vacuum cleaners used in the hotel industry? Describe the vacuum cleaner most appropriate for a resort hotel.
14. What are the different types of mops used by the housekeeping department during the cleaning operations? Discuss their use and care.
15. Explain the following in one-two lines.
 - i. Sani bins
 - ii. Chamois leather
 - iii. Linen trolley
 - iv. Dusteltes
 - v. Electric broom
 - vi. Burnishing machine
 - vii. Hand caddies
 - viii. Hearth cloth
 - ix. Glass cloth
 - x. Kentucky mops
16. Explain the following in 5-6 lines
 - i. Scrubbing brushes
 - ii. Carpet/Box sweeper
 - iii. Centralized vacuum cleaner
 - iv. Carpet shampooing machines
17. Draw and label the following
 - i. Upright vacuum cleaner
 - ii. Scrubbing machine
 - iii. Carpet/Box sweeper
 - iv. Wet & dry vacuum cleaner
18. Short notes
 - i. Care of brushes
 - ii. Care and cleaning of polish applicators

- iii. Care and maintenance of vacuum cleaner
19. Differentiate between the following
- i. Upright vacuum cleaner Cylindrical vacuum cleaner
 - ii. Room Maid's Trolley Linen trolley
 - iii. Dustbins Sani bins
 - iv. Dust sheets Druggets
20. Write a short essay on importance of metals in the Hotel Industry?
21. What are the different types of metals used in the hotel industry? Give 2 uses of each type of metal.
22. What do you understand by the term E.P.N.S.? What are its use and how is it cleaned?
23. Explain the following in 2-.3 lines.
- a. Polvit
 - b. Tarnish
 - c. Abrasive
 - d. Linoleum
 - e. Vulcanized Rubber
 - f. Burnishing
 - g. Melamine
 - h. Laminate
 - i. Earthenware
 - j. Terracotta
24. Discuss the various types of glass and their use.
25. Explain the various type of plastic and give two use of each type.
26. Discuss the different kinds of ceramics and give use of each type.
27. Discuss the use of rubber in hotel industry. What precautions should be taken in their cleaning?
28. Discuss the manner of cleaning of following:
- i. Hollow glassware
 - ii. Plastics
 - iii. Earthenware
29. Short Notes
- i. Advantages of plastics
 - ii. Cleaning of wooden surfaces
 - iii. Care of rubber surfaces

UNIT: 2

HOUSEKEEPING PROCEDURES

Structure

- 2.1 Introduction
- 2.2 Objective
- 2.3 Housekeeping Procedures
 - 2.3.1 Opening Housekeeping Operations
 - 2.3.2 Morning Shift
 - 2.3.3 Activities of Morning Shift
 - 2.3.4 Evening Shift
 - 2.3.5 Night Shift
- 2.4 Cleaning Schedules
 - 2.4.1 Daily Cleaning
 - 2.4.2 Special Cleaning/Periodic Cleaning
 - 2.4.3 Annual/Spring Cleaning
 - 2.4.4 Cleaning Procedure
- 2.5 Cleaning Methods
 - 2.5.1 Manual Cleaning Methods
 - 2.5.2 Mechanized Cleaning Methods
 - 2.5.3 Cleaning Frequency
 - 2.5.4 Organization of Cleaning
- 2.6 Housekeeping inventory
 - 2.6.1 Types of Inventory
 - 2.6.2 Inventory Control Methods
- 2.7 Housekeeping Control
 - 2.7.1 Housekeeping control desk
 - 2.7.2 Function performed by housekeeping control desk
 - 2.7.3 Types of Keys
 - 2.7.3.1 Emergency keys,
 - 2.7.3.2 Master keys,
 - 2.7.3.3 Grand Master Key,
 - 2.7.3.4 Floor Supervisor Master Key,
 - 2.7.3.5 Floor key,
 - 2.7.3.6 Guest key.
 - 2.7.4 Key and Key Control
 - 2.7.5 Guiding Principles in Key Control System
 - 2.7.6 Limitations of Metal Keys
 - 2.7.7 Key Cards
- 2.8 Lost and Found
 - 2.8.1 Lost and found articles
 - 2.8.2 Lost and found procedure
 - 2.8.3 Lost and found enquiries
 - 2.8.4 Disposal of article not claimed
- 2.9 Summary
- 2.10 Key Words

2.11 References and Bibliography

2.12 Terminal Questions

2.1 INTRODUCTION

As we have discussed in earlier unit that housekeeping is considered as a 24x7x365 day operational department. An efficient planning and scheduling of work & manpower is required to have a smooth working. Thus, the whole housekeeping day is divided into three main shifts namely morning ,afternoon and night shift .The shift timings remains almost same in all hotels with little variations .The number of rooms to be cleaned by each Guestroom Attendant in his/her shift varies from hotel to hotel, depending upon several factors. In general, the morning shift is considered to be the busiest as morning service has to be given to most of the occupied rooms” .Thus, maximum numbers of employees are scheduled for morning shift and the least number are scheduled for night shift. You have already read in the previous units about the various cleaning agents. You also know that cleaning may be defined as the removal of dust, dirt, foreign matter, tarnish and stains from various surfaces with the help of cleaning agents and cleaning equipment (mechanical and manual). In house keeping terminology all dust, dirt and foreign matter deposited on any surface is known as soil. In this unit you will learn about the various cleaning methods and the procedures to be followed while performing the cleaning of the surface, metals, upholstery, carpets etc. which include all substances such as sand, mud, pollutants, smoke, fumes, rust. Some types of soil such as sewage, hair, fibres, undefined litter are released by the occupants of the building. After having a clear concept and understanding of this unit you will be able to use it in your day to day life, which could include the house, hotels, restaurants, hospitality establishments, hospitals, offices and any given areas and materials too.

Every management owning property needs to establish procedures for its staff to follow that will help ensure the safe and secure functioning of the operation. All employees, not merle security personnel, should know the appropriate security procedures that will help protect the guests and the property from danger and loss at the hands of criminals. The housekeeping staffs are closely in touch with the guests, and therefore, they are more responsible for the security of the guests. Many security procedures are needed to control external theft by opportunist guests and internal theft by employees. Other procedures address the potential for loss created by or during emergencies, including accidents. Asset protection procedures involve protecting the property from losses arising from any number of sources, both internal and external.

The guest room represents the inner-circle of a hotel security plan. The guestroom is the sanctuary for the weary traveler where they expect to be safe. The guestroom doors and windows must be fortified to prevent forced entry. Installation of burglar proof door locking system and key control are vital to ensure guestroom safest against theft. This chapter discusses about the keys and key control.

2.2 OBJECTIVES

After reading this unit the students will understand following:

- Housekeeping Procedures
- Opening Housekeeping Operations

- Morning Shift
- Activities of Morning Shift
- Evening Shift
- Night Shift
- Cleaning Schedules
- Special Cleaning/Periodic Cleaning
- Annual/Spring Cleaning
- Cleaning Procedure
- Cleaning Methods
- Manual Cleaning Methods
- Mechanized Cleaning Methods
- Cleaning Frequency
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- Housekeeping inventory
- Types of Inventory
- Inventory Control Methods
- Housekeeping Control
- Housekeeping control desk
- Function performed by housekeeping control desk
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- Guiding Principles in Key Control System
- Limitations of Metal Keys
- Key Cards
- Lost and Found
- Lost and found articles
- Lost and found procedure
- Lost and found enquiries
- Disposal of article not claimed

2.3 HOUSEKEEPING PROCEDURES

As we have discussed in earlier unit that housekeeping is considered as a 24x7x365 day operational department. An efficient planning and scheduling of work & manpower is required to have a smooth working. Thus, the whole housekeeping day is divided into three main shifts namely morning ,afternoon and night shift .The shift timings remains almost same in all hotels with little variations .The number of rooms to be cleaned by each Guestroom Attendant in his/her shift varies from hotel to hotel, depending upon several factors. In general, the morning shift is considered to be the busiest as morning service has to be given to most of the occupied rooms' .Thus, maximum numbers of employees are scheduled for morning shift and the least number are scheduled for night shift.

2.3.1 Opening Housekeeping Operations

The housekeeping supervisors need to start the operations of the house before the GRAs report for duty. In this activity rooms are assigned to GRAs for servicing. The assistant

housekeeper checks for the list of arrivals and departures for the day and occupancy report which is obtained from front office. On the basis of these reports the assistant housekeeper schedules the work for GRAs. Further he/she hand over a section worksheet to each floor supervisor. This sheet includes the room numbers with their status as 'Vacant', 'occupied' or 'checkout'. The sheet is helpful to floor supervisors to inspect the rooms on his/her section.

The supervisors check the log book which conveys information from one shift to the other shift. Further, Banquet functions are checked in the form of Banquet Function Prospectus (BFP). This provides information / intimation regarding various functions and parties to be held in hotel the particular day .By this information the allocation of job for banquet requirements can also be done.

2.3.2 Morning Shift

The housekeeping operations starts with morning shift and further various activities are performed step by step. The different activities are:

2.3.3 Activities of Morning Shift

BRIEFING

The employees are required to change their uniform and report to the control desk for briefing everyday. The briefing is taken by Executive house keeper or Assistant Housekeeper. It is a two way communication exercise but needs to be of a short duration of 10-15 minutes. Briefing plays very important role in Housekeeping operations. The various reasons to conduct briefing are:

- To check the grooming standards of the staff.
- To communicate any important information regarding VIP stay.
- New policies, procedures or upcoming events can be introduced during this time.
- Job allocation is done
- Corrections in work and appreciation for work can be done at this time.
- Information regarding banquet functions are communicated.

Job Allocation: Immediately after the briefing the floor supervisors allocate the rooms to the GRA's in the form of room assignment sheet. This sheet clearly indicates the status of the room. It also lists any 'pick up' rooms. There are the rooms which a GRA has to service apart from rooms of his/her section.

Key Handover: After receiving the room assignment sheets, the GRAs are handed over with the floor master key by deputy housekeeper. Each GRA has to sign for the keys received in Key Handling Register. A Separate Key Cabinet is maintained on the wall at control desk to safely keep the keys.

Replenishing of Maid's Cart: The GRAs then proceed to the floor pantries and replenish this servicing cart with the required linen, amenities, supplies and cleaning agents.

Room Status Check: At this stage, one of the most important morning shift activities to be undertaken by the housekeeping staff is the physical checking of the room status. This is done to actually check how many guests are occupying a particular room and a comparison is done with the room status report. If any discrepancy is seen the GRA immediately reports to the floor supervisor.

Sample Housekeeping Room Status Report

Date _____

Room #	Room Status Code	No. of guests
101	OCC	2
102	OCC	2
103	V/R	-
104	OC	-
105	OCC	1
106	V/C	-
107	OCC	2
108	OCC	3
109	OC	-
110	OCC	2

Note: V/R-Vacant Ready, OCC-Occupied, OC-On Change

Servicing of Room: Having collected their carts and supplies, the GRAs now proceed to service the guestroom. The order of cleaning guestrooms is as follows –

- Early make up room (EM)
- VIP rooms (Before 11 am)
- ‘Checkout’ status rooms ‘blocked’ for new arrivals
- ‘Check Out’ rooms.
- Occupied Rooms with please made my room signs
- Stay over
- Rooms that had a DND card displayed earlier in the morning.
- Rooms due to move to ‘Check Out’ status much later in the stay.

As on change rooms, the GRA’s clean the room, the floor supervisors inspects the rooms and inform the control desk supervisor to release there rooms to the front office for sale. In case a room requires some maintenance work, the floor supervisor updates the status to ‘OOO’ & informs the front desk. Simultaneously, the public area supervisor checks the cleaning of public area. The cleaning, inspecting of guestrooms continue till the afternoon. Only DND flashed rooms are left which needs to be serviced. In case the DND is still displayed the GRA needs to inform the floor supervisor. The floor supervisor takes necessary action for these rooms. After the ‘DND’ status rooms are dealt with, the stay over rooms are cleaned in the afternoon.

Sample Room Assignment Sheet

Name of GRAJai Singh.... No. of rooms to service 14			
Room status codes : OCC = Occupied ; O/C = Occupied and clean ; V= Vacant ; V/R = Vacant and Ready ; C/O = Check-out ; EM = Early make-up ; OC = On change			
Room #	Room Status	Room status code on physical check and no. of guest	Remarks / repairs required
101	√	O/C 3	Requested an extra bed
102	√	O/C 2	Refused morning service
103	V	V/R	
104	V	V/R	
105	√	OCC 2	
Date : ... Floor supervisorMohit Kumar			

Format of key control sheet

Date _____
Shift Time _____

Page No. _____
Shift In charge _____

S.No.	Area	Time Taken	Key Number	Signature	Time	Signature

Handover: After finishing all servicing work the GRAs now send all the soiled linen to the laundry. Further, they re-stock the maids cart for evening shift. The supervisor makes relevant entries in the log book. This is the time when the afternoon shift reports. There should always be an overlapping of at least one hr. to facilitate handover and takeover of duties. It includes handover of keys and a debriefing.

Debriefing: This is also a small similar session before signing off the job as the briefing is and includes the discussion on the problems faced by the staff members, handing over of any incomplete work, transmitting any important information, message and checking for the next day's duty roasts. After the debriefing session the morning shift employees can move out off their duties after changing their uniform.

2.3.4 Evening Shift

The evening shift is sometimes termed as afternoon shift. The major activities of evening shift are:

- To update the room status again by doing a physical check of guestrooms by 4.30 pm.
- To check all the quest service areas, guest corridors to ensure that no equipment or solid linen are left out.
- Cleanliness of all floor parties is checked by floor supervisor.
- The afternoon GRA now completes the late service request.
- The GRA provides turn down service of occupied room.

Following steps are performed while evening service of guestrooms-

- Bed is made ready to sleep by folding back the bed cover and making a 90⁰ night fold angle to help down the guest to slip inside the bed Linen.
- Heavy curtains are drawn
- Replenishing of bathroom linen is done.
- Placing of breakfast knob card, refilling of water is done.
- A cozy, comfortable atmosphere is created in the guestroom for a sound sleep to guest.

2.3.5 Night Shift

This is a shift when very few staff members are scheduled. Night supervisor is the person who takes care of the department at night. The night GRA checks the room attendants carts, washes drinking glasses, does special cleaning projects.

CHECK YOUR PROGRESS-I

Q.1 List down the activities of morning services.

Safety: Regular cleaning ensures safety against health hazards, fire hazards or slip hazards.

Cleaning Standards: Within the establishment, there may be different standards of cleaning depending on the area/location. Higher standards are maintained for guest areas and public areas in comparison to back areas which should however always give a clean and well maintained look.

Cleaning standards are established by the executive house keeper depending on the policy of the management. Once the standards are established they should be strictly adhered to. The house keeping staff should be trained and supervised to ensure that they follow the specified cleaning methods using the correct equipments and cleaning agents so that there is no compromise on the specified standards.

The different standards of cleaning for different surfaces and areas are as follows:

Physically Clean: This implies that the area/surface is free from visible dust and dirt.

Chemically Clean: This indicates that the area is free from harmful chemicals on the surface and surrounding air.

Bacteriologically Clean: This indicates that the area is free from any harmful bacteria which may cause disease or infection. This term is more apt for hospitals than the hospitality industry.

Entomologically Clean: This term specifies that the area is free from any insects or pests.

Cosmologically Clean: This specifies that the surface and area is free from any organic/inorganic matter that may emit odour.

Terminally clean: Like bacteriological clean this term is more suitable for hospitals than Hotels. It indicates that the area has been sanitized against all kinds of pathogenic microbes.

A hotel has to present an inviting, clean and well maintained appearance at all times i.e. 24 hrs a day. It is therefore important that the cleaning activity is carried out at such a period when it is least likely to cause inconvenience to the guest. To insure the offices and public areas are cleaned either in the night or early in the morning when there is minimum traffic in these areas. In some establishment, the policy is to clean the public areas during the night time and the final dusting being done by the morning staff. No cleaning activity is carried out in the floors before the service of breakfast so that no inconvenience is caused to the guest. During the cleaning of rooms the guest belongings should be moved only when necessary. The G.R.A. should not touch/use any guest belonging.

Depending on the policy of the management, the GRA cleans the room with the door open or closed. A Maid's Trolley outside the room generally indicates that cleaning

activity is being carried out inside the room. The GRA should ensure that no equipment or cleaning agent is left untidily in the corridor so as to avoid any accidents.

The cleaning of rooms comes under three categories:

- 1) Daily cleaning
- 2) Special cleaning
- 3) Annual/spring cleaning.

2.4.1 Daily Cleaning

This is cleaning of a room in guest use. Daily cleaning is required to give a comfortable and presentable appearance, change guest linen as per the hotel policy, replenishment of guest supplies and amenities.

2.4.2 Special Cleaning/Periodic Cleaning

This requires through cleaning of a guest room after guest departure or after every 15 days depending on Hotel policy. The room including all furniture, upholstery, curtains WC, bath tub are given special attention so as to make the room ready for new guest, arrival.

2.4.3 Annual/Spring Cleaning

As the name implies this cleaning activity is carried out once a year during the lean period. During spring cleaning all cleaning and maintenance work are carried out i.e. redecorating/relaying of furniture or carpet, carpet shampooing, washing of curtains, paint work, plumbing work, electrical filling etc. To help the GRA work in an efficient manner and the executive house keeper in training the staff the order of work, incorporating work simplifications should be planned. Simple work or single work can be planned quite easily eg. ironing of guest laundry but if the task is multiplied or complicated eg. cleaning of guest room it may be difficult to plan the work as multiple activities have to be carried out, further it has to be considered if the guest is inside the room or outside his room or whether the room is occupied room or departure room when in both the cases the activities carried out by the GRA are different from normal cleaning activities.

When planning cleaning activity the following points should be always kept in mind:

- 1) Sweeping with a broom is done before dusting, and dusting before vacuum cleaning.
- 2) Daily dusting is done from high to low.
- 3) Vertical surfaces need dusting occasionally from stretch level.
- 4) Bending with stiff knees should be avoided.
- 5) When there are alternative methods of cleaning the least harmful method should be employed.
- 6) Cleaning methods should not only be efficient, should also be time saving, labor saving and should use less of cleaning materials.

2.4.4 Cleaning Procedures

The cleaning process employed by the house keeping department may be manual or mechanical. They may involve washing with the aid of water and rinsing agent, friction

with the help of an abrasive, static electricity with the aid of a static mop, suction with the use of vacuum cleaner or force with the use of pressurized water.

Principles of Cleaning: The following rules should always be followed during the cleaning process:

- 1) All dust, dirt and foreign matter should be removed.
- 2) It should be removed without harming the surface which is being cleaned.
- 3) The surface should be restored to its original condition after the cleaning process.
- 4) The cleaning process should be efficient, using minimum of equipment, cleaning agents, labour and time.
- 5) During the cleaning process the simplest methods should be tried first, using the mildest chemical agent.
- 6) It should be before hand ensured that the cleaning method is least harmful to the surface on which it is applied.
- 7) Wherever possible cleaning should proceed from high to low.
- 8) During the cleaning operation, always start with the cleaner surface or article and then proceed towards the more heavily soiled surface. This prevents the spread of soil from dirty to cleaner surfaces.
- 9) When wet cleaning or polishing the floor, the GRA should walk backwards while cleaning in front of him.
- 10) When ever possible vacuum cleaning should be preferred for removal of dust.
- 11) Always sweeping is done before dusting and dusting before suction cleaning.
- 12) Noise levels while cleaning should be kept as low as possible.
- 13) Stains should be removed immediately before they become permanent.
- 14) During cleaning, all safety precautions should be taken.
- 15) The GRA should start cleaning from the farthest end working towards the exit.
- 16) After the cleaning process has been completed, all equipments should be washed or wiped, dried and stored properly, cleaning agents should be replenished and stored, all waste discarded and the area left neat and dry.

2.5 CLEANING METHODS

There are mainly two types of methods of cleaning.

They are:

- Manual cleaning methods
- Mechanized cleaning methods

2.5.1 Manual Cleaning Methods

Sweeping: This is done to collect dust when the floor surface is too rough for a dust mop Hard/Coarse bristled brooms such as yard brooms and coconut fibre brooms with a long handle are used for cleaning of large areas. Short smooth strokes should be used to sweep all dust into a long handled dust pan. When using the long handled broom the head of the broom should be kept flat on the floor at all times. This is



not the most efficient, hygienic manner of removing dust as most of it remains airborne during the cleaning operation.

Equipment Required: Yard broom/Coconut fibre broom, dustbin, and dustpan.

Care and Cleaning of Broom: The broom should be shaken free of dust and bluff. They should never be stored on their bristles or they will bend out of shape. This brooms should be stored lying horizontally or hanged bristles downwards stiff brooms should be cleaned thoroughly in saline water and dried in the sun before storing.

Dusting: This requires a systematic and orderly approach for efficiency and use. Dusting acturity is carried out clock wise or anticlock wise starting from the entrance. Using this policy minimises any chance of overlooking a spot. The GRA should work with the duster folded twice and then twice again to get 18 clean folds which gives a number of clean surfaces to be used thus avoiding spreading of dirt to a clean surface. The duster should be made with a soft, lint free cloth which is absorbent, plain or checked made of cotton or yellow flannel. It may be impregnated with water or oil to aid catching of dust.

Equipment Required: Cotton duster, Yellow Flannel, Feather duster.

Dust Mopping/Dry Mopping/Mop Sweeping: This method helps in removal of dust, sand or grit from a floor which if not removed can penetrate/scratch the surface. The dust, sand or grit is removed from the surface with the help of a dust mop made of cotton and usually impregnated with water or oil. These methods are usually employed in open areas by the public area attendant. The method is not very effective as it leaves behind large amount of dust particles.

Equipments Requires: Dust mop, long handled dust pan, dust collection bag, dustbin.

Spot Mopping : This is mopping of a particular point or area to remove any liquid or solid spilled on the floor as if left too long they can leave behind a permanent mark on the surface of the floor. The GRA should use clean mop and water to remove the spot. Any detergent or stain removal agent should be used only if necessary taking care of the type of surface in which it is applied.

Equipments Required: Mop, Bucket, Mop Wringer, Water, Detergent/Stain Removal Agent.

Wet Mopping/ Damp Mopping: This method is used to remove spills or soil which has stuck to the surface and not removed during dry removal process. First the area is dust mopped with a dry mop. Then the wet mop made of cotton, sponge etc. soaked in water, detergent and if required an alkali is wringed to remove excess water with the help of a mop wringer. The damp cloth is then used on the affected area, and then the whole area using figure of eight strokes. The mop water should be changed frequently. Finally a squeegee may be used to aid speed drying of the floor.



Equipment Required: Wet mop, Mop Wringer Squeege, Detergent, Mild Alkali.

Scrubbing: This is done with the help of brushes having short, coarse bristles on surfaces which are stained and heavily ingrained with dirt. This method is suitable for small areas which cannot be scrubbed with the help of a scrubbing machine. Short handled brushes are used for such areas. For large areas a long handled brush called deck scrubber is used. The GRA/Public Area Attendant should work in straight lines, working backwards. The surface should then be rinsed to remove any detergent from the surface. A squeege is then used to clear away excess water. This is followed by the use of a mop to dry the surface completely.

Equipment Required: Long handled scrubbing brush, Mild Detergent, Bucket, Squeege, Dry Mop.

Polishing: This is done with the help of rags or polishing cloths on which the polish is applied or polish applicators made of lambs wood/synthetic wool or solid wax applicators may be used for applying polish on the surface. A soft brush/tool brush may be used for applying polish on corners or crevices. Proprietary polish specified for the surface i.e. Brasso/Silvo should be used. The polish should be allowed to dry on the surface for some time and then a clean cotton cloth should be used for buffing.

Equipment Required: Proprietary Polish, Polish Applicator, Soft Brush, Cotton Rags.

Spot Cleaning: This is the removal of stain from any surface, hard or soft and does not include the treatment of the whole areas. The GRA should restrict the stain removal process only to the particular spot. With the use of correct stain removal agents, stain may be removed from walls, floor, carpet or furniture. The GRA should first identify the type of stain before starting the stain removal exercise. Stain may be removed by the following action.

1. Solvent action
2. Mechanical and emulsifying action
3. Chemical action
4. Digestion
5. Absorption

In case of un-identified stain it is always wise to treat it by the least harmful method.

Equipments Required : Cleaning agent, water, duster, cotton cloth.

2.5.2 Mechanized Cleaning Methods

Suction Cleaning: This is the cleaning of dust, debris, soil or water from a surface using suction power. Suction power is derived from vacuum cleaners in which a motor drives an impeller, which sucks air through an inlet, creating a pressure between the air within and outside the machine. Air drawn in from the inlet passes through and out of the

machine. Air is sucked inside with soil, debris and water. There are different types of vacuum cleaner, dry and wet i.e.

1. Upright vacuum cleaner
2. Cylindrical vacuum cleaner
3. Electric brooms
4. Dustless
5. Backpack vacuums
6. Pile lifter vacuums
7. Centralized vacuum
8. Wet and dry vacuum cleaners

The GRA should suction clean the carpet, floor and all soft furnishing using the most suitable vacuum cleaner.

Equipment Required: Vacuum cleaner with attachments, mild detergent.

Spray Buffing: This is the spray buffing of floor with the help of a floor machine which can be used for scrubbing, buffing, burnishing scarifying and spray maintenance. The GRA uses this machine along with a detergent to remove all marks from the surface and to bring shine to the floor. This is followed by vacuum cleaning or dust mopping.

Equipment Required: Floor machine, detergent, vacuum cleaner, dry mop.

Polishing: This operation can also be carried out by the floor machine. Commercial polish is applied on the floor depending on the nature of the polish. The GRA used this machine along with soft pad or brush to bring shine to the floor. This is followed by vacuum cleaning or dust mopping.

Equipment Required: Floor machine, commercial polish, vacuum cleaner/dry mop, soft pad/brush.

Burnishing: This operation is also carried out by the floor machine but for this operation the machine has a heavier rpm of 1500-2500. The GRA uses this machine to restore a deep gloss to the floor finish since the finish is brought about by friction and heat of the burnishing machine, the finish lasts for a longer time.

Equipment Required: Floor machine of 1500-2500 rpm.

Scrubbing: This is also an operation carried out by the floor machine. It helps to remove embedded dirt, marks, deeper scruffs and scratches from the floor and also gives a fine finish to the floor. There are various variations of this machine depending on the type of pad/brush, detergents used, water temperature and weight and speed of the machine. The GRA can set the machine to light scrubbing to remove one or two coats of finish or heavy scrubbing using aggressive pads, higher ph detergent solution and heavy machine to achieve deepest scrubbing which removes all or most of the finish.

Equipment Required: Floor machine, abrasive pads, detergent, water.

Stripping: This process performed by the floor machine removes all of the floor finish and sealer, resulting in a bare floor for re-finishing. This operation is carried out only as a final course using a strong stripping agent along with coarse brush/pads hot water.

Equipment Required: Floor machine, coarse brush, hot water, stripping agent.

2.5.3 Cleaning Frequency

The cleaning activities carried out by house keeping department may be divided as per the frequency of their scheduling which depends upon the level of soiling, type of surface, amount of traffic to which the floor is subjected the type of hotel, policy of the hotel and cleaning standards decided by the management. Each worker should be given the procedures and frequencies hand book decided by the management at the time of induction. This information is also displayed on a notice board in the floor pantries. The house keeping work is basically divided into three categories (1) work carried out on a daily basis (2) work carried out periodically (3) work carried out on an annual basis.

Daily Cleaning: This is the daily routine work carried out by the house keeping personnel 365 days each year. The daily activities include regular cleaning of all occupied guest rooms, public areas, cleaning of offices, linen exchange.

Periodic Cleaning: This includes tasks performed not on a daily basis but done after a set number of days. The purpose is to ensure more through cleaning, polishing, minor maintenance, relaying of carpet, window cleaning.

Spring/Annual Cleaning: These include all tasks performed once a year by the house keeping staff. The cleaning involves through cleaning of guest room, re-furnishing/redecoration, carpet shampooing, all major maintenance and paint work, replacement of fitting and fixtures relaying/stripping/polishing of floors. In most organizations the house keeping department is concerned with maintaining cleanliness in the guest rooms and public areas, in some establishments it may be assigned the responsibility of nightly cleaning of kitchens, banquet halls, conference rooms, swimming pool and other duties normally not assigned to it.

When such duties are delegated to the house keeping department the management should ensure that the house keeping department is provided with sufficient staff and funds for the same to compensate the additional work load. Sometimes trade offs are reasonable such as food and beverage department maintaining the employee's cafeteria at no cost to other departments and the house keeping maintaining all public rest rooms. However if the house keeping department is expected to clean areas outside their assigned areas such as kitchen, banquet halls.. then budgetary compensation and personnel must be provided to the house keeping department and charged to the department receiving the service. It is always advisable that the costs be levied against the revenue generated in each of the various departments.

The Executive House Keeper should make a list of all guest/public areas/other areas which are the responsibility of the house keeping department and should strictly define on paper as to who is responsible for cleaning and maintaining each area. To ensure that all areas are properly cleaned the executive house keeper must make regular tours of the

property. Once the responsibility of the house keeping department is fixed the executive housekeeper should concentrate on the areas which are under the housekeeping department. A list of items and surfaces is prepared which require cleaning by the housekeeping department. The more comprehensive the list the more efficient the cleaning and maintenance of the property.

A frequency schedule is also prepared which notifies as to how often the item or surface on the list needs to be cleaned. The frequency schedule of cleaning and maintenance is divided into daily, weekly, monthly or yearly tasks. It should always be kept in mind that all public areas are cleaned or maintained during lean period when the traffic on them is minimum. The standard of cleaning and hygiene depends on the policy of the management.

2.5.4 Organization of Cleaning

It is the duty of the executive house keeper to organize the organization of work in house keeping department. The house keeping staff is responsible for cleaning of all guest rooms and public areas, offices, recreational facilities and all public restrooms. There are different ways of organizing the cleaning activities in the hotels.

1. Conventional/Traditional Method: In this method the GRA completes all tasks in one guest room before moving to next room of the floor allotted to him. Depending upon the type and nature of hotel acuity a GRA is required to clean 13-20 rooms per shift. In a resort hotel spread out over a large area and having many metal surfaces to polish, chandeliers, mirrors etc. a GRA may be required to service only 12-13 rooms while in multi storied hotel with transient operation a GRA may clean 18-20 rooms per shift.

A recent trend in some hotels is to award room attendant point which represent standard daily work load. Each hotel room is evaluated and receives points. Large rooms, suites, apartments have more points assigned to them compared to single rooms or small sized double rooms. This ensures that each GRA is awarded a comparable work load.

2. Block Cleaning: In this type of cleaning, the GRA moves from room to room assigned to him performing the same task i.e. bed making, vacuum cleaning, change of linen in all the rooms before returning to begin the cycle again for the next task. Block cleaning involves blocking of several rooms at a particular time and is suitable only for hotels/establishments where it is known that the rooms are likely to be empty for a long time. It is usual during block cleaning for more than one GRA to work one section i.e. one GRA doing all the beds with the other cleaning the toilets.

3. Team Cleaning: In this method, two or more GRA work together in one section, either doing the same task or different task in the some room.

Policies/to Ensure Easy Cleaning:

- 1) Some organizations make it the responsibility of the certain department of a hotel to be responsible for maintaining cleanness of either own area with or without support from the house keeping dept eg. Swimming pool, health club, lobby etc.

- 2) Most organizations have a Division of Work Document which clearly states as to what will be required in cleaning the different sections of the establishment.
- 3) The Division of Work Document includes and is not necessarily limited to the care and maintenance of the following :
 - i. **Rooms department:** This includes all guest rooms, corridors, guest elevators, elevators landing, stairwells, storage areas.
 - ii. **Public Areas:** This includes the lobby, front desk, main entrance, public through fares, public restrooms, storage areas.
 - iii. **Recreation Areas:** This comprises of the swimming pool, health clubs, saunas, games rooms, public restrooms, storage areas.
 - iv. **Eating Places:** These include all the restaurants, coffee shop, bars, cocktail lounge, storage area.
 - v. **Meeting Rooms:** These include the Banquet rooms, conference halls, meeting rooms, storage areas.
 - vi. **Kitchen Areas:** These include the main kitchen, banquet kitchen, kitchen stores, storage areas.
 - vii. **Employee Areas:** These comprise of the staff cafeteria, staff lockers, staff rest rooms.
 - viii. **Offices:** These include all offices including the back area offices i.e. GM Offices, Sales & Marketing Offices, Personnel Manager Offices.
 - ix. **Maintenance Areas:** These comprise of the maintenance room.
 - x. Other areas including the building exterior, landscaping.
- 4) The building plan should ensure design features such as smooth textures, straight, neat and smooth lines, medium toned colour which make for easier cleaning. Surface with such features collect less dust compared to features with rough textures, intricate raised patterns and grooves. Medium toned colours show less dirt than surfaces with darker or higher shades.
- 5) Furniture should be ergonomically designed so that cleaning under and behind them is easy. It should be light enough to be moved from one place to another by a single GRA.
- 6) Carpets should be of washable make, shorter pile carpets are easier to clean.
- 7) Decorative features on upholstery should be minimized.
- 8) Depending on the area, wood may be replaced with laminates as they are easy to maintain.

Use of brass, copper should be limited as require regular care and are easily tarnished. Laminated brass should be preferred as it required less care.

2.6 HOUSEKEEPING INVENTORY

It is the management function of classifying, ordering, receiving, storing, issuing, and accounting for items of value. The executive housekeeper for new and ongoing operations must not only perform tasks in controlling various classifications of inventories but must also be technically competent in the selection use and maintenance of material items such as textiles, sleep equipment, furnishings, department equipment and supplies. In addition, top management might dictate the degree of quality of certain material items to be used in

the hotel guestroom. In some cases, for example, the room rate charged will be an indicator of expected quality of items such as bath-towels or of the number and type of bars of soap to be found in each guestroom.

As initial planning for opening takes place, systems and procedures must be designed to facilitate inventory control, and personnel training plans must be generated to familiarize the staff with how to care for equipment, use supplies and account for items of value. Storage must be organized and allotted to various categories of material: pars (required on-hand amounts) must be established accounting methods must be coordinated with the controller’s office,; and fiscal inventory rules and procedures must be established. Most of all, organization, system and forethought (inventory control) are needed to preclude unnecessary loss and waste.

Material Classification of Fixed Assets

Guestroom Furniture and Facility Equipment	Software	Department Equipment
7-year category Carpet Sleep equipment Box Springs Mattresses Sofa Bes Studio Coaches Chair beds In-wall beds Furniture Tables Chairs Desks Chests of Drawers Fixtures Paintings Accessories Lamps & Lighting Fixtures Other Equipment Telephones Radio Message Equipment Televisions In-room safes Minibars	5-year category Roll Away Beds Accent Drapes Blackout Drapes Sheer Curtains Pillows (Regular and Non Allergenic) Bedspreads 2-yeer Category Blankets Shower Curtains	7-year Category Laundry Equipment Permanent Shelving Glass-washer 5-yeaa Category Maid’s Carts Corridor Vacuums Pile Lifter Net Vacuum Carpet Shampoo Equipment 3-year Category Maid’s Vacuums Back Pack Vacuums Electric Brooms Wheel Chairs Baby Beds

Material Classification of Inventory Assets

Cleaning Supplies	Guest Supplies	Linens	Uniform
All purpose cleaner	Guest	Sheets	Section housekeeper
Disinfectants	expendables	Pillow	Senior housekeeper
Germicidal	Matches	cases	Section housekeeper
Window cleaners	Laundry bags	Bath towels	aids
Acid bowl cleaner	Laundry tickets	Hand	Other supervisors
Metal polishes	Stationery	towels	
Furniture polish	Pens	Wash	
(lemon oil)	Notepads	cloths	
Applicators (all	Post cards	Bath mats	
kinds)	Magazines	Specialty	
Spray bottles	Plastic utility	Towels	
Rubber gloves	bags		
Scrubbing pads	Disposal slippers		
Steel wool	Emery boards		
Brooms	Table tents (in-		
Mops	house		
Cleaning buckets	advertising)		
Mop wringers	Individual packs		
Floor dust mops	of coffee		
Cleaning rags	Candy mints		
	Toilet tissue		
	Toilet seat bands		
	Facial tissue		
	Sanibags		
	Bath soaps (bar)		
	Facial soaps		
	(bar)		
	D.N.D. signs		
	Ashtrays		
	Guest Loan		
	Items		
	Razors		
	Alarm clocks		
	Bed Board		

2.6.1 Types of Inventory

Inventory refers to the amount of purchased operating supplies, equipment and other items for future use in house keeping operations. While taking inventory two types of inventory items are considered.

- **Recycled inventory Items** : They have limited shelf life but are used again and again in house keeping operations eg. linen, 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.

- **Non-Recycled inventory items** : They are consumed in course of action of house keeping operations eg. most guest amenities, cleaning supplies, small equipment such as brooms, mops, cleaning cloths and so on. The inventory level must be correctly calculated for both categories of items as over stocking blocks up capital and also needs more storage area.

2.6.2 Inventory Control Methods

To keep a close control on the assets of house keeping department, inventory control is important. Following practices can be used :

- Control on misuse, shortage and mix-ups.
- Proper storage
- Regular stock taking
- Spot checks
- Proper supervision

Stock-taking : This is the physical verification of inventory by counting up stock of all items at periodic intervals.

(A) Frequency of stock, taking of recycled inventory items:

Linens	Monthly/Bi-monthly/quarterly
Uniforms	Annually
Machinery & equipment	Quarterly/annually
Furniture	Annually

(B) Frequency of stock-taking for non recycled items :

Guest supplies	Weekly/fortnightly
Cleaning agents & materials	Weekly/fortnightly
Stationery	weekly/fortnightly

* **Par-levels** : Par is the standard quantity of stock that must be on hand to support effectively regular house keeping activities.

(A) Inventory levels for recycled items : It is measured by par number. Par number is a multiple of the standard quantity of a particular inventory item that must be on hand to support day to day house keeping operations.

(B) Inventory levels for non-recycled : Items : It is determined by two points :

A minimum inventory quantity and a maximum inventory quantity. The minimum quantity is calculated by formula.

$$\text{Minimum Quantity} = \frac{\text{Lead time}}{\text{Quantity}} + \frac{\text{Safety stock}}{\text{Level}}$$

- Lead time is the quantity that are used up between the time that a supply order is placed ad the time that the order is placed and the time that the order is received.
- Safety stock level is the quantity of stock that should be in hand at emergencies such as delays, damages etc.

- Maximum quantity is the greatest number of units that should be in stock at any given point of time.

Sample inventory format for non recycled items

Item	Supplier	Purchase Unit	Cost per purchase unit	Beginning Inventory	Items received	No. items used	Items in stock	Lead time quantity	Min Inventory quantity	Max inventory quantity	Par Level

Stock-taking : Stock-taking is the physical verification by counting of stocks of all items in the cycle at periodic intervals or at the time of choosing of books for valuation purposes or for the accuracy of recording entries in books, so that the overages or shortages can be found out by a variance in physical balances and the accounts inventory ledger balance.

Methods and Principles Involved :

- 1) Physical counting is done after every three months and is also known as quarterly inventory.
- 2) All items are segregated and grouped (including discards).
- 3) Counting of items in circulation and in store is separately done and added together.
- 4) Discards are stamped “condemned” kept aside.
- 5) Counted total should tally with last inventory figures plus issues received after that.
- 6) Inventory must be conducted in the presence of the Housekeeper, Accounts Kardex Clerk and the auditor.
- 7) Stock-taking is taken as per three groupings each on a separate day:

- Uniforms
- Room linen
- Restaurant linen

Figure gives the Room Linen Inventory Form in which stock figures are taken

Floor No.....

Floor Supervisor.....

Room Nos	Sheets	Pillow Slips	Night Bed Spreads	Mattress Protectors	Bath Towels	Wash/Face Cloth	Hand Towels	Bath Mats	Bath Rugs	Blankets
101										
102										
103										
104										
105										
106										
107										
108										
109										
110										

Room Linen Inventory Room

Exchange of Linen and Uniforms : This is a critical function of Linen/Uniform Room. To make the exchange more orderly specific timings are given to each department. Also linen/uniform are exchanged strictly on a one to one basis. Following is the procedure for exchange:

Room Linen Exchange Procedure

- 1) Room linen is either directly received by the laundry or by the linen room.
- 2) In either case, the Floor Supervisor physically counts each soiled item on the floor and enters the figures into the Room Linen contract sheet.

- 3) Two copies of the room linen control sheet are sent with the hamper of soiled linen to the laundry or Linen Room.
- 4) The Laundry Supervisor or Linen Supervisor, whoever is responsible, recounts the soiled linen brought down and verifies with the Room Linen Control Sheet, The concerned supervisor then stamps "Received" after the tally and returns one copy while the third copy is retained by him/her. If the Laundry Supervisor is directly receiving the laundry he/she then sends the second copy to the Linen Supervisor while retaining the third copy himself.
- 5) Against the Room Linen Control Sheet the Linen Supervisor issues fresh linen on a one to one basis. In case the Linen Room is short of fresh linen at the point of time then he/she enters the balance due on the Room Linen Control Sheet and issues the shortfall in the next lot.

Floor No. Time.Date				
Articles	Sent by Floor	Received by Laundry	Sent to Floor	Balance
Sheets Pillow slips Bath towels Face towels Bath Mats Face cloths Night spreads Mattress Protectors Bed spreads Sofa covers Shower curtains Blankets Bath rugs Dusters Signature Signature Signature Signature

Room Linen Control Form

Uniform Exchange Procedure :

- 1) In the case of a new employee, uniforms are issued against a specific authorisation letter received from the Personnel Department.
- 2) For regular employees ensure that they have arrived at the stipulated time.
- 3) Check uniforms for damages.
- 4) Issue fresh uniforms strictly on a one to one basis ensuring the uniform is of the correct size and name if the uniform is specially tailored for a person.

Note: If the soiled uniform received is damaged and can be mended warn the employee. If the uniform cannot be mended report the matter to the supervisor. If the employee is a chronic offender the amount can be charged to his personal account.

Restaurant Linen Exchange Procedure:

- 1) Make sure that the person exchanging linen has come in the stipulated time.
- 2) Check soiled linen received for damages.
- 3) Count every item, verify with the Food and beverage Linen Exchange Form
- 4) Enter the figures into a Linen Exchange Register especially kept for food and beverage outlets.
- 5) Give the same number of fresh items in exchange and enter the figures in the Linen Exchange Register.
- 6) Forward the soiled linen to Laundry for washing by physically counting each item in front of the Laundry Supervisor.

Restaurant.....				
Time.....				Date
Description	Par Stock	Soiled Linen	Fresh Linen	Difference to be Rectified
Table Cloths White				
240 × 72				
90 × 90				
64 × 64				
72 × 104				
58 × 62 Orange				
Table Cloths Coloured				
90 × 90 Gold				
72 × 78 Gold				
72 × 78 Orange				
72 × 104 Pink				
64 × 64 Pink				
60 × 76 Check				
Table Cover				
54 × 54 Gold				
45 × 45 Gold				
45 × 45 Orange				
54 × 54 Pink				
Napkins				
21 × 21 Crested				
21 × 21 Pink				
21 × 21 Orange				
21 × 21 Gold				
21 × 21 Check				
12 × 12 Tea				
Tea Cosy Covers				

Food and Beverage Linen Exchange Form

Exchange of Linen/Uniforms with Laundry

Sending Soiled Uniform/Linen: The uniforms/linen are sorted/separated as per size, department, quality, kind and physically counted in the presence of the Laundry Supervisor and Handed over. Uniforms for dry cleaning are submitted against a Daily Delivery of Uniforms. Form room linen against the Linen Control Sheet and restaurant linen against the Soiled Linen Exchange Register, In all cases the Laundry Supervisor's signature is taken.

Receiving Fresh Linen

- 1) Room linen is received from the laundry on the basis of figures shown in the copy of the Room Linen Control Sheet received and stamped by the Laundry Supervisor.
- 2) A restaurant line is received on the basis of figures in the Linen exchange register earlier filled in when exchanging with the restaurant staff.
- 3) Uniforms for dry cleaning are received with the help of figures shown in the daily Delivery of Uniforms form filled in earlier when giving uniforms for dry cleaning.
- 4) Linen is received from the laundry in lots as and when it is ready. Each type of linen is totalled and filled into each Inventory of Room Linen Form. The difference in items due from the laundry is established by comparing the totals of the above form with the totals in the second copy of the Linen Control Sheet (for room linen) and the Linen Exchange Register (for restaurant linen). These two figures (i.e. soiled/delivered to the laundry and fresh/received) are noted down in a register for every item every day. On the closing day of the month the total shortage from the laundry is worked out. The linen and uniforms are segregated and stored in their respective places.

2.7 HOUSEKEEPING CONTROL

Every management owning property needs to establish procedures for its staff to follow that will help ensure the safe and secure functioning of the operation. All employees, not merely security personnel, should know the appropriate security procedures that will help protect the guests and the property from danger and loss at the hands of criminals. The housekeeping staffs are closely in touch with the guests, and therefore, they are more responsible for the security of the guests. Many security procedures are needed to control external theft by opportunist guests and internal theft by employees. Other procedures address the potential for loss created by or during emergencies, including accidents. Asset protection procedures involve protecting the property from losses arising from any number of sources, both internal and external.

The guest room represents the inner-circle of a hotel security plan. The guestroom is the sanctuary for the weary traveler where they expect to be safe. The guestroom doors and windows must be fortified to prevent forced entry. Installation of burglar proof door locking system and key control are vital to ensure guestroom safest against theft. This chapter discusses about the keys and key control.

2.7.1 Housekeeping control desk

The housekeeping control desk is the central nerve centre of the housekeeping department. This is the area in the dept. where all information is received and from where messages are transmitted to housekeeping staff and other staff present in various parts of the hotel. Thus, the control desk may be considered the nerve centre for to and fro communication in the dept.

The efficiency and potential of housekeeping department basically evaluated based on the operational performance of housekeeping control desk. All operational and functional activities of housekeeping department are executed by the housekeeping control desk which makes it nerve center of whole department.

It works as central part from where all relevance information is conversed to the other section of housekeeping department. Therefore, the desk has to provide nonstop service to ensure well communicated and coordinate guest service. It is generally located nearby to the office of executive housekeeper. Housekeeping control desk also have to ensure proper synchronization between housekeeping and other departments for qualitative guest service such as maintenance, front office, food and beverage, security, sales and marketing and so on.

The main job of housekeeping control desk is to maintain smooth communication process in order to complete daily housekeeping operation,. The general roles of housekeeping control desk are as follows at a glance:

- Recording hotel room numbers especially of the groups.
- Recording room numbers of crews staying in a hotel.
- Maintaining night cleaning schedule and follow that.
- Weekly cleaning schedules
- Keeping records of VIPs staying in the hotel.
- Preparing duty roster of general housekeeping staffs and supervisors.
- Any relevant information about in house hotel guest that may be necessary.

2.7.2 Function performed by housekeeping control desk

1. Ensuring smooth co-ordination between housekeeping and other dept such as maintenance, front office, food and beverage, security, sales and marketing and so on.
2. The housekeeping attendant of control desk is assigned for collecting all the messages that are requested from the hotel guest including, requirement of spare blankets, baby sitter services, refrigerator, flower arrangement or any other room service. After receiving request, the control desk attendant passes through to the floor supervisor for taking further action.
3. The housekeeping control desk generally responsible for directing all housekeeping employees, such as assigning them all their prescribed duties such as cleaning, maintenance and servicing of guestrooms and other public areas, providing briefing, taking their beginning and ending work report, collecting keys and signing for them.

4. When a guest check out the collection of departure room from the front office and transition of that number to the floor supervisor are done by the control desk room attendant.
5. In most hotels, this is the area where housekeeping employees report for work; collect the respective keys, sign for them; read the log book; get their briefing; and at the end of their shift, report back.
6. Key cabinet is one of the main physical substances of housekeeping department which is located in the control desk containing all floor masters keys and store keys.
7. The control desk maintains various important records, registers, form and formats to make easy availability and accessible for managers and supervisors of the property.
8. Maintaining various important records, registers forms and formats so that they are available and easily accessible for reference to managers and supervisors.

Other function performed by housekeeping control desk.

9. -Staff report for duty in their respective shift timings to the housekeeping desk
10. After reporting the grooming check of the staff is conducted by the manager.
11. After that briefing is conducted by the manger or the supervisor about their daily work, occupancy% of the day, VIP arrivals, VIP in house, guest comments and complaints, special cleaning task for the day, new policies in the hotels etc.

Registers maintained are:-

- Log book ,
- Maintenance work order forms
- Housekeeping call register
- Guest loan item register,
- Lost and found register,
- Lost- and-found slip
- Occupancy report
- Room status report/Housekeepers report
- Room transfer report/room change report
- Baby sitting register
- Special cleaning register
- VIP in-house list,
- VIP arrival list.
- Key control register
- Departure register
- Guest message register
- Carpet shampoo register
- Special cleaning register

CHECK YOUR PROGRESS-II

1. Define control desk.

2. Name five register maintained in control desk.

3. Where is the control desk section situated?

2.7.3 Types of Keys

Most lodging properties use at least three types of keys. These types typically include:

- Emergency keys,
- Master keys,
- Grand Master Key,
- Floor Supervisor Master Key,
- Floor key,
- Guest key.

2.7.3.1 Emergency Key

The emergency key opens all guestroom doors, even when they are double locked. It can be used, for example, to enter a room when the guest needs help and is unable to reach or open the door. The emergency key should be highly protected and its use strictly controlled and recorded; it should never leave the property. One procedure for emergency keys is to have them locked in a safe or safe deposit box and signed out by the individual needing one. The log should be dated and signed by the individual taking the key.

2.7.3.2 Master Key

A master key is designed to open a set of several locks. These locks also have keys which are specific to each one (the change key) and cannot open any of the others in the set. Locks which have master keys have a second set of the mechanism used to open them which is identical to all of the others in the set of locks. For example, master keyed pin tumbler locks will have two shear points at each pin position, one for the change key and one for the master key. A far more secure (and more expensive) system has two cylinders in each lock, one for the change key and one for the master key. Larger organizations, with more complex "grandmaster key" systems, may have several master key systems where the top level grandmaster key works in all of the locks in the system. A master key opens all guestrooms that are not double locked. Depending upon the need, the master key may be further established as a housekeeping staff master key, a floor supervisor master key, and a grand master key for management purpose.

2.7.3.3 Grand Master Key

Key operates all locks in the hotel guestrooms that are not double-locked. Including storage area as well as laundry and linen rooms. This key can be used in emergency situation when it is vital for a manager to enter some or all areas of a hotel. It is kept under lock-and-key at the front desk of a hotel

2.7.3.4 Floor Supervisors Master Key

Key operates all sections on the floor/ floors supervised by the particular supervisor. A supervisor may be issued more than one key of this type as he she may be required to inspect the work of more than one GRA.

2.7.3.5 Housekeeping Staff Master Key or floor key

Key operates all rooms serviced by particular room maid or housekeeping staff. Above keys will not open the lock when the Guest has Double Locked it from inside. From a security point of view, master keying is undesirable; but from a practical point of view, however it is necessary. Master keying present's two security drawbacks:

- First is the danger that if a master key is lost or stolen, several locks in the system would be compromised, thus providing access to all those locks.
- Second is the loss of master key. An answer might be to use non master key sets for high security areas and master key sets for low security areas.

2.7.3.6 Guest Key

The hotel guest room key is normally issued to open only one room for which it was intended, viz. individualized key for each lock. If the guest room lock is in shut-out mode the guest room key can neither open it nor lock from outside of the room.

2.7.4 Key and Key Control

A key is a device which is used to open a lock. A typical key consist of two parts: the blade, which slides into the keyhole to unlock the door, and the bow, which is left protruding so that torque can be applied by the user to open the door. The blade is usually designed to open one specific lock, although master keys are designed to open sets of similar locks. A system of key control is essential to the security of a lodging property. All keys whether metal or electronic should be adequately controlled. The security of a key lock system is seriously when keys are issued to a great number of people or to anyone who has no legitimate need for a key. The best lock in the world may be unable to protect a property or its guests if poor key control allows a criminal to obtain a key to that lock. Since management has certain responsibilities for the safety of the guest's belongings, the proper care of keys is a very important aspect of security. Proper key control reduces the possibility of guest and property theft and other security related incidents by carefully monitoring and tracking the use of keys in the hospitality operation.

2.7.5 Guiding Principles in Key Control System

Control of guest room keys is one of the cornerstones of what hotels must do in order to provide the safety our guests have a right to expect under common law. We, as innkeepers, have an obligation to take reasonable care that our guests will be safe in their rooms from intrusions by people who may have room keys.

The following policies should be considered by all hoteliers who do not have key-card lock systems:

1. Room keys must not have any form of tag which identifies the hotel or key blank which is particularly unique among the surrounding area's hotels. No key tag at all is preferred.
2. Keys mustn't have the room number on them. Keys must be identified by a numeric or alpha code. That code cannot, in any way, directly correspond to the building or room numbers.

3. **Guest room key-** These are the keys with minimum access, unlocking just one room. When keys are given to guests at registration the guest's room number must not be said aloud if there are others in hearing range. Room numbers should be shown to the guest in writing with a reminder that they should note it if a guest check-in packet is not used. Explain to the guest that the coding system is for their protection.

Guests should be asked for their room keys at checkout by the Guest Service Agents (GSAs). Hotel employees, particularly Housekeeping and Bell staff, who see guests who are obviously in the process of leaving the hotel for the final time (taking their luggage out) should ask guests if they have returned their room key. This is also a good time to thank them for staying with you and make other pleasantries.

Room attendants and others who find keys in guest rooms or elsewhere should place them in their pockets or in the locked key boxes provided, not on their carts where they are accessible to others, and turn them into their supervisor to be returned to the front desk.

1. **Master key-** All section masters, room masters grand masters and emergency masters, (normally kept in a safety box) should be signed out each time they are taken and their return noted in a key control sheet or register. Format of key control sheet is given in Exhibit in 9.1

Exhibit 9.1 Format of a sheet in the key control register

Key Control Sheet							
Date:							
Key Code	Name Of Staff	Signature	Time Out	Issued By	Time In	Signature	Received

All of the keys should be stamped "DO NOT DUPLICATE." Persons who carry these keys should be spot checked to insure they have them on their person. The inspection is logged in the front office log. A record must be kept of how many keys are made for each room and when they are made. This record must be reviewed on a weekly basis by the General Manager. The General Manager must initial and date the key making log each time she/he reviews it.

4. If indicated as a result of this review, the General Manager must instruct the maintenance staff either to rekey the lock or to exchange room locks around within a housekeeping section in order to save the expense of rekeying the lock.
5. Numbers on keys must be adjusted accordingly and over stamped until the old number is illegible and the new number stamped nearby if locks are swapped in a section. As a standard practice it is recommended that some locks in a section be moved quarterly.
6. A log must be kept of all lock swaps and rekeying.

7. If a section master is lost under circumstances which may result in our guests being at risk, the entire section should be rekeyed. If you rekey a section consider also rekeying to a new grand master and emergency master so that you are in effect beginning a phased rekeying of the entire hotel if it has been some time since this was done.
8. If a master key or emergency key is lost under any circumstances it must be reported to the owner or corporate offices immediately by the General Manager. After the circumstances are discussed, they can decide whether the entire hotel should be rekeyed.
9. As an additional step, the General Manager or somebody she/he delegates the responsibility to must cross index all incidents of theft, missing property, damage, etc. as follows:
 - Room Number or Location. (Watch out for locks that have been moved.)
 - Names of potentially implicated employees (usually more than one). You may discover that room thefts never occur when so and so is off or regardless of the room number so and so was working in maintenance or housekeeping.

Remember, you want to do your best to protect your guests by anticipating potential problems and want to protect your business by taking "reasonable and prudent care" and documenting your actions.

No. of vacant rooms:

Under Repair Rooms:

Signature of the Executive Housekeeper

Signature of the Accounts officer

Signature of the Room Service Order Taker

2.7.6 Limitations of Metal Keys

Metal keys require a hotel to maintain an elaborate key control system with daily inventories of master key and E-Key checkout logs for the staff. The guest has no way of knowing that an adequate key control system is in place. Metal keys can be easily duplicated. And if a master key is duplicated, the security of the rooms is seriously compromised. If a room key or master key turns up missing, the affected locks must be changed. This incident creates an on-going maintenance problem and expense for a hotel.

2.7.7 Key Cards

Metal room keys are being replaced by electronically coded key-cards. A keycard, while not actually considered a key, is a plastic card which stores a digital signature that is used with electronic access control locks. It is normally a flat, rectangular piece of plastic and may also serve as an ID card. There are several popular type of keycards in use and include the mechanical hole card, bar code card, magnetic stripe card, smart card (embedded with a read / write electronic microchip), and RFID proximity cards. The keycard is used by presenting it to a card reader; swiping or inserting of magnetic stripe cards, merely being brought into close proximity to a sensor. Bar code technology is not a secure form of a key, as the bar code can be copied in a photocopier and often read by the optical reader. Magnetic stripe keycards are becoming increasingly easy to copy, but have

the security advantage that one may change the stored key in a magnetic swipe card in case the current key is compromised.

Key-cards have the capability of being randomly coded at the point of registration, which re-emphasizes the guest perception of room security. Key-card control is computer-based and therefore creates the necessary audit trail automatically. Master keys can be changed in a matter of a few keystrokes and lost key-cards are easily removed from the system. One of the best security features is the ability of the computer to investigate each door lock and get a printout of everyone who accessed a particular room. This dramatically cuts down on theft from the rooms by hotel employees. The security advantage of the key-cards has made it popular and many medium and large sized hotels are adopting this key-card system.

Advantages

1. It ensures complete security as no room number is printed on card
2. At the time of issue more than one keycard can be given to the guest if there is a double occupancy in the room
3. It is possible to trace the receptionist who issues the keys from the print out at the end of the day (to avoid unnecessary or extra duplication which may call for security problems)
4. An alarm is set on when a wrong key card is used thereby alerting security.
5. It helps the guest to avail other credit facilities form the various outlets of the hotel. It also helps in conserving electricity in the guest room.

Hotel owners need to establish procedures for its staff to follow that will help ensure the safe and secure functioning of the operation. All employees should know the security procedures to protect the guests and the property. The guestroom doors and windows must be fortified to prevent forced entry. Installation of burglar proof door locking system and key control are vital to ensure guestroom safety against theft. A system of key control is essential to the security of a lodging property. All keys whether metal or electronic should be adequately controlled. Most lodging establishments use emergency keys, master keys and guestroom keys. Metal keys are being replaced by electronically coded keycards. It is normally a flat, rectangular piece of plastic which stores a digital signature that is used to control locks. There are several popular types of key-cards in use, viz. hole-card, bar code card, magnetic stripe card, smart-card, etc.

CHECK YOUR PROGRESS-III

1. What is a key?

2. What are the three types of keys found?

3. Name the different master keys in a hotel.

4. Key consists of how many parts? What are they?

2.8 LOST AND FOUND

The housekeeping department of hotel deals with the articles found unclaimed within the premises of the hotel. These articles may be found in the guest rooms, public areas of the hotel. These are the one which either guest left in haste or they have missed or lost. Once an article is found by any hotel employees is handed over to the lost and found section of housekeeping department of the hotel.

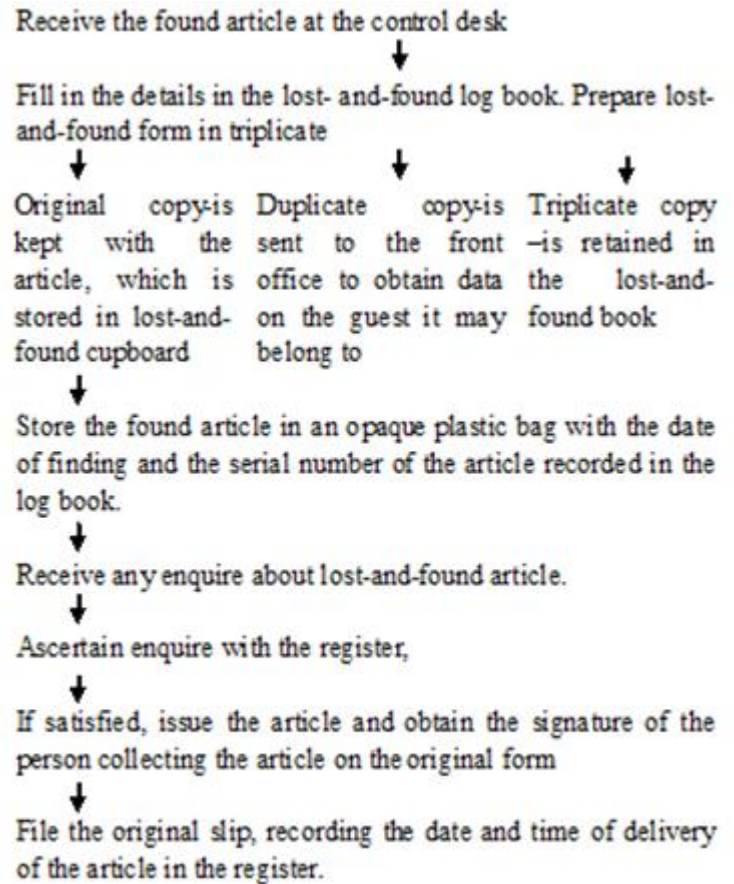
2.8.1 Lost and found articles

All unclaimed articles found on the hotel premises should be handed over to the housekeeping control desk. Notices should be put up regarding the handing over of any personnel property found so that all staff members are aware of where such property should be handed over. Lost and found property can be divided into:

1. **Perishable** -Kept in housekeeping department for 24hrs and then either disposed or given to the finder. A gate pass is issued to the finder in case he is willing to take it out of the premises. The alcoholic beverages like an open bottle of wine or the sealed bottle of any other alcoholic beverages are passed on to food and beverage controller for safe keeping after they are sealed which are kept for 3 to 6 months. The open ones are kept for 3 months and could be drained off after this period. The sealed bottles could be disposed off as per the policy of the hotel after 3-6 months if it is not claimed.

2. **Valuables**- These are kept in safe deposit box under lock and key for a period of one year. These include electronic items, cash and jewelry. The keys to this safe deposit box are with executive housekeeper. In case of her absence the duty manager has a right to access this deposit box and handed over to the claimant.

3. **Invaluable**- They are kept in the cupboard / compartments for a period of 3 months. These include toys, clothes etc. These items are stored in lost and found cupboard which have shelves. The top shelf has the oldest articles which are to be disposed of as per the policy of the hotel if they are unclaimed. The cupboard keys are with the desk housekeeper. There are normally 4 cupboards or compartments, all marked month wise (3 months). For e.g. JAN-FEB-MAR in one cupboard or compartment. This is done for the ease of segregation and for the ease of disposing off the articles



Flow chart depicting the lost and found procedure

2.8.2 Lost and found procedure

All the lost and found articles should be stored in the lost- and-found cupboard, which is always kept locked. The lost and found room should be accessible only to the executive

housekeeper and the control desk supervisor. A flow chart explaining the procedure for dealing with lost and found articles is shown in figure. Records by way of lost and found forms (see Exhibit 9.2) are maintained regarding the date of finding, time of finding, place of finding, name of finder, description of the article, signature of the receiver, and signature of the finder. Efforts should be made to find the rightful owner of the article. If the owner of the article is known, that guest address can be acquired from the front office or the travel agent and a letter informing the guest about the lost property may be written on the format shown below.

Lost-And-Found Form			
Date -----		Time -----	
Place -----		Finder's Name -----	
Article's Found	Description Of Article's	Guest's And Number	Address Contact
Signature Of Control Desk Supervisor -----			

Sample lost-and-found form

Respected Sir/Madam

We would like to inform you that the -----found by -----
 -----on----- date at -----time is lying with us and has
 not been claimed by any one so far. Therefore, Sir/Madam, if it belongs to
 you, kindly intimates us the details of the article so that we can arrange for
 sanding it to your address. We, as our policy, keep an unclaimed item for a
 period of 6 months. If there is no response from your side before this
 period, we are not liable for any claims later.

Thanking you

Format for letter to inform guest

The details should be recorded in a lost-and-found register, the format of which is outlined in Exhibit 9.4

Lost And Found Register								
Sl. No.	Date	Type Of Article	Place /Room Where Found	Finder's Name	Finder's Signature	Name Of Claimant	Claimant's Signature	Remarks

Sample format of lost-and-found register

2.8.3 Lost and found enquiries

All enquiries about items missing or lost articles referred to the housekeeping control desk. Receiving enquiries from guest, the control desk supervisor first checks in the lost-and-found logbook to see whether such an item is recorded. If found recorded in the log, the articles then taken out of the cupboard and the guest is informed that he or she may come to claim the article. If the guest in the hotel, he or she is guided to the housekeeping control desk. On arrival at the desk, the has to asked to describe the article in detail. If the description is satisfactory match, he or she is asked to sign the lost-and-found log book, giving name, address, and telephone number. The date and time also recorded. The article is then handed over to the guest. The finder of the article is informed of the same via a formal letter as shown in Exhibit below.

<p>To the finder ----- -----</p> <p>Dear Sir/Madam,</p> <p>I would like to inform you that the-----found by you in the----- -----and handed over to the housekeeping control desk, has been claimed by----- The article handed over on -----against his/her signature recorded in lost-and-found log book kept in control desk. Your name and address as the finder of the article have been supplied to the claimant.</p> <p>Thank you for your action in handling the article.</p>
--

Sample letter for informing the finder of the article

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 housekeeping staff assigned the task. The person taking the package for

mailing signs the lost-and-found log book, assuming temporary custody of the article. The guest informed over the phone that he or she will be receiving the article shortly and should acknowledge receipt of the same.

2.8.4 Disposal of article not claimed

Lost-and-found articles may be stored for 3-6 months by a hotel, depending on the hotel policy. If at the end of this period the article has not been properly claimed by its right full owner' it will be offered to the finder as his or her personal property. The format of the letter for this is given in Exhibit below.

To the finder

Dear Sir/Madam,
The-----found by you and handed over to the housekeeping desk control has not been claimed yet. You may be now apply for its possession and should call at the desk to sign in the lost and found log book, when the article is handed over to you. If you not wish to claim the article, please return to it to the undersigned.

Desk control supervisor-----

Sample letter informing finder for unclaimed property

If the finder desires the article, he or she will be issued a gate pass by the housekeeping department, authorizing the removal of the article from the hotel. Format of a gate pass is illustrated in Exhibit 9.7

Hotel gate pass

For material
Returnable/ Non-returnable

Sl no.	Item description and purpose	Quantity	Remarks

Vehicle no.----- Authorized by-----
Seal-----

Time out----- Time in----- Date-----
Name and signature of security officer----- seal-----

Name and signature of employee-----

Format of Gate Pass

The finder is asked to submit the letter of indemnity while taking possession of the article. The format of a letter is given in Exhibit below.

<p>To ----- -----</p> <p>I the undersigned hereby acknowledge having receive the----- found by me on----- and undertaken to indemnity against any claim or any demand which may be made against the company in respect of this property. Signed----- Witness-----</p>
--

Sample format for letter of indemnity

If the person not desires the article, it may be auctioned or given to a charitable organization.

Check your progress-IV

1. How the lost-and- found property classified?

2. Who handle lost-and-found articles?

3. What is the time period for storing lost-and-found articles?

2.9 SUMMARY

This chapter describes the need to provide control system of housekeeping department. The housekeeping control desk is the nerve centre of all communication from and to the housekeeping department. The housekeeping control desk sometimes also called ‘housekeeping central’ it has a key role in the housekeeping department. Hotel owners need to establish procedures for its staff to follow that will help ensure the safe and secure functioning of the operation. All employees should know the security procedures to protect the guests and the property. The guestroom doors and windows must be fortified to prevent forced entry. Installation of burglar proof door locking system and key control are vital to ensure guestroom safety against theft. A system of key control is essential to the security of a lodging property. All keys whether metal or electronic should be adequately controlled. Most lodging establishments use emergency keys, master keys and guestroom keys. Metal keys are being replaced by electronically coded keyvcards. It is normally a flat, rectangular piece of plastic which stores a digital signature that is used to control locks. There are several popular types of key-cards in use, viz. hole-card, bar code card, magnetic stripe card, smart-card, etc. The chapter concludes with the discussion on the procedure for handling lost-and-found articles, which in almost all hotel properties is the responsibility of the housekeeping department.

2.10 KEY WORDS

Annual Cleaning: Also known as cleaning, involves through cleaning and repair, maintenance activities.

Asset: A valuable item that is owned

Asset A valuable item that is owned

Banquet Function Prospectus (BFP) – it is a document that provides information about various functions in the banquet. Housekeeping can check down its duties for the same.

Block Cleaning: Unlike orthodox method, the G.R.A. moves from room to room completing the same task in each room before moving back to first room to start a new task.

Briefing – It is a two way communication session between the management and the staff. It is held for all employees at the start of the work.

Budget : A budget is a statement of intended expenditure for a given period.

BUP – „Brush up“- Very light servicing given to a room.

Burglar A thief who enters a building with intent to steal

Capital budget : Intended expenditure on assets that have a longer life and are thus more expensive eg. Vacuum cleaners, carpets, furniture, curtain, linen etc.

Chamois: A type of leather obtained from skin of chamois goat used for cleaning and polishing of windows & mirrors.

Cleaning Equipment: All physical cleaning aids, manual or mechanical.

Debriefing – A meeting session at the end of the shift and discuss problems and share ideas.

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

Duvet: Quilt filled with feathers or synthetic fibres, duvet alongwith duvet cover are used instead of both blankets and bed spreads.

Early make up – A room status when guest requests housekeeping for an early cleaning or servicing of his / her room.

Emergency Key The key used to open all guestrooms, even when they are double locked.

Emergency Key The key used to open all guestrooms, even when they are double locked.

Floor Master Key – Key that opens all guestrooms on a particular floor except the double locked.

Floor Pantry – A small room provided on each floor where GRA"s store cleaning agents, equipment, guestroom linen and room attendants cart.

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

Fortify Make strong and secure

Gate Pass – An authorization given to an employee to take guest or hotel item out of the hotel.

GRA – Guest Room Attendant

Grand Master Key Key that opens all locks in a hotel (including laundry and linen rooms).

Housekeeping control desk: the nerve center of the housekeeping department for the distribution of information and communication to and from the department

Inventory control : to keep a check on uniform and linen which are heavy investment.

Key Card A plastic card which stores digital signature that is used to control locks.

Key control The process of reducing guest and property theft and other security related incident by carefully monitoring and tracking the use of keys a hospitality establishment.

Log Book – A register in which all important messages for staff on the next shift are written down by employees on the previous shift.

Master Key a key which is designed to open a set of locks.

OOO – „Out of Order“, the status of a guestroom not rentable because it is being repaired or redecorated.

Operational budget : Intended expenditure on items of daily or short term consumption eg. Guest supplies, cleaning supplies, salaries, wages etc.

Opportunist One who takes advantage of any opportunity to achieve an end, often with no regard for principles or consequences?

Pick up Rooms – Extra rooms that a GRA has to service apart from rooms of his/her section.

Room status discrepancy – A situation in which differences are seen in the occupancy status of the room as given by front office.

Sanctuary Something that physically protects, especially from danger

Sani Bin: A small metal plastic container with a lid used to collect soiled sanitary towels.

Section Work Sheet – A document that indicates the room status situation of a section to the supervision.

Squeege: A manual equipment with a rubber or metal blade and a long handle used for removing excess moisture from hard surfaces.

Squeege: Manual equipment with a rubber or metal blade and a long handle used to remove excess moisture from wet surf

Stay Over – A room occupied by a guest who is not checking out today and will remain at least one more night.

VIP Very important person

Weary Causing fatigue; tiresome

2.11 REFERENCES/BIBLIOGRAPHY

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2.12 TERMINAL QUESTIONS

1. Define the term cleaning. Explain the various reasons for carrying out the cleaning activities.
2. Comment on the different cleaning standards set by different types of hotels.
3. Enlist the rules to be followed by the G.R.A during cleaning process.
4. Discuss the manner in which cleaning is organized in hotels.
5. Write a short essay on frequency schedules for cleaning.
6. Discuss the various methods of manual cleaning.
7. What polices are followed by a hotel to ensure easy cleaning.
8. Explain the following on 2-3 lines:
 - a. Bacteriologically clean
 - b. Entomologically clean
 - c. Special cleaning
 - d. Spot cleaning
 - e. Suction cleaning
9. Short notes :
 - a. Manual cleaning
 - b. Mechanized cleaning
 - c. Cleaning frequency
 - d. Discuss any two:
 - e. Daily cleaning activity
 - f. Periodic cleaning activity
 - g. Spring cleaning activity

10. What is the role of control desk in hotel housekeeping? Why it is called as nerve center of housekeeping?
11. Write a short note on control desk activity.
12. Name 10 forms and forms and formats present housekeeping control desk.
13. What are the guiding principles in key control systems?
14. Discuss about the existing key types and key control systems operational in your place of work.
15. Enumerate different types of keys.
16. Draw a format of key register used to control over key.
17. What part does housekeeping play in a property's key control efforts?
18. Enumerate the procedure for lost-and-found with proper flow diagram.
19. Classify in brief the lost- and-found articles with their characteristics.
20. What is the role of control desk in hotel housekeeping? Why it is called as nerve center of housekeeping?
21. Write a short note on control desk activity.

True or false:

1. Control desk is nerve center of housekeeping department. ()
2. Emergency key kept with housekeeping supervisor. ()
3. Lost-and-found article has a separate section in housekeeping department. ()
4. Key cabinet is a physical substance in housekeeping control desk. ()
5. Staff report for duty in their respective shift timings to the housekeeping desk. ()
6. Control desk is nerve center of housekeeping department. ()
7. Emergency key kept with housekeeping supervisor. ()
8. Lost-and-found article has a separate section in housekeeping department. ()
9. Key cabinet is a physical substance in housekeeping control desk. ()
10. Staff report for duty in their respective shift timings to the housekeeping desk. ()

Fill in the blanks:

1. Metal room keys are being replaced by ----- coded key-cards.
2. A room status All the lost and found articles should be stored in the lost- and-found, ----- which is always kept locked.
3. ----- key that opens all locks in a hotel (including laundry and linen rooms).
4. Key-cards have the capability of being randomly coded at the point of----- --, which re-emphasizes the guest perception of room security.
5. Key operates all sections on the floor/ floors supervised by the particular supervisor. Is called -----.
6. The efficiency and potential of housekeeping department basically evaluated based on the operational performance of housekeeping ----- 1. Other name for evening service is _____service.
7. Night fold angle is of _____degree.
8. _____supervisor is responsible to take care of the housekeeping department at night.
9. Housekeeping day is divided into _____shifts.
10. GRA refers to _____.
11. Maximum housekeeping employees are scheduled for _____shift.
12. _____is the very first activity of morning shift in housekeeping operations.

13. The other rooms which GRA has to service pert from his/her section rooms are called_____.
14. GRA service the guestrooms with _____key.
15. Key cabinet is located at _____.
16. A small assembling session of housekeeping employees at the end of the shift is called as _____.
17. Very few staff members are scheduled for _____shift in housekeeping department.
18. _____is an important document to take things out of hotel premises.
19. Gate passes for non-returnable articles are made in _____copies.
20. Metal room keys are being replaced by ----- coded key-cards.
21. A room status All the lost and found articles should be stored in the lost- and-found, ----- which is always kept locked.
22. ----- key that opens all locks in a hotel (including laundry and linen rooms).
23. Key-cards have the capability of being randomly coded at the point of----- --, which re-emphasizes the guest perception of room security.
24. The efficiency and potential of housekeeping department basically evaluated based on the operational performance of housekeeping -----.

UNIT: 3

BASIC FRONT OFFICE OPERATIONS

Structure

- 3.1 Introduction
- 3.2 Objectives
- 3.3 Functions of Front Desk
- 3.4 Equipments used at front office
 - 3.4.1 List of Manual Equipments Used In Front Office Operations
 - 3.4.2 List of Semi-Automated Equipments Use at Front Office
 - 3.4.3 List of Automated Equipments Used in Front Office Operations
- 3.5 Basis of Room charging
- 3.6 Introduction to the guest cycle
 - 3.6.1 Guest Cycle
 - 3.6.2 Defining Reservation
 - 3.6.3 Importance of Reservation
 - 3.6.4 Types of Reservation
 - 3.6.4.1 On the basis of guarantee
 - 3.6.4.2 On the basis of confirmation
 - 3.6.5 Modes of Reservation inquiry
 - 3.6.5.1 Written Mode
 - 3.6.5.2 Verbal Mode
 - 3.6.6 Sources of Reservation
 - 3.6.6.1 Direct
 - 3.6.6.2 Central Reservation System
 - 3.6.6.3 Intersell Agencies
 - 3.6.6.4 Global Distribution System
 - 3.6.6.5 Agencies
 - 3.6.6.6 Corporate Bodies
 - 3.6.6.7 Government Sector
 - 3.6.6.8 Hotel Website
 - 3.6.7 Systems of Reservation
 - 3.6.7.1 Manual System of Reservation
 - 3.6.7.2 Automated System of Reservation
 - 3.6.8 Processing Reservation request
 - 3.6.9 Group Reservation
 - 3.6.10 Cancellation
 - 3.6.11 Amendments
 - 3.6.12 Check-in Procedure
 - 3.6.13 Luggage Handling
- 3.7 Summary
- 3.8 Key Terms
- 3.9 References/Bibliography
- 3.10 Terminal Questions

3.1 INTRODUCTION

Front office department deals with the sales of guest rooms and provide efficient services to the guests during their entire stay. When guests came in hotel then at that time the front office department is the first department of the hotel with which guests came in direct contact and also it is the last department of interaction between the guests and the hotel during the departure of guests. It is one of the major revenue producing departments and it generates nearly 60 to 70 % Revenue for hotel. It is very important department because it creates the first impression about the hotel whether good or bad, if it deals efficiently with guest than this will increase revenue and creates repeat business. So we can say that this is a very important department for hotel. This unit discusses the overview of hotel industry and focuses on front office department.

The term guest cycle represents various stages of activities when a hotel provides services or keeps contact or maintains record during the various stages of its contact with guest, such as before arrival, at the time of arrival, during stay, at departure and after departure. Out of these five stages the first and last stage i.e., during the stages of before arrival (when the guest shows his intentions to come to the hotel) and after departure (i.e. when the guest after staying in the hotel has already left) are those where there is no personal contact with the guest of the hotel and it is only through the effective record keeping and communication network such as telephone, telex, fax, computer, letter, telegram and internet etc. the efficient and satisfactory services can be given to the guest.

The Guest interacts with certain external agencies to make the cycle complete. These external players include the agencies that make bookings, like the travel agent, tour operator, etc.; the surface transporters such as taxis, coaches, trains, etc. that bring the guest to the hotel; and the entertainment centers who give the guest pleasure in terms of sightseeing, shopping, restaurants, bars etc. A Hotel has to work closely with the external players to give that value added experience to the guest.

3.2 OBJECTIVES

After reading this unit you will be able to:

- Functions of Front Desk
- Equipments used at front office
- Basis of Room charging
- Tariff fixation
- Introduction to the guest cycle
- Concept of Reservation
- Importance of Reservation
- Types of Reservation
- Sources of Reservation
- Modes of Reservation request
- System of Reservation
- Procedure of taking reservation
- Overbooking
- Amendments and Cancellations
- Group Reservation

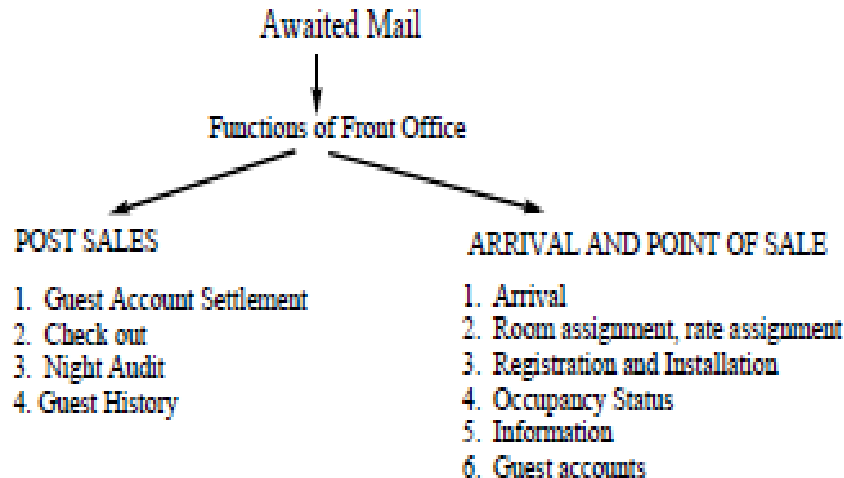
- Procedure for guest check-in
- Baggage Handling

3.3 FUNCTIONS OF FRONT DESK

Most of the time the front office personnel come in direct contact with the guest throughout the guest's stay. Guest contact the front office department for room booking, check-in, to inquire about hotel services, facilities, information about the city and the surrounding areas, information about the surrounding areas, information about the tourist spot in the city and finally to settle bills and check out from the hotel. Front office also provide other facilities such as handling guest molls and messages, maintaining guest account paging guests (locating guest within the hotels) arranging travel services and various other services as per the guests requirements. Front office is like a show window of the business organization. Front office coordination with other departments of the other departments of the hotels on order to provide more efficient services to the guest during his/ her stay in the hotel. The front office is the contact point between the guest management and other departments. It handles guest's complaints, prints and file reports, receive and answer phone calls, dispatches housekeeping and engineering request, sends, receives faxes. The following functions are performed by front office department:

- To sell hotel room to guests, the room may be standard, deluxe, executive or presidential suites etc.
- Accept advance booking of hotel rooms through telephone service, fax, e-mail, websites etc.
- Receive and register guests when they arrive at the hotel and assign them the rooms acc. To their requirement- pool, garden view, sea view, near elevator far from the elevator, smoking, non smoking, high floor, lows floor etc.
- Provide information about the hotels facilities and services, the city, important events, festivals and shows, and tourist places.
- Prepare account statements of guests.
- Handle guest's demands and complaints.
- Maintain accurate room status information.
- Maintain guest accounts and monitor credit.
- Settle bills at the time of check out.
- Coordinate guest services like handling of guests mails and messages, locating guest within the hotel premises, committing guest telephone calls,
- Keeping guests' valuables in safety deposit lockers.
- Handling of room keys.
- Making sundry payments on behalf of guests.
- Front office maintains relations with trend cents tour operator, airlines and other hotels within and outside the city.
- Front office gives the first and last impression about the hotel to the guest.
- Safety and security of guest and his belonging are also functions of front office.
- One of the major functions of front office department is selling accommodation.
- Front office is the nerve centre of the hotel; it coordinates with other departments of the hotel in order to provide more efficient services to the guest.
- Front office functions churring variants phases of guest cycle.

1. Reservation
2. Advance payments.
3. Guest account initialization.
4. Pre registration.
5. Awaited Mail



PRE SALE

1. Reservation: This section is the hub of the department. This is responsible for the booking of rooms in advance. Function performed by Reservation section:

- Request for reservation of rooms from various sources such as telephone, fax, e-mail, websites, sales representatives or central reservation department is received.
- Reservation request received from all are processed mans on the hotel property management system.
- Depending on the availability of desired room type on the requested elates, the reservation request may be confirmed, wait listed or denied.
- Updating the room availability status after each reservation transaction he after each confirmation, amendment and cancellation.
- Updating and maintaining records properly to reflect accurate information about room status.
- Preparing reservation reserved report for the management.

2. Advance payment: After doing booking or reservation in advance some amount of payment is taken in advance , to make that booking confirmed booking.

3. Guest Account initialization: When the reservation process completes and the advance payment given then the next important function of the front office department is to open the guest account in the hotel's record.

4. Pre registration: Pre registration is done after getting the advance payment and the necessary details regarding of guest regarding the date of arrival date of departure, name of the guest, nationality etc.

5. Awaited mail.

ARRIVAL AND POINT OF SALE

1. Arrival: At the time of guest arrival the door man greets the guest and opens the door for him.

- Receptionist takes guest's check in.
- At the time of group arrival the ATG i.e. arti, tika and garland is done by front office staff.

2. Room assignment and rate assignment: After receiving the guest the required, or available or booked (for same guest) room is assigned to the guest and also the rate of the room is assigned to the guest.

3. Registration and Installation: Registration of the guest is done i.e. all the information of the guest on registration card and then the sign of the guest on the registration card:

- In case of foreigner guest (form is filled by the guest).
- In case of group arrival all the registration cards are given to the group leader.
- Installation: After registration the luggage of the guest is installed in the assigned room.

In case of group, the room list is given to the group leader and the bell captain, then all the luggage of the guests are installed by bell boys according to the reining list to the respective rooms.

POST SALES

- 1. Guest account settlement:** At the time of departure the guest's account is settled by the front office staff i.e. the cashier. All the bills are collected from all the departments and then the final bill is presented to the guest. After seeing all the bill details the guests pay the amount.
- 2. Check out:** It is a process in which the guest leaves the hotel after settling all his bills. Front office department is responsible for checking ant of the guest.
- 3. Night audit:** Night auditing is very important junction of front office. All the financial transactions that occur between a hotel and its guest are examined by the night audit team. The folio of each guest is matched with the original documents of transaction fro the verification of the account. Night auditor also checks for any discrepancy in room status reports of the front office department and the house keeping department.
- 4. Guest History:** Front office department maintains a recalled of their guests, with details like previous arrival and departure takes, type of room and rate charged,

1. Front Desk
2. Bell desk and concierge desk
3. Lobby desk
4. Travel counter
5. Room and reservation racks
6. Computer, Printer, UPS and other related devices
7. Credit card imprinters
8. Telephone – EPABX, PBX, PMBX, EPBX
9. Telex, Facsimile machine
10. Mail, Message and Key rack
11. Duplicate key rack
12. Time stand
14. Folio tray
15. Security monitor
16. Luggage trolley
17. Luggage net
18. Date and time punching machine
19. Bulletin boards
20. G.R. card holder
21. Mail forwarding file
22. Page board
23. Safe vault and in-room vault
24. Photocopying machine
25. Room rack
26. Postal weighting scale
27. Voucher rack
28. Account posting machine
29. Cash register
30. Magnetic strip reader

A large number of factors play a very important role in the choice of equipments to be kept or installed in the front office of a hotel to carry out the day to day administration and management of the department. The factors include:

- The system of operations prevailing in front office
- The size of the hotel
- The level of automation
- The budget of the hotel.

A big hotel having a high budget will definitely choose an automated front office with fully automated or computerized equipments. A big hotel having a limited budget will opt for a semi- automated front office with semi- automated equipments. A small hotel with



limited budget will choose a non automated system of front office operations with non-automated front office equipments.

3.4.1 List of Manual Equipments Used In Front Office Operations

Room Rack: The room rack is large front office equipment located just behind the front desk. The room rack is a wooden framework designed and contains a metallic array of pockets which contain a large number of room rack slips for showing the reservation and housekeeping status of each guestroom of a property. The room rack slip contained in the metallic pockets shows the type of room (Double, Twin, King, Suite), the occupancy status of the guestroom (occupied, Vacant, not cleared) and the name of the guest registered in the guestroom. The current occupancy status of the guestrooms is indicated by the coloured strips inserted in the pockets of the room rack. It is the joint effort of the front desk and housekeeping to timely update the room rack in order to have an accurate room status position.



Information rack: The information rack is another important device positioned in the front desk and is used by the front desk agent to track the various in-house guests of the hotel. The Information is a revolving device that contains information about the various guests presently registered in the hotel with the name of the guests alphabetically arranged in the rack and the information taken from the upper portion of the folios of the guests. The Information contained in the information rack are name of the guest, number and type of room occupied, rate of the guestroom, date of arrival and departure and the billing instructions.

Mail and Message rack: The mail and message rack is a wooden framework containing an array of pigeonholes with each pigeonhole used to store the various mails and messages received for an in-house guest. Previously, the mail and message rack used to contain the keys of the guestrooms in the pigeonholes and was thus called the mail, message and key rack But nowadays, the mail rack has been isolated from the key rack and has been moved behind scenes to present a more professional appearance and at the same time ensuring the security of the mails and message of the guests of the hotel.

Key Rack or Key Drawer: The key rack or the key drawer is important front office equipment located underneath the counter of the front desk. The key rack as the name suggests, is a wooden or metallic framework containing an array of slots used for keeping the keys of the guestrooms in sequential order of the guestrooms present in the hotel. This rack is maintained by the front desk in hotels where metal or hard keys are used and is thus essential front desk equipment for such hotels.

Folio Well or Folio Bucket: A folio well or folio bucket is also an important equipment used in the front desk cash section. This equipment contains a large number of slots where the folios are arranged sequentially according to the room number. The folio well is used by the front office cashier to store and tack the folios of the various registered guests of the hotel and is used to maintain the folios safely for future use and reference.

3.4.2 List of Semi-Automated Equipments Use at Front Office

Posting Machine: The accounting posting machine is very essential equipment used in the semi-automated front office system for posting the various charges in the accounts of the guests. The posting machine is generally used to calculate the totals of the guest accounts, departments and transactions. The mechanical features of the accounting posting machine are arranged in such a logical sequence the job of posting the charges into the various guest accounts becomes very easy. The line pick-up keys ensures that the posting machine is not over printing a line as the operator indicates where the accounting posting machine should start the calculation and should start printing. There is a key pad in the account posting machine which is used by the cashier or the operator to enter the room numbers of the guests, department key (e.g. room, tax, food) and also the type of transaction (e.g. debit, credit, transfer)



Cash Register: The cash register is semi-automated equipment used optionally by the front desk. The cash register is generally used by the front desk to record the various sales of sundries at the front desk such as stamps, newspapers, candy etc. The various required mechanical features present in the cash register include a key pad, category key (stamps, newspapers, candy) and amount entering key.



Wake Up devices: The wake up device is a very important device used by the front desk or the telephone exchange of non-automated hotels to remind the staffs of awakening the guests at requested times. The most famous and common wake- up device is known as the James



Remindo timer which is an alarm clock with pull out pins. Many hotels also use a simple alarm clock for awakening the guests. The guests' requests for wake up calls are recorded in a wake-up sheet with the information of time, room number and name of the guest. In fully automated systems, the telephone exchange automatically places the various requests of the guests for wake – up calls by automatic- voice-recorded

wake- up messages. This feature is of great help when many guests have to woken up at the same time on the hotel.

Credit Card imprinter: The credit card imprinter is very important equipment used for the purpose of front office accounting. The equipment is used especially when the guests present credit cards at the time of their arrival or departure to settle their bill. The credit card imprinter makes an imprint of the credit card used by the guest as a method of payment.



Typewriter: The typewriter is very important semi-automated equipment used for preparing various documents related to the front office operations and also related to the guests. The front office employees use typewriters to prepare guest reservations confirmation letter, to prepare the registration card of the guest and also to conduct the other word processing jobs of the department.

3.4.3 List of Automated Equipments Used in Front Office Operations

Credit Card Validator: Computerized telephone system which allows the proper billings of the outgoing calls of the guests. The credit card validator is automated front office equipment used by the front office cashier to check the validity of the credit card presented by the guest as mode of payment at the time of arrival or departure of the guest. This equipment is a computer terminal linked to a credit card data bank, which holds information concerning the validity of the credit card of the guest. The credit card equipment assures the hotel management that the guest has credit balance high enough to cover the projected charges and it also verifies that the card presented by the guest is not a stolen property.



Time Stamping Machine: The time stamping is a mechanical or an electronic device which is used extensively by the front office of a hotel, records the check-in check-out time of the guests, delivery time of any mail or message for the in-house guests. This device imprints the date and time on a piece of paper either electronically or mechanically and is thus important equipment for carrying out the operations of the front office leading to guest satisfaction.



Fax Machines: The full form of FAX machines is Facsimile Automates Xerox machine and is important electronic equipment used in the front desk for communication purposes. This a facsimile reproduction equipment that operates through telephone lines and are used extensively by the front office to receive and send official documents important from point of view of the guest or the hotel management at large. While sending a fax message, the operator dials the destination fax machine number and then sends the fax message by inserting the message page in the machine. It is important that the destination fax machine should be switched on when the fax message is sent from the hotel.



It is important that the destination fax machine should be switched on when the fax message is sent from the hotel.

Call accounting system: A call accounting system is a fully automate system. This type of automated telephone system has been introduced in a large number of hotels nowadays due to the reason for providing improved services to the guest. The call accounting system is called APBX or Automated Private Branch Exchange and is

used in the hotel telephone exchange section of the front office department to automatically trace and bill the outgoing calls made by the guests during their stay at the hotel.

Computer: All the automated hotels around the world are excessively using computers for the day to day operations, administrations and management. Computers are also widely used in the front office departments of the hotels for the purpose of reservations, registration, accounting and auditing. Computers are efficient to operate and are extremely user



friendly and thus help the employees to store and retrieve important data of the guest from time to time to carry out the various guest services.

TELEPHONE EQUIPMENT

1. PBX (Private Branch Exchange)

A private branch exchange is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public. PBX is generally used in small hotels.

PBX functions

Functionally, the PBX performs four main call processing duties:

- Establishing connections (circuits) between the telephone sets of two users (e.g. mapping a dialed number to a physical phone, ensuring the phone isn't already busy)
- Maintaining such connections as long as the users require them (i.e. channelling voice signals between the users)
- Disconnecting those connections as per the user's requirement
- Providing information for accounting purposes (e.g. metering calls)

In addition to these basic functions, PBXs offer many other calling features and capabilities, with different manufacturers providing different features in an effort to differentiate their products. Common capabilities include (manufacturers may have a different name for each capability):

- Auto attendant
- Auto dialing
- Automatic call distributor
- Automated directory services (where callers can be routed to a given employee by keying or speaking the letters of the employee's name)
- Automatic ring back
- Call accounting
- Call blocking
- Call forwarding on busy or absence
- Call park
- Call pick-up



- Call transfer
- Call waiting
- Camp-on
- Conference call
- Custom greetings
- Customized Abbreviated dialing (Speed Dialing)
- Busy Override
- Direct Inward Dialing
- Direct Inward System Access (DISA) (the ability to access internal features from an outside telephone line)
- Do not disturb (DND)
- Follow-me, also known as find-me: Determines the routing of incoming calls. The exchange is configured with a list of numbers for a person. When a call is received for that person, the exchange routes it to each number on the list in turn until either the call is answered or the list is exhausted (at which point the call may be routed to a voice mail system).
- Interactive voice response
- Music on hold
- Night service
- Public address voice paging
- Shared message boxes (where a department can have a shared voicemail box)
- Voice mail
- Voice message broadcasting

- Welcome Message

2. PABX (Private Automatic Branch Exchange)

A private automatic branch exchange (PABX) is an automatic telephone switching system within a private enterprise. Originally, such systems - called private branch exchanges (PBX) - required the use of a live operator. Since almost all private branch exchanges today are automatic, the abbreviation "PBX" usually implies a "PABX." PABX allows a single access number



to offer multiple lines to outside callers while providing a range of external lines to internal callers or staff.

PABX menus are tailored verbal directories, beginning with the primary welcome menu as level 1 and extending to the subcategory menus and levels of your choice.

Features of EPABX are:

- Automated Attendant (Welcome Message)
- Automated Help Desks (Recorded Help Messages)
- Automated Time Schedules
- Add IP Lines to your Existing Phone System
- Call Forward
- Call on Hold
- Call Recording
- Call Transfer
- Call Queue
- Conference calls
- Dial by Name Directory
- Easy Web Management
- Free Inter-branch call
- Hunt Group and Ring Group
- International Phone Numbers
- Sub Menus (Levels) and Extensions
- Transfer Calls Worldwide Free
- Voice Email
- Voice Mail
- Voice Prompt Notification
- Web Call Back
- Worldwide Ring Groups

3. EPABX (Electronic Private Automatic Branch Exchange)

EPABX is the short form for the Electronic Private Automatic Branching Exchange. It has many features to serve. Primarily it gets trunk lines (central office/telephone lines from the telephone distribution) and gives out many extension lines for different departments/rooms/halls etc. Also, it supports inter

communication between the extensions, conference calls with the trunk lines or extension



lines. other features can be call forwarding, Do not disturb, Group call, barge in, fax routing, Direct call landing, voice mail, auto answer etc. it all depends on the sophistication of the Model.

Features of EPABX are:

- Auto Attendant
- Automatic call distributor
- Automated directory services (where callers can be routed to a given employee by keying or speaking the letters of the employee's name)
- Automatic ring back
- Call accounting
- Call forwarding on absence
- Call forwarding on busy
- Call park
- Call pick-up
- Call transfer
- Call waiting
- Conference call
- Custom greetings
- Customized Abbreviated dialing (Speed Dialing)
- Direct Inward Dialing
- Direct Inward System Access (DISA) (the ability to access internal features from an outside telephone line)
- Do Not Disturb (DND)
- Follow-me
- Music on hold
- Night service
- Shared message boxes (where a department can have a shared voicemail box)
- Voice mail
- Voice paging (PA system)

Components of EPABX

- Internal switching network.
- Microcontrollers and microcomputer for arbitrary data processing for control and the logic.
- Logic cards, switching and control cards, power cards and related devices to facilitate operation.
- Stations or telephone sets, sometimes called lines.
- External Telco trunks that deliver signals to and from the EPABX.
- Console or switchboard allows the operator to control incoming calls.
- UPS, connecting wiring, cabinets and other housing materials.
- The selection of an EPABX must be carefully done based on a detailed study of the traffic flow and needs of the office. They make communication within office

easier and hence become a requisite as a business phone system in an office environment.

PHOTOCOPIER

A photocopier (also known as a copier or copy machine) is a machine that makes paper copies of documents and other visual images quickly and cheaply. Most current photocopiers use a technology called xerography, a dry process using heat. Photocopiers are of two types: small and big. Generally big photocopiers are used in hotels considering the heavy flow of business. Also, photocopier can be colored as well as black and white.

Advantages

- They make large amounts of copies at once
- They don't wear and tear easily
- If the photocopier is small then it is light and easy to move



Disadvantages

- Its heavy and it takes up a lot of space

ELECTRONIC KEY CARD MACHINE

Most hotels operate a digital key card system. Upon check-in, the guests receive a key card which has a magnetic strip attached to it. The lock for each room reads the card and opens the door if the key is correct. Key card locks have taken the nation by storm for many hotel chains. Places such as high security offices also have key card locks. Key card locks work in a very simple fashion.

A key card is just like a credit card, by the fact that it is in the same shape of the credit card and has a black magnetic strip on the back. As much, the key card black strip has an electronic configuration embedded in it. When the keycard is swiped thru the reading



machine, it will unlock the door. The user will know if the door will become open typically when a green light is lit, and the door can be opened. Many hotel chains now offer this version of a lock.

Advantages of using electronic key:

1. Customization for a Personalized Guest Experience:

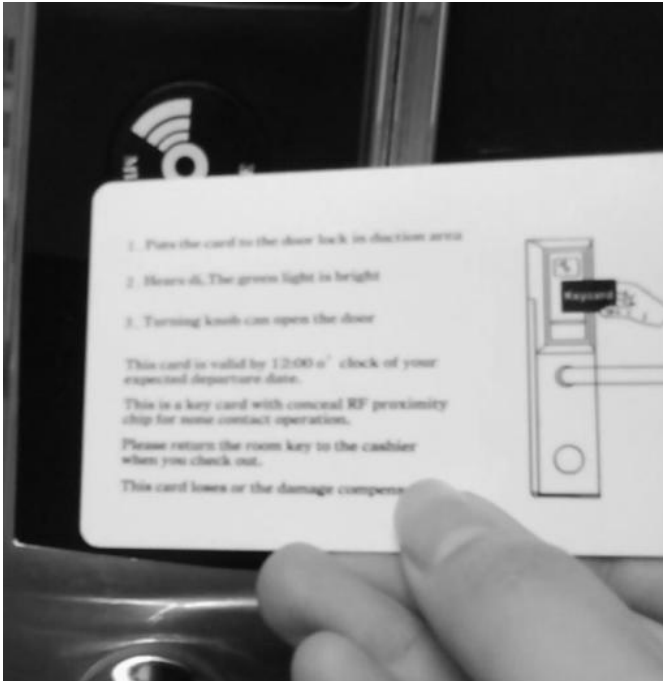
By issuing an electronic room key it allows you to provide your guests with the most personalized experience possible.

2. Automatic Programming of Key Cards:

It becomes easier to program the keys through the machine. Even from the security point of view electronic keys are safe as they are programmed only till the duration the guests stay in the hotel. Once they check out the key automatically stops working.

3. Easy to Reissue: The guests can have new cards reissued easily without needing to reprogram key machines.

4. Easy to Carry: It is very convenient for the guests to carry the key card during their stay in the hotel.



Disadvantages:

- Key card locks are indeed expensive.

CHECK YOUR PROGRESS-II

1. List the equipments used in Front office in a hotel?

2. Describe a few manual equipments used in hotel front office?

3. Describe a few automated equipments used in hotel front office?

3.5 BASIS OF ROOM CHARGING

Tariff means rate and in hotel industry the word tariff is used. For room rates. Room rate is the daily rate charged for the hotel services and room. The basis of charging room rates differ from hotel to hotel. It is very important to see that the price of services and goods of a hotel should cover the cost of production overheads and a fair amount of profit; so that the hotel business remains profitable. The following factors should be kept in mind before tariff fixation:

- 1. Location-** The location of the hotel plays an important role on determining the room tariff. If the hotel is situated in a posh area where all the shopping and other facilities approaches to airports and railway stations are easy than in that case the room rate would be comparatively higher than those situated in backward and far off areas.
- 2. The location of the room** also determines the room rate rooms with a better view for example sea view, Mountain View, pool view etc. Room location would have higher cost or charges as compared to the rooms facing a noisy commercial street.
- 3. Competition-** The competition between the hotels that provide same facilities and services and are of same standards in similar location in the market also plays an important role in determining the room rate of the hotel. The higher the competition, the lower will be the room rent.

4. Level of services or standards of services- The standards of services offered by a hotel are also important in determining the room rent to a large extent. More the amenities or services like spa, banquet halls specialize restaurants‘ etc. provided than higher the room rate. As the star classification of the hotels is based on the level of services provided by the hotel. The five star hotels have higher room rent than a four star hotel because a five star hotel provide more facilities and services in can patison to four star hotels. The guest and staff ratio wanted be higher in five star hotels as. They provide more personalized guest services.

5. Customer’s Profile: The type of cliented or customer coming to the hotel must also be considered. Their social status for example whether he is a rich business man people all middle class services people etc. should be kept in mind.

6. Various Amenities: Various amenities providing by hotel to guests such as our conditioning in all rooms, carpeting, swimming pool provision dancing, games, banqueting conference halls, lawns, lobbies, parking space, specialty cuising restaurants, etc. these things are also very important in deciding the room rent.

FACTORS AFFECTING ROOM TARIFF



7. Cost of land and building architecture: Surroundings needs also a great consideration because the hotel owner spends a lot of money in décor and furnishing and thus needs a fair amount return on his spendings, thus this factor is also considered in deciding the room rent.

8. Publicity – the amount of publicity done by a hotel and special budgets prescribed for hotel publicity also matters in deciding the room rent. There types of expenses have to be adjusted because it has no source of return but it is a must in popularizing the various service of a hotel.

9. Price cut for special business - sometimes price cut for special business may be done. It makes sense only if it is necessary to cut the price in order to get business, or the price, of business is income which you wouldn't otherwise get.

3.5.1 Rates on the Basis of Meal Plan

Hotels also charge room rate on the basis of meals provided, depending on the needs of their target audience or guests, the hotel offer a variety of meal plans.

MEAL PLANS

European Continental American Modified American Bermuda
Plan (EP) Plan (CP) Plan (AP) Plan (MAP) Plan(BP)

European Plan: This plan consist of room rate only and the meals are not included in to, they are charged separately as per actual. Generally it is preferred in a commercial hotels where business executing have to social ire with their clients and do not take meals at the hotel. EP (European plan), Tariff = room rate only

Continental Plan: This plan consists of room rate and continental breakfast . continental breakfast include most or all of the following items - sliced bread with butter/ jam, cheese meat, croissants and Danish pastries, rolls , fruit juice, and coffee /tea /milk . This plan generally found in Europe hotels. CP (continental plan), Tariff = room rate continental breakfast.

American Plan: This plan includes room rent and all meals i.e. breakfast lunch and dinner this plan is popular in resort hotels located at remote place where guests do not have a choice of food outside the hotel premises for example desert. This is also known as full board plan. AP (American plan), Tariff= All room rate +breakfast + lunch + Dinner

Modified American Plan: Modified American plan is also known as half board plan. This plan consists of room rent, breakfast and one major meal either lunch or dinner. This plan is popular in hotels located at tourist destinations, where the guest may want to go for sight seeing after breakfast. They may take lunch outside the hotel and return to the hotel in the evening during dinner time or vice-versa that is may be they take packed lunch from hotel and take dinner outside and come late at night to hotel. MAP (Modified American Plan), Tariff= Room rate + breakfast + lunch/ dinner

Bermuda Plan: Bermuda Plan or bed and breakfast plan consist of room rent and American breakfast. Generally American breakfast includes most or all of the following two eggs sliced bacon or sausages sliced bread or toast with jam/butter, pan cakes with sugar cornflakes or other cereal, coffee/ tea, juice. Bermuda Plan (BP), Tariff= room rate + American breakfast

3.5.2 Basis of Charging Room Rate

1. Check in and checkout basis- Most common way of fixation of tariff. Most of the hotels follow the fixed check in/ checkout system for establishing the end of the day. It is the hotels fixes a specific time usually 12:00 noon as check out time which means the

guest charging cycle begins from 12:00 noon and finishes at 12:00 noon on next day. The major advantage of this system of charging the room rent is that the same room can be sold more than once in a day. Normally this system is adopted by commercial hotels.

2. Twenty four hour basis- In this system of charging there is no fixed check in/ check out time. The charges of room starts from the time when the guest check in and he has to pay for one day upto 24hrs from the time of arrival. This system is generally adopted in transit hotels, where guest normally stay for few hours. In this system, the hotels does not allow relaxation of time after the completion of twenty four hour of stay.

3. Night Basis- This system of charging room rent is a modification of the twenty four hour system. In this system the guest is charging on the basis of number of night that he spends in the hotel. If a guest does not stay at night, a half day rent is charged from him. This system is not much popular. This is not out dated.

4. Day Rate- Guests may stay in the hotel for a few hours only and may not spend the night in the hotel at all. In such cases in which the guest stay only for few hours maximum hotels may charge special discounted rate.

BASIS OF CHARGING

- Check In and Twenty Four Night Day rate
- Check out Basis Hour basis Basis Basis

CHECK YOUR PROGRESS-III

1. What are the various basis of charging room rate?

2. List the factors that affects room tariff?

3.6 INTRODUCTION TO THE GUEST CYCLE

The hotel guests pass through a definite path from reservation to arrival, stay, and departure. They pass from reservation, arrival, registration, allotment of rooms, stay and use of hotel facilities, and finally departure from the hotel. These phases remain the same in case of every guest and constitute the guest cycle.

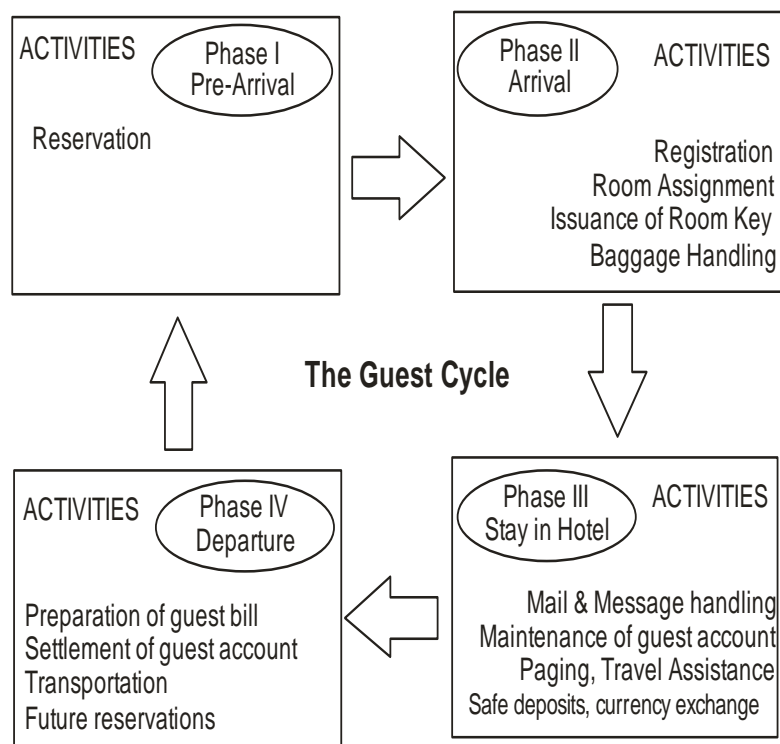


Figure 3.1 Guest Cycle

3.6.1 Guest Cycle

The four distinct phases of guest cycle are as under:

- Pre-arrival
- Arrival
- Stay
- Departure
- After departure

1. **PRE-ARRIVAL:** The activities that are carried out before the arrival of the guest forms the pre- arrival phase of the guest cycle. This is the first stage of interaction with the guest. Reservation is the most important pre- arrival activity. The probable guest contacts hotel for reserving a room for their proposed stay in the town. During this phase guest chooses a hotel for stay. The guest choice about a particular hotel is affected by factors like advertisement, recommendations from friends, previous experience with the hotel, reputation, location etc. The prompt reply and tactful handling of a call for reservation request by the reservation

assistant can create the good first impression of the hotel in the eye of the future guest. During the reservation process the hotel may ask for advance deposit from the guest. Following activities are carried out in this phase:

- Processing reservation request of the guest.
- Creation of guest folio in case hotel has received any advance payment.
- Blocking the room for the guest.
- Making special arrangements for the guest (if required).

The data collected during the process of reservation can be utilized in future front office and sales activities. A well managed reservation system can maximize the room sales by monitoring room availability and forecasting room revenue.

2. **ARRIVAL:** The guest arrival at the front desk is probably the first instant when hotel may have a face to face interaction with the guest. This is a very critical stage as guests develop their perception regarding standard and services that the hotel can provide to them.

During this phase the guest is received and registration process begins. The guest is asked to verify their details already printed in registration card. The registration activity is an agreement between the hotel and the guest. The hotel offers the accommodation product and services to the guest. The guest signifies their assent to pay for the services received. The following activities take place in arrival phase of the guest cycle:

- Reception and welcome of the guest (aarti, tilak and garlanding/ offering welcome drink as per the policy of the hotel)
- Registration of the guest
- Room rate and room assignment
- Dispensing key to the guest
- Luggage handling of the guest by bell desk
- Delivering mails if hotel has received mails on behalf of guest.

3. **STAY:** This is the stage of the guest cycle during which the guest actually experiences the facilities and services offered by the hotel. The guest services and facilities which are offered during the stay of the guest are discussed in chapter 9 in detail. Hotel must take care for safe and comfortable stay of the guest. The courteous and helpful behavior of the staff may mask little lack in services. The services and facilities offered during this stage are critically important in attracting repeat business from the same guest. The activities that are carried out during the stay of guest are as under:

- Creation and maintenance of guest accounts
- Message handling
- Key handling
- Handling guest- mail
- Guest paging
- Safety deposit locker

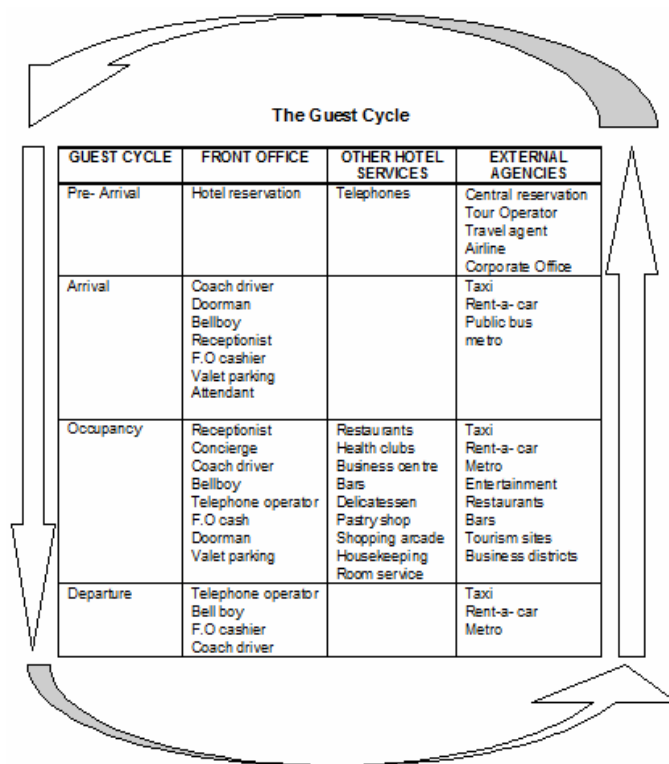
- Procedures for guest room change
- Left Luggage Procedure

4. **DEPARTURE:** As the maxim goes that all well that ends well. Same is the case with the guest departure. All the drawbacks can be marks by efficient and hassle free check- out procedure. During the departure stage the guest settles their account by making payment to throughpre established mode for the services received from the hotel. A great care should be taken during the departure stage, as it is the last point of guest contact to receive any unpaid bills and to develop loyalty in the guest to patronize the property over and over again. Following transactions take place in departure stage:

- Preparation and presentation of guest bills
- Settlement of guest account
- Luggage handling by the bell desk
- Left luggage handling in case guest wishes to keep their luggage with the hotel for a short duration of time
- Sales and marketing activity (future reservation)
- Bon voyage to guest

5. **AFTER DEPARTURE**

- This stage of guest cycle is a real challenge to the hotel.
- It is during this stage that the activities of the hotel will bring back the guest to the hotel.
- For this it is important that the



- hotel management creates occasions of contacting guests and keep reminding him about the hotel from time to time.
- This can be done by sending letters, mailers, and feelers to the guest on his Birthday, His marriage anniversary and other such occasions which may be important for him and his family.

assures a comfortable stay during the trip. Reservation is important for both hotel as well as the guest. The importance of reservation can be studied in following two headings:

- For the hotel
- For the guest

Importance of reservation for Hotel: Reservation is very important for the hotel. The data generated during the reservation process can be utilized to accelerate the facilitation of guest services and increasing the efficiency of the sales and marketing department. Following are the major advantages of reservation for the hotel:

- Update room availability record
- Preparation for arrivals
- Can entertain guests' personal preferences like choice of view, floor, colour scheme etc.
- Staffing at front desk
- Forecasting volume of business
- Generate customer for the hotel
- Planning for :
 - Changing room rate
 - Increasing number of rooms in the property (expansion)
 - Having a new unit in the city
 - Manpower requirement

Importance of reservation for Guest: Pre- booking of room in the city of visit is advantageous for the traveler planning to stay in the city during their trip. If one reaches to a city without reservation he may face a problem in securing a place for comfortable stay. The reservation has following advantages for the guest:

- Assurance about accommodation
- Choice in type of accommodation
 - Type of room
 - As per his budget
 - Preference of floor , view and personal choice
 - Can use the address of hotel as personal address for the duration of stay in hotel

3.6.4 Types of Reservation

Hotels accept reservation for the rooms. Many a times we come across the words like confirmed reservation, guaranteed reservation, waitlisted reservation, tentative reservation etc. Each terminology has its own meaning. One might get confused with these terms. The reservation can be classified on the following two grounds:

- On the basis of guarantee
- On the basis of confirmation

3.6.4.1 On the basis of guarantee

On the basis of guarantee; reservation can be of following two types:

- Guaranteed reservation
- Non-guaranteed reservation

Guaranteed Reservation: A guaranteed reservation is that for which hotel has received the payment in full irrespective whether the guest will turn up or not and at the same time the hotel does not release the room to any other guest. In such reservations hotel is indemnified from the no-show and hold the room for the guest. The guaranteed reservation helps the guest to be sure of getting a room in the hotel in spite of their late arrival without any prior information to hotel.

Obtaining Guaranteed Reservation: The guaranteed reservation requires the payment to be made in advance. The guaranteed reservation can be obtained by one of the following ways:

- Pre- payment
- Credit card
- Contractual agreement

Pre-Payment: A guaranteed reservation requires payment of the room rent in advance as an assurance to protect the hotel from the loss of the revenue in case of no show because hotel will hold the room for the guest even after the cancellation hours. The payment in advance is known as pre-payment. The pre- payment can be made by sending demand draft, or depositing cash at the hotel. The cash deposit is the most preferred mode of accepting guaranteed reservation by most of the hotels.

Credit Card: The guest can alternatively choose to pay the full amount in advance through their credit/charge cards. The guest should send a letter authorizing the hotel to charge payment to their credit card account for obtaining guaranteed reservation. This is the most preferred method of getting guaranteed reservation these days.

Contractual Agreement: The hotel may enter into contract of providing guaranteed reservation with any person or company. In such case hotel accepts the guaranteed reservation for that person or the person referred from the company and the person or company agrees to pay for the same even in case of no show. The hotel may have contractual agreement with following:

- Travel agencies / Tour operator
- Corporate houses

Travel Agencies / Tour Operator: Travel agencies or tour operator makes a bulk purchase of rooms at relatively very low price. They guarantee the hotel a minimum number of room nights and agrees to pay even if they are unable to occupy.

Corporate Houses: In this case a company/corporate body may enter in to a contract with the hotel, whereby the company guarantees payment for its sponsored guest and

accepts the financial responsibilities for no show guest and hotel agrees to provide the mutually agreed number of room night to the clients of the corporate house.

***Cut-off Date:** Date by which if payment is not made in full the guaranteed reservation will turn into a non-guaranteed reservation.*

Non-Guaranteed Reservation: A non-guaranteed reservation is a reservation in which guest has agreed and confirmed that they will arrive at the hotel on a particular day. Per-payment is not mandatory in such type of reservation. In this type of reservation hotel agrees to hold the room for the guest till the cancellation hours (generally 06:00PM) unless guest has informed the hotel about their late arrival. Hotel is free to release the room after the cancellation hours if guest does not turn up without any prior information. This enables the hotel to cover the probable loss due to no show by the guest.

***Cancellation hour** is time decided by hotel after which a non-guaranteed reservation stands cancelled and room is released to walk-in guest. (Generally 6:00 P.M.)*

3.6.4.2 On the basis of confirmation

On the basis of confirmation reservation can be of following two types:

- Confirmed reservation
- Waitlisted reservation

Confirmed Reservation: A confirmed reservation is an acknowledgement from the hotel that the person will be assigned a room in the hotel if they will reach on the date of arrival before cancellation hours. Confirmation of reservation is sent through letter or e-mail containing the following information:

- Name of the guest
- Date and time of arrival
- Room rate and type
- Duration of stay
- Number of persons in the party
- Reservation classification (guaranteed or non-guaranteed)
- Reservation confirmation number
- Special request made by the guest like airport pick-up, wheel chair, baby sitter etc.

Wait Listed Reservation: A wait listed reservation is the hotels attempt to sell the rooms which may remain vacant in case of cancellation. A wait listed reservation is not confirmed. The guest will be assigned the room in case of cancellation or no show. The hotel informs the guest that the reservation request of the guest is put on wait list and may be confirmed if some a room is vacant due to cancellation.

3.6.5 Mode of Reservation Inquiry

The process of reservation begins with an enquiry. There are following two ways through which a guest may contact hotel for reservation:

- Written Mode
- Verbal Mode

3.6.5.1 Written Mode

When a reservation request reaches to the hotel in writing it is classified as a written mode of reservation. Following are the written mode of reservation request:

- Letter
- Fax
- Telex
- e-mail
- Telegram

Letter: Letter is the best mode of making reservation request if guest send reservation request in several months advance. This is commonly used by the travel agent, tour operators, and corporate houses. Nowadays, letter writing has gone out of fashion, even though a considerable number of holiday bookings are still made in this way. Letters are advantageous as are clear, unambiguous and permanent. Letter generates a written record for the hotel, which helps to eliminate subsequent argument. Letters are also useful evidence that a contract was agreed.

Fax (*Facsimile Transmission*): Fax uses electronic scanning technique to send copies of documents over ordinary telephone line to a special machine which prints out an identical copy at another end. It can be used to send memos, graphics, sketch, and letters. The machine can be run in auto mode; making is useful even if there is no one to answer the call. The fax makes it possible to send the written request instantaneously instantaneously to a hotel on the other side of the world and receive back the return confirmation within short span of time.

Telex (*Tele Printer Exchange*): This method involves use of specialized telephone lines in which message is received in written form. This is a written mode of reservation request hence information is clear and agreeable to guest, as well. Nowadays this method is not used rather less used because of fax & computerized messaging or mailing system.

E-mail: E-mail is the electronic version of the regular mails. The guest may send the reservation request on the hotels e-mail ID. The hotel will process the reservation request and send the confirmation through e-mail. This mode of reservation request is in fashion now a day. It provides a written record and is fastest.

Telegram: Telegram was the fastest method of sending the information when the fax and e-mail were not in invented. This is a written mode of reservation hence the information are clear and agreeable to both hotel and the guest.

3.6.5.2 Verbal Mode

The reservation request may be made through words of mouth. The most popular ways of this mode of reservation request is as under:

- In person
- Telephone

In Person: If a would-be guest or their representative reaches to hotel to book the rooms for their future stay in that property is the in-person mode of reservation request. This is the best modes of reservation enquiry as the person is available to consider the suggestion in case room is not available for the duration requested. The best thing is that the decision maker for the reservation request is available to the hotel personnel.

Telephone: Reservation request are more likely to land in hotel through telephonic calls. The telephone is fast and convenient, but it suffers from the major disadvantages that it does not provide a permanent record. This is among most frequently used mode of reservation request.

No single means of communicating reservation request is ideal in terms of speed, convenience, and economy. This means that we are likely to see a combination of above mentioned mode for reservation request/enquiry.

CHECK YOUR PROGRESS-V

1. What do you mean by term reservation in context of hotel? List the importance of reservation.

2. What are the various modes of reservation inquiry?

3. Write a note on ‘types of reservation’?

3.6.6 Sources of Reservation

Hotel receives reservation request from different sources. Some of them are as under:

- Direct
- Central reservation system
- Inter-sell agencies
- Global distribution System
- Agencies
- Corporate bodies
- Government sector
- Hotels Website

3.6.6.1 Direct

A reservation request to hotel from individual or group without mediator is known as direct reservation source. The processing of direct reservation request is taken care by the reservation section of front office department of a hotel. The staffing, equipment, location, and layout of the reservation section will depend upon the volume of the reservation request received directly.

3.6.6.2 Central Reservation System

Central reservation system is a computer based reservation system which enables the guest to make a reservation in any of the participating lodging property at any destination. The central reservation office typically deals directly with the public by means of a toll free telephone number. The central reservation offices operate 24 hour a day and almost round the year. These centers typically exchange the room availability information with the member properties and communicate the reservation transactions as they occur

through the computer. The hotel and central reservation office have accurate, up-to-date information on room availability. Central reservation office is equipped with necessary communication equipment like computer, a telephone, FAX machine etc. Hotel may pay a flat fee for obtaining the services of a CRS and additional fee for each reservation received through central reservation office. In turn, each property provides accurate and current room availability data to central reservation office. The central reservation system is of two types:

- Affiliated system
- Non-affiliated system

Affiliated System: Inaffiliated reservation system all the participating hotel units belongs to same chain or group. E.g. Welcome net (Welcome group), Holidex (Holiday Inn), Image (Hyatt), ITT (Sheraton).

Non-Affiliated System: Non-affiliated system is a subscription based system, designed to connect independent or non chain property. This enables non-chain properties to enjoy the same benefits of affiliated system.

3.6.6.3 Intersell Agencies

An Intersell agency is an agency which deals with many products such as hotel reservation, car rental, travel arrangements, tour operation, airline reservations, railway bookings etc. Such agencies are among rich source of reservation.

3.6.6.4 Global distribution System

A Global Distribution System (GDS) provides the bundle of products and services to the prospective user across the geographical boundaries. The GDS provides a link between the producers of the products and services; and its end users. The hotel gets reservation from the GDS. SABRE, Amadeus, Galileo, Worldspan, SMART etc. are the examples of Global distribution system.

3.6.6.5 Agencies

There are several other agencies like Tour operators, Travel agencies and Air Lines from where hotel receives the bulk booking.

3.6.6.6 Corporate Bodies

The hotel also receives bookings from companies (Pharmaceutical, FMCG's), NGO's such as Care, Oxfam, Red cross, WHO etc), and institutions (Educational, Financial, Banking). They are the source of bulk reservation.

3.6.6.7 Government Sector

Hotel receives booking from government segment such as Public Sector Undertaking, Embassies and Consulate. The officials of these departments are moving from place to place on official work; hence they need accommodation at the place of visit constituting a major source of reservation.

3.6.6.8 Hotels Website

Hotel's web site is potential source of receiving reservation. The website contains the link for reservation request by clicking the same a techno-savvy guest can make reservation while enjoying the comforts of their own house.

3.6.7 Systems of Reservation

Depending upon the needs and volume of business a hotel may adopt one of the following systems of reservation:

- Manual system
- Automatic system

3.6.7.1 Manual System of Reservation

In this system all reservation records are maintained manually. This is oldest system of recording reservations. This system of reservation is suitable for the small property where the number of rooms is less and the volume of reservation request is fewer. A hotel operating on manual system of reservation can follow one of the following two types:

- Diary system of reservation
- Whitney system of reservation

Diary System of Reservation: This is a manual system of reservation. This is just what the name suggests: a daily diary in which the reservation assistant lists all arrivals due on a particular day. It is usually kept on loose-leaf basis. The top page represents the current date of arrival and is removed and sent to front desk for receiving the guest. A new blank sheet is added at the back of the diary. The hotel booking diary may be hard bound also. The format of a hotel diary is shown in figure 3.1. Diary system of reservation is suitable for very small properties.

- The Whitney racks are placed vertically saving the storage space.

Date of Arrival	Name of Guest	Room Type	Rate	Date of Departure
Mode of Reservation		Reserved By	Date Received	
Agency If Any				
Billing Instruction			Confirmation Date	

Whitney slip

Room Availability Records used in Manual System: The processing a reservation request requires a tool which can assist to ascertain the availability of room for the desired duration. The following room availability records are used in manual system:

- Bed room journal
- Conventional chart/ Advance Letting Chart
- Standard density chart

Bed room journal: it very similar to the reservation diary. Each page of the journal contains room no. and type of room in a property. The page is titled according to the date of arrival. The format of bed room journal is shown in figure 3.3. The name of guest is entered in each date of their stay against the room number. The major disadvantage in using this availability record is requirement of clerical labour.

Conventional chart: Conventional chart is a development of the bedroom journal. It is also known as Advance letting chart. It is simple to understand. The format of conventional chart is shown in figure 3.4. The chart is prepared for each month. Thus only 12 such charts are required for the one year. The room number and type of room is mentioned in one columns and it consists of another 28 to 31 column depending upon the number of days in the month. The name of guest is written between the days of their stay. The name is written between the < and > sign. Sign < represent the date of arrival and sign > represent the date of departure. The major disadvantages associated in use of conventional charts are:

- Long name short stay problem
- Chart becomes untidy with cancellation and amendments
- Limited to use with medium size hotel
- Counting of available room is difficult
- No over booking can be taken

Standard density chart: In an attempt to overcome the problems and draw back of conventional chart development of standard density chart came into existence. The density chart is prepared for each category of rooms for the duration of one month. The vertical column indicates the date and horizontal column represent individual rooms. An indicative mark (/) is put in the appropriate boxes for indicating the reservation. The minus sign indicates that one can take overbooking using the density chart. The format of standard density chart is shown in figure 3.5. The following advantages associated with the density chart:

- Long name short stay problem is solved as one does not have to enter name.
- Chart will remain tidy even in case of cancellation and amendments
- The large hotels may also use this system
- Counting of available room is easy
- Over booking can be taken

Month : Jan, 2008		Type of Room : Single																				
Date	No. of Rooms	1	2	3	4	5	6	7	8	20	21	22	23	24	25	26	27	28	29	30	31	
3		/				/	/			/	/	/	/	/	/	/	/	/				
09		/				/	/			/	/	/										
08		/				/	/			/	/	/										
07		/				/	/			/	/	/										
06		/				/	/			/	/	/										
05		/				/	/			/	/	/										
04		/				/	/			/	/	/										
03		/				/	/			/	/											
02		/				/	/			/												
01		/				/	/			/												
-1		/				/	/			/												
-2		/				/	/			/												
-3		/				/	/															

Standard Density Chart

3.6.7.2 Automated System of Reservation

Automated reservation system is based on computer software. The information gathered is the same as in manual system. The processing of reservation request does not require manual turning the pages of bed room journals, looking in density charts or conventional chart. One can see the availability by clicking the link to display the same at the visual display units. The reservation information is keyed-in through the keyboard to the electronic format of the reservation form. The system automatically blocks the room for the desired duration of time and removes the room from the availability records. Using the automated system one does not have to manually update the records as the same is carried out by the system itself. Central reservation system and global distribution system are the examples of automated system.

CHECK YOUR PROGRESS-VI

1. What are the various sources of reservation?

2. What are the various systems of reservation?

3. What Standard density chart?

3.6.8 Processing Reservation Request

Every hotel has its own standard operating procedure to deal with a reservation request from the guest. The standard procedure of responding to a guest with reservation request is as under:

- Receiving reservation inquiries
- Determining room availability

- Accepting or denying request for reservation

Receiving Reservation Inquiries: The request for reservation of room may reach to hotel from any mode as discussed earlier. The reservation assistant will receive the reservation request and greet the guest according to the time of the day. The reservation assistant should gather only that information which will help to speed up the processing of the reservation request. The following information will help to determine the availability of the room for the guest:

- Date of arrival
- Date of departure
- Number and Type of room required
- Number of persons in the party

Determining Room Availability: The above information gathered while receiving the reservation request will help in determining the availability of room for the guest. Using this information the reservation assistant will find whether the requested type of room is available in desired number for the requested duration. The reservation assistant will use one of following records for determining the availability of the room:

- Bed room journal
- Forecast board
- Conventional / Advance letting Chart
- Standard density chart
- Computerised system

Accepting or Denying Request For Reservation: Once reservation assistant has ascertained the availability of the room for the guest he will either accept or deny the reservation request and conclude the processing of reservation request. Generally if rooms are available the reservation request is accepted. When the request for reservation is accepted then following details are gathered from the guest:

- Name of the guest
- Designation and company
- Address of the guest
- Time of arrival
- Reservation classification (advance, confirmed, guaranteed)
- Confirmation number
- Caller data (in case of third party reservation)
- Special requirements (baby sitter, no smoking zone, garden facing, sea facing, barrier free rooms etc.)

After gathering this information the booking is confirmed and a note for the same is send to the guest's mailing address. The reservation department uses a form, specially designed to record reservation transaction to prevent any ambiguity in information generated during reservation process. The reservation form contains information like personal data of guest, stay dates, expected mode and time of arrival and departure,

number and type of rooms, mode of bill settlement etc. The format of reservation form is shown in figure 10.6

RESERVATION FORM

No. _____

Name of the Guest _____	
Company _____	Designation _____
Address of the guest _____	
Tel. _____	
Date of Arrival _____	Time of Arrival _____
Date of Departure _____	Expected time of departure _____

Time of Room S [] D [] T [] Others _____	Category _____
No. of Pax _____	Room Rate _____
Mode of Arrival _____	Discount _____
Flight No. _____	
Mode of Payment / Settlement of bills _____	
Credit Card No. _____	Date of Expiry _____
Personal details of the person / agency making the reservation _____	
Special request _____	
<p>Remarks:</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	Reservation Assistant Name _____ Signature _____

Reservation Form

Use of reservation form has following importance:

- Provides a permanent record.
- Helps to summarize data generated while processing reservation request
- Enables the management to ascertain the person handled reservation request

The reservation department may choose to turn down a reservation request in following cases:

- When room of desired type is not available for the duration requested
- Rooms of any category is not available i.e. hotel is fully booked
- The guest is black listed (a guest whom hotel does not want to accommodate for various reason. Blacklisting of guest are now-a-days out of fashion)

3.6.9 Group Reservation

These days, hotels get a large percentage of business from groups. A hotel usually divides its reservation business into two categories-

- i. Individuals, and
- ii. Groups

A group as the name suggests, is a number of people travelling together and booking a number of rooms in advance. Group bookings constitute a great responsibility on the hotel and needs a great deal of planning and organization.

Sources of Group Bookings:

- Travel agents
- Tour operators
- Housing or convention bureaus
- Meeting planners
- Embassies, and
- Other business organizations

GROUP MARKET: Generally group market comprises of the following:

1. Holiday Makers
2. Conference delegates and convention participants
3. Sports team
4. Businessmen attending trade fairs
5. Doctors attending doctors meetings, etc.
6. Sales persons attending sales meetings, etc.

For their convenience hotels classify groups as follows:

- **Series group:** Group in this category arrive in series and follow the same itinerary one after another for a specified period of time, say one year. Similar packages and arrangements- such as type of room and food-are given to groups. Generally the numbers of persons in the group are also same. Series groups are booked through a travel agent on a discounted tariff.
- **Ad-hoc group:** These are one time groups and are booked through a travel agent to avail special rates. They don't make part of series. For every group under this category the packages may be different.
- **Incentive Group:** This category consists of groups sent to the hotel by various multinational companies and national corporations, etc. the staff are given incentives and are paid by the company or organization to which they belong. They are sent by their companies, etc. as incentives for meeting the production or sales target, etc. These are very lucrative groups for the hotel. Hotel gives special rates to them.

- **Fam groups:** they are also called familiarization groups. This type of group is composed of travel agents, tour operators and travel writers, etc., who come to familiarize them with the destination and its tourism product. They are important because they are people who would be sending groups in future. They are generally provided complimentary rooms.

Usually sales manager or reservation manager is contacted by the travel agent and is requested to set aside an agreed number of rooms called ‘BLOCK’ for group members, and as request from individual members come, they are reserved from the ‘Block’ and the process is called ‘BLOCK BOOKING’.

Group No.....				Tour		
Operator.....						
Group Leader.....				Telephone		
No.....						
Number in the Group.....				Telex		
No.....						
Arrival date.....				Arrival		
Time.....						
Departure Date.....				Departure		
Time.....						
Accommodation				Meals Break Up		
Rooms	No.	Rate	Days	Breakfast	Lunch	Dinner
Single				Mon 3.4		
Double				Tue 4.4		
Triple				Wed 5.4		
				Thurs 6.4		
Special Requirements						
Date.....						
Signature.....						

Bulk Reservation Form

The Group is given a Code Number. The Group coordinator should give special care to the following documents:

1. **Group File:** A file that contains all details of group, with name of the group on top.
2. **Register for confirmed groups**
3. **Group Materialization sheet:** Also called ‘Group Production report’. It shows materialization of booked groups from various travel agents and other sources. This report guides the management in deciding their future policy for each travel agent in terms of commission percentage.
4. **Group Information sheet:** This sheet is circulated to all the coordinating departments at least a week in advance of the arrival date to prepare themselves for group arrival.

The acceptance or refusal of request for booking for a group by the hotel will depend upon the management's policy which should be formed on the basis of business pattern. For example, more groups can be booked during off season and at a lower or discounted rate so as to achieve a higher percentage of occupancy during off season, while during season a lower percentage of groups may be taken at discounted rate.

A very clever balancing is necessary while formulating the policy. Once the booking is received from the travel agent or other source, the booking is shown on chart, diary, racks or computer (whichever system is used). A 'Cutoff Date' is given to the source of booking (generally 30 days before the arrival of group). If certain number of rooms are not picked up by the agreed deadline, they are made available to the other guests.

A Cancellation deadline is also fixed to safeguard against the cancellation of large number of room bookings at the last minute. Before the deadline date, a reminder is sent to the source of booking of group about the number of rooms, date of booking, date of departure, etc. and the source of booking is requested to reconfirm the booking before the deadline. After the deadline date if the travel agent (or any other source of booking) wants to reduce the number of rooms booked, the management may charge for the same. After the confirmation the travel agent is required to send the following details:

1. Name of the Group, and names of all the group members.
2. Details about the number of rooms and sharing rooms.
3. Passport details/
4. Nationality of the members, etc.
5. Billing Instructions
6. Meal plan
7. Date and time of arrival/departure
8. Special Instructions
9. A rooming list is sent by the travel agent in advance

The Hotel sends a 'Group Meal information Format' to the travel agent to be completed and sent back.

Along with the rooming list the travel agent will also send 'Travel Agent Voucher'. These vouchers must be handled by the reservation department to avoid any confusion. The voucher gives details about facilities and services included in the package. This travel voucher will be kept ready on the day of arrival given by the travel agent of the group. A duplicate copy of the same will be brought by the group leader on the day of arrival. The two will be tallied by the front desk agent.

Management offers special discounted rates for group bookings. The discount depends upon size of the group and number of room nights, and meal plans such as American or Modified American. Generally following discounted rates are given:

- i. Ten to fourteen full paying PAX----- 50% on one PAX
- ii. Fifteen to Thirty full Paying PAX----- Complimentary one PAX
- iii. Thirty One to Forty five full paying PAX----- Complimentary two PAX

The rates and discounts are always negotiable.

Amendments: An amendment of groups is a continuous process till the group finally checks in. these amendments are made through Local travel agents. After receiving the amendment request the group coordinator confirms whether the request for amendment can be met with or not. In case it can be accepted, proper entries are made on reservation charts or computer and the group folder and the same is intimated to all concerned including the travel agent.

Cancellation: Cancellation Policy for group depends from hotel to hotel and on the size of the group. Generally the cancellation should be received 30 days in advance. The relationship between the hotel and the travel agent is also important. Also the inconvenience caused to hotel and possible loss of revenue is also considered while considering the cancellation policy. Depending upon the management policy retention charges may or may not be charged.

Original Booking						Amended Booking					
Surname:						Surname:					
Company address:						Company address:					
Title:						Title:					
Arrival:		Flt:		Time:		Arrival:		Flt:		Time:	
Departure:		Flt:		Time:		Departure:		Flt:		Time:	
1	2	3	4	Rates		1	2	3	4	Rates	
Single						Single					
Twin						Twin					
Triple						Triple					
Suites						Suites					
Form of Payment											
Contact											
Remarks											
Account No.				Date:						Taken by:	

Amendment/Cancellation Form**CHECK YOUR PROGRESS-VII**

1. What is the procedure of processing reservation request?

Cancellation Code: When a cancellation is accepted, a cancellation code is developed and given to the guest, which can be used as a reference in future. A Cancellation code is as under:

0981010AS154

- The first three digits 098 represent the day of a particular year. Here, 098 stand for the 98th day of the year, i.e. 8th of April.
- The following two digits 10 stand for the year, i.e. 2010.
- The sixth and the seventh digits 10 together stand for the property code, which is applicable for the chain hotels only. The reason being, in chain hotels booking and cancellation of rooms of one hotel can be done from another hotel of the same chain.
- Next two characters AS are the initials of the reservation assistant who takes the cancellation.
- The last three digits 154 is the serial number of the cancellation which is maintained in the cancellation register, kept in the reservation section.

Cancellation Procedure in Diary System:

1. As soon as a cancellation request is received, a cancellation code is developed and informed to the guest.
2. The cancellation form is then filled up, if in use, and is stapled with the room reservation form.
3. The Cancellation code is written clearly on the cancellation form and kept in the cancellation file together with the room reservation form.
4. The entry in the hotel diary is cancelled by drawing a line across, and is marked as cancelled.
5. ALC is updated and room status Board if required.
6. The cancellation code is noted down in the remarks column of the hotel diary along with the signature of the Reservation assistant.
7. The Cancellation register is then filled in.

Cancellation Procedure in Whitney System

1. As soon as a cancellation request is received, a cancellation code is developed and informed to the guest.
2. The Cancellation form is then filled in and the cancellation code is mentioned on it.
3. The original Whitney Slip is taken out and marked as cancelled.
4. Cancellation form, room reservation form and the original copy of the Whitney slip along with the duplicate copy are stapled together, and kept in the cancellation file.
5. Cancellation register is then filled in.
6. Density control chart is updated and subsequently room status Board if required.

Cancellation Procedure in Computer system

1. In this case the reservation modules which include the types of rooms etc. which have been booked are updated.
2. It is important to note that once the cancellation record is updated the room is now available for future booking.

Canceling a Non- Guaranteed Reservation

1. To Cancel a Non-Guaranteed Reservation, the reservation agent should obtain the name and address of the guest, number of rooms reserved by the guest, schedule date of arrival and departure.
2. This information will make sure that the correct reservation record is found out and cancelled.
3. After recording the cancellation, the reservations agent should assign the cancellation number to the guest.

Canceling a Credit card Guaranteed Reservation

1. To cancel a credit card guaranteed reservation, obtain the total information about the guest reservation related to the guest stay such as date of arrival and departure, name and address of the guest and reservation number.
2. Mark the reservation as cancelled and add the cancellation number to the reservation record. If someone other than the guest makes the cancellation, the reservation's agent should add the caller's name to the cancelled reservation record.

Canceling an Advance Deposit Guaranteed Reservation:

1. Cancelling an advance Deposit Reservation vary according to the policy of the hotel.
2. The Reservations agent should take extreme care while cancelling the advance deposit guaranteed reservation as this cancellation deals with cash deposit.
3. Deposits are normally returned to guests who properly cancel the reservation.

Canceling other Guaranteed Reservation:

1. Generally it is the representative of the company or the travel agency who contacts the hotel to cancel a corporate account or travel agency guaranteed Reservation.
2. It is important to enter the name of the person cancelling the reservation on the reservation record.
3. A reservation cancellation number should be issued in both the cases and should be recorded.

3.6.11 Amendment

The hotel on receiving an amendment request shall first cancel the previous booking and then make a new booking as per guest request and the process will involve updating records in Diary/ Whitney slips and racks/Computers/ density Charts/Conventional booking charts or any other records whichever is being used by the hotel for showing reservations. The complete sets of documents are also updated.

Amendment Procedure in Diary System

- 1) As soon as the amendment request is received, the room availability position is checked by referring Room status board and subsequently Advance letting chart.

- 2) If the amendment request can be accepted, then an amendment form is filled in, if in use, and then kept in the room reservation file after being stapled with RR form, generated at the time of reservation. ALC is updated followed by RSB, if required.
- 3) The previous entry in the diary is cancelled by drawing a line across and marked as 'AMENDED'. The reservation assistant signs on it.
- 4) A fresh entry is made in the diary as per the date of arrival.

Amendment Procedure in Whitney System

- 1) As soon as an amendment request is received, the room availability position is checked by referring RSB and subsequently DCC.
- 2) If the amendment request can be accepted, then an amendment form is filled in.
- 3) DCC is then updated followed by RSB if required.
- 4) A new Whitney slip is made as per the amendment in duplicate.
- 5) Old original Whitney slip and the RR form are then stapled together.
- 6) Original Whitney slip is placed on the Whitney rack after mounting on a carrier, in an alphabetical order.
- 7) The duplicate Whitney slip is stapled with the amendment form and the RR form and then placed in the proper RR form file in an alphabetical order.

3.6.12 Check-In Procedure

The different steps involved from arrival of the guest, to issuance of the room key to the guest is known as check in procedure. In case of manual or semi automated operation system the process starts from the welcoming and greeting the guest at the reception counter, the completion of registration formalities and issuance of the room key is done manually where as in fully automated system the same activity is performed automatically by self check in terminals located in the hotel lobby.

The check in procedure may vary in case of guest having confirmed reservation/ walk in. the reservation activity may take a specialised form in case of VIP's, group, crew, scanty baggage guest and foreigners. The check in procedure of the various guest are discussed as under:

- Guest with confirm reservation:
- Walk in guest
- VIP
- Check-in procedure Groups/Crew (domestic & international)
- Scanty baggage guest
- Foreigner

Check-in procedure guest with confirm reservation: The check in procedure for the guest with confirmed reservation involves following steps:

- Welcome the guest with smile and greet them according to the time of the day.
- Ask them if they have confirmed reservation.
- Check with the today's arrival list

Hotel ABC						Date :27/02/2016
Name	No. of Guest		Type of Room	No. of Room Nights	Arrival time	Remarks
	Adults	Child				
Mr. P Singh	2	2	Duplex	3	10:15 AM	Baby Sitter Required
Mr. K. Alam	1		Single	2	12:15 PM	Garden Facing
Mr. S Sarkar	2		Double	5	09:00 AM	Honeymo on couple
Mr. PK Singh	2	1	1 dbl 1 sgl	2	11:25 AM	Interconnecting room

Arrival List

- Pre filled registration card is given to guest to verify the registration record.
- Check the registration card completed by the guest for completeness of the registration card including even billing instructions.
- Allot the room and authorize the bell desk personnel to install the guest luggage into the room. The bell captain will fill the information in the arrival errand card and Lobby control sheet.

Hotel ABC				
Arrival Errand Card				
Bell Boy Name:			Call Time:	
Name of Guest:			Room No.:	
Articles				
Suitcase	Hand Bag	Package	Briefcase	Overcoat
Others				
Signature (Bell Captain)			Signature (Receptionist)	

Arrival Errand Card

LOBBY CONTROL SHEET

Hotel ABC						
Bell Captain _____				Sheet No. _____		
Shift _____				Date _____		
Room No.	Bell Boy Name	Arr. Time	Dep. Time	Service Call Time		Remarks
				From	To	

Bell Boy's Sign.: 1. _____ 2. _____ 3. _____ 4. _____

Bell Captain Sign. _____

Sample Lobby Control Sheet

- Issue the room keys to the guest, and ask the bell boy to escort the guest and install guest luggage into room.
- Wish the guest an enjoyable stay at your property.

Check-in procedure Walk- in guest: The check in procedure for the walk- in guest involves following steps:

- Welcome the guest with smile and greet them according to the time of the day.
- Ask them if they have confirmed reservation.
- If the guest is not having reservation, then check room availability status for the requested duration of stay by the guest.
- If rooms are available for the requested duration, then you can proceed for the check in activity of the walk- in guest. (It is essential to ascertain the creditability of a walk- in guest.)
- Assist the guest to fill the registration card and sign.
- Check the registration card completed by the guest for completeness of the registration card.
- In case of an unknown guest, ask for the advance or take the imprint of credit card.

- Allot the room and authorize the bell desk personnel to install the guest luggage into the room. The bell captain will fill the information in the arrival errand card and Lobby control sheet.
- Issue the room keys to the guest, and ask the bell boy to escort the guest and install guest luggage into room.
- Wish the guest an enjoyable stay at your property.

Check-in procedure for VIP: The VIP guest gets a special treatment and attention from the hotel employee due to their status. The guest can be treated as VIP if they are heads of states, ministers, senior media personnel, sports personnel, film and rock stars, travel writers, top executives of corporate houses, CEOs of large business houses, senior defense personnel, famous public figures etc. The VIPs check- in process may start with their arrival at the airport. The role of hotel in welcoming the political VIPs at airport is minimal due to security reasons. In case of corporate heads of business houses, the hotel person may receive them at the airport and escort the guest to the hotel room. The registration process may be carried out during the transfer from airport to hotel or in the hotel room. The check in procedure of VIP guest involves following steps:

- Limousine facility may be offered to pick up the guest from airport.
- At the arrival of the guest at the hotel they may be welcomed by putting a tilak, garlanding followed by Aarti. The General Manager/ Front office manager are also present to welcome the VIP as per their status.
- The registration formality is carried out by the authorized representative of VIP in advance.
- The VIP is escorted to their room by the General Manager/ Front office manager.
- The arrival notification and any special instruction of VIPs are sent to all concerned department.

Check-in Procedure Groups/Crew (domestic & international): The check in procedure for group/crew requires specialised pre registration activity as group contains large number of people to be registered at the same time. The front desk assistant should be in constant touch with the group leader/ airport representative. Following pre registration activity is required in check in procedure of group/ crew:

- A group list containing details of each guest in the group is required. The list should contain the details like name, address, purpose of visit, duration of stay, meal preference (vegetarian/ non vegetarian), passport details (for foreigners) and any special instruction regarding the location of room.
- Number of required rooms for the group is preferably allocated at the same floor.
- Rooming list is prepared which contains the name and room number allotted to each member of group/crew.

Hotel ABC						
Rooming List			Sr. No.....			
Date:.....						
Source of Booking:.....						
Name of Group Leader/ Air Port Representative:.....						
Sr	Name of Guest	Address	Room No	Nationality	Pass port No.	Remark
01	Mr. Sanjay Bahadur	111, Indira Vihar,	701	Indian		
02	Mr. M. Ahmed	1/15, Preet Vihar	702	Indian		
03	Mr. Vilas Sarkar	1/111, Ramnagar	702	Indian		
04	Mr. S A Singh	7/56, Star Colony	703	Indian		
05	Ms. Pooja	5/45, Raj Vila	704	Indian		
06	Ms Kavita	02, Housing Plan	704	Indian		
07	Mr. N Pandey	5, Gold Plaza	705	Indian		
08	Mr. J B Pandey	15, Silver Cross	706	Indian		
09	Mr. KP Pandey	14, Dimand land	706	Indian		
10	Ms. Maya	01, Mudkatti, Basti.	707	Indian		
11	Mr. RP Tewari	01, Mudkatti, Basti.	707	Indian		
12	Mr. R Tewari	02, Mudkatti, Basti.	708	Indian		
13	Mr. S Tewari	03, Mudkatti, Basti.	708	Indian		
14	Mr. B Dewdi	17, Plantland, Basti	709	Indian		
15	Mr. P Dubey	17, Plantland, Basti	709	Indian		
16	Mr. D Dubey	22, Mediland, Lko	710	Indian		
17	Mr. V Dubey	20, Mediland, Lko	710	Indian		
18	Mr. S Mishra	11, Gandhinagar	711	Indian		
Front office Assistant						

Rooming List

- Keys are arranged according to room number and placed in an envelope to be handed over to the group leader.
- Registration cards are pre filled from the information received from the group leader/ airport representative and arranged alphabetically.
- Appropriate numbers of bell boys are retained for installing the guest luggage in their room.
- Food and beverage service department is coordinated for arrangement of welcome drink.

Check- in Procedure: The following steps are involved in the check in of group and crew at the hotel.

- When the vehicle arrives at the portico the guest luggage is handled by the Bell boys. They put the guest luggage tag on each luggage of individual guest as per the rooming list and luggage is transferred to the respective room using luggage trolley.
- The group leader is escorted to the reception desk where he completes the formalities of registration. The room keys and the registration form of all the members handed

over to him for getting the signatures of every group member and dispersal of room keys.

- Meanwhile the group members are offered welcome drink in a pre scheduled area.
- The group leader handovers the signed registration card at the front desk, and guests may proceed to their respective rooms after having their welcome drinks.
- Meal schedule, wake call and pick up time may also be enquired from the group leader.

Check-In Procedure Scanty Baggage Guest: A guest who arrives at front desk requesting for accommodation carrying very little or no baggage is known as a scanty baggage guest. The Bell boy carrying the guest luggage should report at front desk regarding the same. Following steps are involved in check in procedure of scanty baggage guests:

- The Bell boy informs the front desk regarding the scanty baggage.
- For registering a scanty baggage guest the front desk assistant takes the authorization from Duty manager.
- The registration formalities are completed as per the walk in.
- A full advance for the duration of stay may be asked from the guest.
- Scanty baggage Stamp should be imprinted on the guest registration card.
- APC (all payment cash) slip is prepared and sent to all point of sales.
- Room keys are allotted.

Check-in procedure Foreigner: The check in procedure for foreigners is same as of a domestic guest with an exception that we have to fill form 'C' for registering a foreigner guest. Form 'C' is filled in duplicate, the top copy is sent to foreigner regional registration office (FRRO) or to the local intelligence unit (LIU) with in 24 hours of arrival of a foreign national. In case of Pakistan and Bangladesh, the same information should also be sent to local police station. The format of form 'C' is shown in figure number 5.6

Form C: According to 'The Registration of Foreigners' Rules 1992'; rule 14 makes it obligatory on the part of innkeeper to send information about foreigners registered at their hotel. Any person who is not an Indian national (person having the passport of country other than India except Nepal and Bhutan) is known as foreigner. The hotel is liable to send information contained in form C to the nearest FRRO or LIU within twenty four hours of arrival of a foreign national, in case of Pakistani, Bangladeshi and Chinese nationals this information should reach with in 5 hours to FRRO or LIU and local police station. The C form is prepared in duplicate and it should be serial numbered, the top copy is sent to competent authority and the second copy is kept for permanent record for the duration as specified in law related to the same.

<p>Hotel ABC Form C (Rule 14) Hotel Arrival Report (To be completed in duplicate)</p>
<p>Sr. No:</p> <p>Date:.....</p> <p>Name of the Hotel: _____</p>
<p>Name of the Foreign Visitor: _____ (In full in block capitals, Surname first) Nationality: _____ Passport No.: _____ Date of Issue: _____ Place of Issue: _____ Address in India: _____ _____</p> <p>Date of Arrival in India: _____ Arrived From: _____ Whether employed in India : Yes/No Proposed Duration of Stay in India: _____ Proposed Duration of Stay at Hotel: _____ Proceeding to: _____ Registration Certificate No. _____ Date of Issue: _____ Place of Issue: _____</p>
<p>Manager's Signature</p>

Format of form C

Self Check-In Terminals: Self check in terminal is an outcome of advancement of technology and “do it yourself” competent guest. A self check in terminal is like an interactive ATM machine. These terminals may be located at the airport and at convenient place in the lobby. The use of such machines reduces the manpower requirement. The guest by using their credit card can check in with out any assistance. The room is assigned and keys are also dispensed by the machine. Such self check- in terminals is more common in smart hotels. The efficiency of front desk is increased when such terminals are used. Apart from dispensing the room keys the arrival notification to other department is sent instantaneously. Use of self check- in terminal lacks the personalized human touch from the hotel.

3.6.13 Luggage Handling

Luggage handling is one of the most important duties of the Bell Desk. It is done at various occasions like when the guest checks in, when there is a room change and at the time of departure.

During the arrival of the guest when the luggage of the guest is moved from the car or the taxi to the allotted room, then this activity is termed as “Up Bell Activity”

During the departure when the luggage is moved from the room to the car/taxi, then this activity is termed as “Down Bell Activity”.

Procedure for handling luggage during FIT check – in

- Bell boy to wish guest in The Hotel way
- Bell boy to count the number of baggage in the presence of the guest
- Bell boy to escort the guest to the reception
- Tagging of guest baggage
- Bell boy to proceed to the guest
- Bell boy to knock the guest room door, if open and announce himself
- Bellboy to ring the room door bell if the guest room door is closed on baggage delivery
- If no response from the guest - Bell boy has to again ring the bell after 20seconds and announce himself” Bell service”
- On getting response from the guest – wish the guest
- Bell boy to offer assistance to hang guest suit or jacket on the suit carrier
- Bellboy must inquire about placing the guest baggage on the luggage rack
- Bell boy to offer the assistance to remove airline tag from the baggage
- Bell desk control sheet

Procedure for handling luggage during FIT check – out: During checkout a luggage outpasses form has to be obtained from the cashier stating that the guest has settled his account and returned the room key. Once this is received a departure errand card is made and filled out by the bell boy and will go to the guest room to bring down the luggage. The bell captain will also make an entry regarding this in the bell captain’s control sheet.

On reaching the guest room the bell boy will announce himself, knock on the door enter the room on gaining permission. The bellboy will also ensure the following:

- Collect room keys from the guest
- Check the room for any possible damage to the property.
- Draws the curtains, locks the balcony.
- Checks bathroom and fittings.
- The guest is escorted by him to the front desk
- He puts a “room to be cleaned tag” card on the door after switching of the lights and air conditioner.

The departure room is then inspected by a housekeeping supervisor/ Room attendant to ensure that nothing is left behind by the guest. The housekeeping/ In room dining department will also check the minibar for anything consumed by the guest to be charged to the bill.

At the lobby the bell boy will:

- Keep the guest’s luggage at the bell desk
- Put hotel stickers and mark the luggage with “D” indicating departure luggage.
- Collect the luggage out clearance slip from the reception and loads the luggage in the car/taxi.
- Return the errand card to the bell captain which will then be entered onto the bell captain’s control sheet.

HOTEL NAME

NAME

ROOM NUMBER

Baggage Tag

ERRAND CARD				
GUEST ARRIVAL ERRAND CARD				
Bell Boy No. _____		Date _____		
Room No. _____		Name _____		
Suit Case	Brief Case	Hand Bags	Packets	Others

Errand Card

Points to be kept in mind for a group Check-in:

1. Concierge has to ensure proper staffing of bell desk for efficient handling of group baggage
2. Bell boy must make sure that they have enough tags for tagging the group baggage

3. Bell boy will immediately take out the baggage from the coach and will keep it in one corner of the lobby, separated from the baggage of the other check Ins if any, taking place at the same time
4. Bell boy will tag the baggage of the entire group
5. Bell boy to make a quick count of the baggage and inform the same to the group leader / tour leader
6. After the group registration is done, bell boy will then request the group leader to identify the baggage for quick delivery
7. Bell boy will write the guest room number on the tags as per the identification
8. On delivery of baggage to each room, bell boy must request the guest to confirm the baggage
9. In case of guest carrying multiple baggages, the Bell Boy should offer extra luggage rack; and the same to be co-ordinated through Housekeeping Desk.

Points to be kept in mind for a group Check-out:

- Ensure that bell desk has enough staffing to handle group baggage efficiently and quickly
- Bell desk has group baggage down time mentioned in the group information sheet
- At said time bell boy will go to the room for baggage
- The entire baggage of group will be arranged in the lobby in one corner and will be tagged
- Bell boy will count the number of baggage in front of the group leader and request him to confirm the same
- After confirming the number of baggage with the group leader/ tour leader, bell boys will load the baggage in the coach
- On departure bell boy must confirm with cashier if the guest bill is settled
- Bell desk control sheet is prepared giving following details
 - Guest Name
 - Room number
 - Pieces of baggage
 - Description of baggage. Example: Suitcase, Trolley bag, hand bag etc.
 - Time of departure
 - Name of the bell boy
 - Room number of group members and total count of baggage in case of group departure

Apart from this the hotel also offers the facility for the guests to store their luggage in the hotel for a few days without any charge. We will discuss this in the following section:

Temporary Storage of luggage: Bell boy is sent to the guest room to collect the baggage of the guest. A left luggage register is maintained and details are entered every time luggage is left behind. A baggage tag which is divided into two parts is filled with the details of the baggage. One part is attached to the luggage and the other part is given to the guest so that when he/she comes to collect the baggage, it can be given to the guest without any inconvenience. The luggage of the guest is kept safely in the luggage store room which is handled by the Bell Desk. In case the guest loses his tag then he is required

to give particulars about his luggage and only if he is able to that then the luggage is returned to the guest. The same needs to be notified to the Duty Manager as well.

Date	Room No.	Name of Guest	Bell Boy No.	Luggage Tag No.	Description of Luggage	Date of Delivery	Remarks

Left Luggage Register

HOTEL XYZ LTD.			
DATE _____		ROOM NO. _____	
BAGGAGE CHECK NO. 354 NOT RESPONSIBLE FOR GOODS LEFT OVER 30 DAYS			
.....			
Suitcase	Briefcase	Suit Box	Golf Bags
Umbrella	Overcoat	Package	Others
DATE _____		ROOM NO. _____	

Left Luggage Tag

Left luggage facility is used by those guests who have checked out from the hotel and who are on a tour to various cities and find it inconvenient to carry their luggage everywhere they go. Once they return from their tour they collect the luggage from the hotel. Let us take an example: Mr and Mrs. Thomas from Italy are on a trip to cities like Delhi, Kerala and Goa. After they are finished with sightseeing in Delhi they have to go to Kerala. Therefore, they would prefer to leave their luggage in Delhi and go to Kerala and Goa for sightseeing. Once they are back they will collect the baggage from Delhi hotel and leave.

PROCEDURE FOR RECEIVING AND DELIVERY OF LEFT LUGGAGE

Receiving

1. Verify if the guest has settled his bills at the time of check out
2. String the luggage tag on each piece of bag.
3. Fill the left luggage register with appropriate details

4. Give the counterfoil of each luggage tag to the guest
5. Keep the luggage in the left luggage room safely.

Delivery

1. Request the guest to handover the counterfoil of the luggage
2. Tally it with the tag attached on the each luggage
3. Enter the date of delivery on the Left Luggage Register
4. Retain the counterfoil and the tags of the luggage

Left Luggage Register consists of the following details:

- a) Name and room number of the guest
- b) Number and type of article deposited
- c) Date of depositing
- d) Baggage deposit tag number
- e) Expected date of collection
- f) Signature of the guest
- g) Name and signature of the bell boy depositing the baggage
- h) Date of issuing the baggage

Luggage Inventory

It is procedure wherein a track is done for the entire luggage that is stored with the Bell Desk. It is done on periodic basis. Bell captain keeps a track of the entire luggage stored in the Left Luggage room, with the help of bell boys, to ensure the following:

- a) Luggage tag number is the same as written in the register
- b) All the details are written clearly and legibly.
- c) All the bags have individual luggage tag with details mentioned on each tag.

S.No.	Luggage Tag No.	Guest Name	Room No.	Date of deposit	Description of luggage	Collection Date	Remarks

Luggage Inventory Sheet

Scanty Baggage Guest: "Scanty Baggage" refers to a guest with hand baggage or no baggage at all. Such guests pose a hazard as they can check-out of the hotel without clearing their hotel bills. Along with other departments bell desk plays a crucial role in ensuring to keep a watch on such guests.

Points to be kept in mind for scanty baggage guest:

- Have a vigilant eye for all those guests, who are carrying little or no luggage with them, at the time of check-in
- Check on the type of reservation and the mode of payment of the guest
- Mention the details in the scanty baggage register, which comprises of the guest name, room no., date of check-in and check-out

- Bell desk to ensure that correct information is passed to the concierge/ duty manager, in lieu of the guest reservation
- Concierge also has to ensure that the scanty baggage details are given to the cashier/ reception, who will do the further needful of blocking a one night room charge and taxes, and extras, on the guest credit card or cash advance for the same

Date	Guest Name	Room Number	Time	Luggage Description	Remarks	Sign – Lobby Manager	Sign – Bell Boy	Name – Bell Boy

Scanty Baggage Register

Mishandled Luggage: There are instances when the guests baggage gets misplaced at the airport. In such cases the Bell desk along with the concierge plays an important role in helping the guest to retrieve the baggage.

Procedure

- Concierge to assist the guests staying in the hotel, in recovering their mishandled/ lost luggage from the airport.
- Name and room number of the guest to be recorded in the log book, and a copy of passport, visa, and PIR (property irregularity report) to be taken by the concierge.
- The description of the baggage’s are also taken, to avoid any sort of confusion
- A copy of authorization, to receive the baggage, is also taken from the guest
- The documents are then handed over to the airport services, who then follows up for the baggage’s, with the concerned airline
- A proper follow-up on the missed baggage is exercised by the concierge keeping guest informed on the status of the follow up
- On receiving the guest baggage a message is placed in the guest room.

CHECK YOUR PROGRESS-VIII

Q1. Write a note on Cancellation and Amendment of Reservation.

3.8 KEY TERMS

Motel: A hotel for people who are traveling by car, with space for parking cars near the rooms.

Meal plan: The room tariff includes room rent and meals.

Room Rate: The rate charged daily for hotel room.

AL (All Inclusive): Taxes are included in the rate.

Casino: A hotel that provide gambling facilities.

Back-Office: It is that branch of the hotel which is responsible for coordinating all support services. All managerial activities and maintaining the ongoing status of business and their activities are called back office functions. Departments that usually don't come in direct contact with the guest. Also called Back-of-the-house.

Brochures: Printed stationery, containing brief description of the services and facilities in the form of coloured photographs and nicely phrased text that the hotel is offering to its prospective guests. An advertisement material in the form of folders, booklets, pamphlets etc.

Bucket: It is specially designed collapsible rack which is normally kept on the cashier's counter top for holding guest folio. It is also called as 'cashier's well' and 'folio tray' and the 'tub'.

E.D.P: Electronic Data Processing

Key and Mail rack: A pigeon hole type rack in old hotels for keeping keys of guest room and the mail of the in-house guest when he is not in the room.

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3.10 TERMINAL QUESTIONS

1. What do you mean by, 'first impression'? How it helps in improving the hotel's sale?
2. What do you mean by, 'Handling of a Guest' by Front Office. In how many parts the job of guest handling can be divided?
3. Explain the Guest Cycle with special emphasis on guest accounting in each stage of the guest cycle.

4. What do you mean by Group Reservation? Explain its Importance for a hotel and the procedure to be followed while processing group reservation.
5. Draw a neat format of the amendment and cancellation form.
6. Explain the form F and Form C.
7. Explain the Check-in procedure of Guest with confirm reservation
8. Explain the Check-in procedure of Walk in guest
9. Explain the Check-in procedure of VIPs
10. Explain the Check-in procedure of Group-domestic & international
11. Explain the Check-in procedure of Scanty baggage guest
12. Explain the Check-in procedure of Foreigner
13. What is self check-in terminal? What are advantages and disadvantages of having the same?
14. Explain the factors to be kept in mind while selecting the various equipments and machines in a hotel.
15. List and explain the different types of racks found in hotels.
16. List the major and minor equipments/furniture/racks used in Front office.

Fill in the blanks

1. The first person in contact with a guest in the lobby is the _____.
2. One of the critical competencies required by all hotel personnel is _____.
3. The last hotel staff member in contact with a guest is the _____.
4. The external agencies that complete the guest cycle include _____, _____ etc.
5. The guest Registration is done in _____ phase of the guest cycle.
6. The cancellation request for a Group should be received _____ in advance.
7. _____ arrive in series and follow the same itinerary one after another for a specified period of time, say one year.
8. After recording the cancellation, the reservations agent should assign the _____ to the guest.
9. Along with the rooming list the travel agent will also send _____.
10. A three days notice required for FIT guests is known as _____.
11. The room rack is large front office equipment located just behind the _____.
12. All the automated hotels around the world are excessively using _____ for the day to day operations.
13. The full form of FAX machines is _____ machine.
14. _____ device records the check-in check-out time of the guests
15. The most famous and common wake- up device is known as the _____.
- 16.

True False

1. The guest experience starts before s/he arrives at the hotel.[T/F]
2. External agencies play a part in influencing guest to stay at a hotel. [T/F]
3. Hotels can influence sty decisions at the airport. [T/F]
4. The first person in contact with a guest upon arrival at the hotel is the bell boy. [T/F]
5. The city transport has an influence on the ultimate guest experience. [T/F]

6. The discount depends upon size of the group and number of room nights, and meal plans. [T/F]
7. The previous entry in the diary is cancelled by drawing a line across. [T/F]
8. Group Information sheet shows materialization of booked groups from various travel agents and other sources. [T/F]
9. Generally group market comprises of the FIT's. [T/F]
10. The first three digits in a cancellation code represent the day of a particular year. [T/F]
11. NCR and credit card imprinter is an automated device. [T/F]
12. Key rack is maintained by the front desk in hotels where Electronic keys are used. [T/F]
13. The room rack slip contained in the metallic pockets shows the type of room, the occupancy status of the guestroom and the name of the guest registered in the guestroom. [T/F]
14. The cash register is generally used by the front desk to record the various sales of sundries at the front desk. [T/F]
15. The size of the hotel and the level of automation play an important role in the choice of equipments for a hotel. [T/F]

UNIT: 4

THE GUEST ROOM SERVICING

Structure

- 4.1 Introduction
- 4.2 Objectives
- 4.3 Cleaning Process
- 4.4 Cleaning of Guest Room
- 4.5 Suggested Cleaning Methods
- 4.6 Daily Cleaning of a Guest Room
- 4.7 Weekly Cleaning of Guest Room
- 4.8 Spring Cleaning/Annual Cleaning
- 4.9 Special Cleaning
- 4.10 Deep Cleaning
- 4.11 Evening service
- 4.12 Second service
- 4.13 Guest supplies and amenities
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4.1 INTRODUCTION

We know that cleaning a guest room is not like cleaning our own home. It is an important business activity which enables any type of hotel whether star category or an inn to attract guest and make a profit. As a business activity, it requires proper training, ongoing review and quality control. The Executive Housekeeper manages this cleaning operation. He or she is responsible for seeing to it that all guest rooms are cleaned as per the hotels standard, that they are ready when the front desk is ready to sell them, and that the needs of the guest who pay for the rooms are met. Cleaning procedures chosen must be practical and flexible, and the staff must be involved in working constantly to improve them. It is only through co-operation and innovation that the staff can meet the constant challenge of producing clean, attractive guest rooms. In this unit we will emphasize upon the cleaning of the guest room. The cleanliness of the guest room is of utmost importance as that attracts the guests to stay longer and keep returning to the hotel as the guest finds it hygienic and clean. As there are different kinds of surfaces to be cleaned in the guest room and all can't be done in one day. We will learn about the daily cleaning, weekly cleaning, seasonal cleaning, special cleaning and the deep cleaning which will ensure the upkeep of the guest room and the hotel. After reading this unit you will be able to know

that most hotels have set routines for guestroom cleaning based on their own objectives and experiences. There may be many organizations that have had years of experience to build up their own procedures. With experience these organizations have developed and honed their procedures into a unique system of their own. Other organizations may take a totally different approach by allowing the executive House Keeper to start from scratch and develop their own cleaning procedures based on their own individual experience

This unit will also let you know the basic steps to be taken after the cleaning process and various services to be given to the guests and the proper timings for it. Now the most common feature of night service is turn down which refers to making the bed ready for sleeping. It involves removing the bedspread, folding it and storing it at an appropriate place, then pulling back the blanket and sheet to form a triangle. Generally it is a practice to turn down the side of the bed facing the night stand. If the room has two beds and two occupants, both beds should be turned down. Sometimes standard amenities for turn down service eg chocolates, mint, cookies are left on the pillow. Many requests are made by guest returning to their room after a long day, so the GRA may leave a card with instructions for the guest to call the house keeping control desk for any special request. Room attendants assigned only to turn down service may be assigned upto 120 rooms per shift. In luxury hotels where the service is more demanding a more realistic quota would be about 50-60 rooms. Usually two attendants work together in each room for full night service. Full night service would include the following;

- Airing of guest room.
- Emptying of ashtrays and wastepaper baskets.
- Removing of any glasses, crockery etc. from guest room.
- Checking of bathroom for cleanliness, replacing of used towels and bathroom supplies.
- Closing/drawing the curtains.
- Turning down the bed.
- Turning on the night stand lamp.
- Placing an extra blanket at the foot of the bed during cold weather.
- Ensuring that bathroom linen and toiletries are enough if room occupied by two guest.

The turn down service is provided by the GRA in the evening when the guest is usually not in his room. Usually a notice in the form of card is placed in each guest room requesting them to remove their belongings from the bed if they want turn down service. During this service the GRA replenishes the guest supplies, tidies the room and bathroom and turns down the bed. After going through this unit you will have a clear understanding of the process to be followed and the proactive steps to be taken so that all the services are done in time without disturbing the guest. The guest will appreciate and use the amenities and the services and his comfort in the hotel or the place will ensure his returning back again with more people.

4.2 OBJECTIVES

After reading this unit you will :

- Have knowledge about importance of cleaning guest room.
- Have knowledge about daily cleaning process of guest room.
- Have knowledge about the different cleaning methods employed in cleaning.

- Have knowledge about periodic cleaning, annual cleaning, special cleaning, deep cleaning.
- Have information about evening service, turn down service.
- Have knowledge as to how the work is carried out in evening service.
- Have information about work carried out in second service.
- Have complete knowledge about guest supplies/amenities supplied to guest in a luxury hotel.
- Have complete knowledge about guest essentials, guest expendables, guest supplies, guest loan items.
- Have knowledge of how and as to when guest supplies, amenities, essentials are to be ordered for.

4.3 CLEANING PROCESS

Cleaning needs to be planned not only by the Executive House Keeper but also by the GRA who are actually responsible for cleaning of the guest rooms. The GRA need to plan the order of guestroom cleaning with the help of room assignment sheet issued to them at the beginning of the shift. These room assignment sheets indicate the rooms which the GRA has to service. This sheet helps the GRA to prioritize the service of rooms. Whenever possible GRA should be assigned blocks of rooms on a single floor to minimize time spent on walking from one room to another.

Unless special instructions have been given, room assignments should be done in the following order.

1. Occupied rooms requesting 'first' service.
2. VIP rooms
3. Check out rooms
4. Occupied rooms
5. Rooms that are 'due to depart' but still occupied.
6. Check out rooms blocked for arrival

4.4 CLEANING OF GUEST ROOM

Systems and technique for cleaning of guest room may differ from organization to organization but the goal of the house keeping remains the same – to provide clean guest rooms with no traces of the previous occupant, as quickly as possible. The GRA should follow proper procedures and cleaning practices.

Servicing guest room begins with the right approach to entering them. Every effort should be made so as to not disturb the guest even if there is no 'Do not Disturb' sign outside the door. Entering a occupied room may not only be embarrassing but also a safety hazarded. Before entering a guestroom, the GRA should check the room status report.

1. The GRA should knock softly with the knuckles and not with a key.
2. He should announce 'house keeping'.
3. If there is no response after approx 5 seconds he should knock at the door again and announce 'Housekeeping' and insert his key into the door lock.
4. If there is no answer after 5 seconds the GRA should open the door, announcing 'Housekeeping, may I come in'.

If a guest is in the room offer apology for disturbing him and enquire as to when the guest would like to be serviced.

If the guest asks for late service, it is noted in the room assignment sheet and GRA moves to next assigned room. In case the guest requests for immediate service, the GRA informs the room status at the control desk before proceeding with room cleaning.

5. If the room is bolted and there is no reply from the guest, the same is recorded in the room assignment sheet.
6. If the room is vacant and door not bolted, the GRA should enter the guest room and begin with room cleaning.

Before proceeding with work in any guest room the GRA should pull the housekeeping trolley across the doorway, positioning the linen side towards the room and as close to the wall as possible. The trolley should be placed in such a way that no one can enter the room without being discovered. The vacuum cleaner used for cleaning should be taken inside the guest room and not left in the corridor.

The most efficient way to clean a room will depend on both the type of room and type of cleaners being used. Based on constant valuation, best practices should be developed and reviewed to find further ways to improve cleaning procedures.

The focus of guest room cleaning is on efficiency and quality. To reduce labour time in each room, the GRA should clean clockwise or anti clockwise to avoid criss crossing the room and wasting time and energy.

4.5 SUGGESTED CLEANING METHODS

Before actually entering the guestroom, the GRA should review a list of cleaning methods. All dusting should be done with a damp cloth impregnated with oil or special chemical.

Suggested methods of cleaning specific items:

Mirror: Rinse with hot water and wipe with a microfibre cloth.

Lamp Shades: Brush lightly with a microfibre cloth.

Shower Stalls: Clean with an all purpose cleaner and dry with a microfibre cloth.

Bath Floor: Sweep with a broom and damp mop with a sanitizer and an all purpose cleaner.

Shower Doors: Scrub with all purpose sanitizer, rinse and dry with a microfibre cloth.

Sinks: Wash with all purpose sanitizer cleaner, rinse and dry with a microfibre cloth.

Tubs: Scrub with an all purpose cleaner, rinse and dry with a microfibre cloth.

Chrome: Use all purpose cleaner, rinse and dry with a microfibre cloth, toilet bowl, wash the toilet inside and out, wash inside with a Johnny mop and outside with red microfibre cloth. Use a disinfectant cleaner on the toilet.

On entering the Guestroom the GRA should check around the room for items missing, damaged or broken. In such event the matter should be notified to Front Office, Control Desk or security immediately.

The GRA should inspect the following items in every room whether the room is a check out or stay over.

1. All lights in the room or bathroom.
2. All curtains, cords or pulleys.
3. Shower doors or shower curtains for serviceability
4. Shower, toilet or sink for leakage or other mal-functions.
5. TV for proper sound and picture quality.

In case of any room service or bar items in the room, they should be removed to their designated location and concerned department informed. These items should be removed as early as possible as they are unsightly and may smell. If these items are not removed in a reasonable period of time the House Keeping control desk should be informed so that the issue may be forwarded with the concerned department.

CHECK YOUR PROGRESS-I

1. Write a note on ‘Cleaning Process’.

2. Describe the procedure of daily room cleaning.

- Vacuum all upholstered furniture and carpet
- Vacuum and mop the floor.
- Wipe clean all switches and fan regulator.
- Check to see that all electric fittings are in working order.
- Remake the bed with fresh linen.
- Close the windows and draw the curtains
- Give a final look around to make sure that everything is all right and neatly arranged.

BED MAKING

Material Required: following is required for bed making:

- Bed
- Mattress
- Bed Sheets
- Blanket
- Mattress Protector
- Pillow
- Pillow Case

Method :

- Strip the linen (blanket, bed-spread etc) from the bed. Fold and place the linen in a chair. Remove all bed sheets, pillow case. Put the soiled linen into the soiled linen bag in the house keeping trolley.
- Dust the bed thoroughly.
- Turn the mattress occasionally.
- Straighten the mattress protector with a smooth hand.
- Put on the bottom or first sheet right side up with under hem on the top hand side.
- Tuck in at the headboard and foot board.
- Mitre at all four corners.

To Mitre a Corner:

- Turn in along the head of the mattress.
- Left flap of the sheet from a point along the side about 30 cms from the corner and tick in the remaining portion, drop flap and tuck in the flap.
- Put on the top sheet, wrong side up to reach just beyond the head of the mattress.
- Now place the blanket on the bed 4 inches below the top sheet allowing enough to tuck in firmly at the bottom.
- Place the crinkle (third sheet) over the blanket so that its upper hem is in line with that of the top sheet.
- Fold back the top sheet and the crinkle sheet at the headboard over the top edge of the blanket and then fold again about 8 inches of the top sheet, crinkle sheet and blanket to get a folded panel of about 4 inch width.
- Tuck in at the sides smoothly tuck in the folded panel formed by turning the top sheet and crinkle sheet over the blanket, at the sides.
- Put a fresh pillow cover on the pillow and place at the top of the bed taking care that the pillow should never be allowed to touch the floor for reasons of hygiene.
- The open end of the pillow should face away from the door or face of the wall.

- Put on the bed spread.
- The bed spread may be of fitted or woven type, the latter reaches almost to the ground and in order that corners don't hang too low, the foot of the bed spread can be held in place under the pillow and then carried over to the back of the bed.

Bed is most often the focal point of the guestroom. A neatly made up bed adds to the appeal of a guestroom for the guest. The aim of a GRA should be to make a neat bed efficiently, saving both time and energy. An experience GRA is able to make a single bed in approx 3 minutes and a double bed in maximum 7 minutes.

Bed making involves making bed with fresh linen or linen already on the bed resheeting involves stripping the bed of all soiled linen and making the bed with fresh linen.

Nowadays hotels adopt different methods of bed making. The most commonly used methods are as follows:

Traditional Method with all sides tucked in: In this method, the bed is made up with all the sheets and blankets tucked on both sides.

Traditional method with an open side: In this method, the sheets and blankets are tucked only on one side. The sheets and blankets on the open side are mitred only at the foot of the bed and are then folded back at the side, leaving it open.

Modern Method, Using a Duvet: In this method a duvet with a washable duvet cover is used instead of bed spread. A top sheet should be used so that the duvet does not come into direct contact with the skin and gets soiled or irritate the guest skin.

Cleaning the Bathroom:

- Open the door and windows to freshen the air.
- Turn on the lights and flush the toilet to ensure flushing of any chemicals that may have been emptied by the guest, it also ensures cleaning of any remaining human effluent.
- Apply toilet cleaner on the toilet bowl and allow it to sit for some time meanwhile proceed with either cleaning activities in the bathroom.
- Damp dust the door and fixtures, toilet roll holder and other fixtures.
- Clean the bath tub, surrounding tiles, shower area and Vanity unit using a wet sponge and neutral detergent.
- Clean the mirror and its side frames with a damp micro fiber cloth.
- Wipe all chrome fittings underneath the sink and behind the toilet.
- Clean the shower curtains with a damp sponge. Let the curtain hang loosely on the top side of the bath tub with the bottom of the curtain inside the tub replenish toiletries and other bathroom supplies including fresh towels.
- Clean the outside and surrounding area of the toilet bowl.
- With the help of a Johnny mop clean the inside of the toilet bowl thoroughly.
- Apply a disinfectant solution on the toilet seat and inside of the lid and close the lid of the toilet bowl.
- Place a disinfected strip with the sign 'sanitized for your use around the bowl'.
- Check all electrical appliances to see that they are in working order.

- Mop the floor adding a little disinfectant to the mop water.
- Check the bathroom, close the windows and lightly spray with on air freshener.

Cleaning of a Departure Room:

Departure room is one from which the guest has left after settling his/her account. This check out room is cleaned more intensively than occupied rooms. All bed linen is changed including the bedspread. The cleaning is more detailed in check out rooms. In a departure room besides the standard cleaning steps taken for a occupied room the additional work may include the following

1. Check the room to ascertain if any guest belonging has been left behind in the room. If such belonging is found intimate the front office so that if the guest is still in the hotel his belongings may be returned to him. If the guest has departed from the hotel follow. Lost and found procedure as per hotel policy.
2. Remove all cobwebs and dust from the ceiling.
3. Wipe out and or dust closets and drawers.
4. Clean door sills.
5. Dust picture frames. Remove any marks or stains.
6. Suction clean all upholstery, carpet.
7. Check if any maintenance work is needed.
8. Replace all furnishings to their original position.
9. Set the thermostat back to the level established by hotels policy. Give a final look around to ensure all is in order

Cleaning of a Vacant Room: A vacant room is one in which no guest has slept the previous night and which is not yet occupied by any guest. This room would have been already cleaned by the house keeping staff after the departure of the previous guest. This room needs little cleaning and only a light dusting and checking of electrical fittings will suffice. In the bathroom the WC should be flushed. However if the same room has been un-occupied for a long time it may require through cleaning just like in case of a departure room.

4.7 WEEKLY CLEANING OF GUEST ROOM

These are cleaning activities carried out on a weekly basis in a guest room over and above the routine activities carried out by the GRA in daily cleaning of the guest room. These activities may include polishing of metal surfaces including all decorative items placed in the room, dusting of door window ledges and other places difficult to clean.

Material Required: Well stocked house keeping trolley, Metal polish, duster, tooth brush, cotton wool, news paper.

- Collect all materials required for cleaning process
- Check the room assignment sheet to ensure that the room is vacant for weekly cleaning.
- Switch off all fans, air conditioner.
- Open all windows to air the room.
- Remove all dirty crockery and linen.
- Strip the bed.

- Empty out the waste paper basket and ash tray.
- Vacuum clean the carpet.
- Dust all furniture, window, door, wall, window sill and door sill.
- Keep away all newspaper and magazines tidily.
- Now take steps to polish all metal surfaces inside the guest room.
- Wash or wipe the metal with soap and water solution.
- Wipe and dry thoroughly with a duster.
- Apply metal polish with the help of cotton wool. Allow the polish to dry completely.
- Buff the article until the metal surface begins to shine.
- Remove any stain, from corners, crevices by applying polish with tooth brush/pin.
- Buff until all polish traces are removed.
- Now make the bed with fresh linen.
- Close the windows and put on the AC on management specified level.

Cleaning of Bathroom:

- Open the windows & doors to freshen the air, switch off all lights and flush the toilet.
- Remove the bath mats and dirty towel.
- Dust the door and fixtures, all ledges thoroughly.
- Polish the bath tub handles and other metal surfaces as specified above.
- Damp dust the bath tub, surrounding tiles, shower area and vanity unit.
- Dust the mirror with a microfibre cloth.
- Dust the shower curtains.
- Check all electrical fittings to ensure that they are in working order.
- Dry mop the floor.
- Close the windows and lightly spray air freshener.

Periodic Cleaning:

This is cleaning on a monthly or quarterly basis. This type of cleaning involves removing and re-laying of furniture, polishing of wooden surfaces, shampooing of carpet, cleaning of lamp shades, relaying of carpet etc.

Material Required: Well stocked maids' cart, wood polish, detergent, carpet shampoo.

Method:

- Collect all materials required.
- Switch off all lights, AC etc.
- Open all windows to air the room.
- Remove all furniture and curtains.
- Remove all cowebs.
- Polish all wooden furniture
- Strip the bed, remove the linen for laundry.
- Sweep the floor.
- Clean the windows with a damp microfibre cloth.

- Clean all cupboards and shelves. Reline with fresh paper.
- Vacuum clean the carpet, shampoo the carpet with a carpet shampooing machine.
- Replace the carpet to its original position.
- Clean all lamp shades and other electrical fittings with a damp cloth.
- Remove the curtains, replace with fresh curtains.
- Replace the door mats.
- Make the bed with fresh linen.
- Check all electrical fittings.
- Close the windows and set the air conditioner to specified level as per house rule.

Cleaning of Bathroom:

- Open the windows and door to allow fresh air to enter.
- Remove bath mats and dirty towels.
- Check all electrical fittings.
- Sweep the floor.
- Clean the WC inside out with a cleaning powder.
- Use a disinfectant for safety of the guest.
- Mop the floor, dry the floor thoroughly.
- Replace the bathroom requisites and bathroom linen.
- Check the bathroom, close the windows and lightly spray with an air fresher.

4.8 SPRING CLEANING/ANNUAL CLEANING

This is term used to denote annual cleaning of hotel guest rooms and other areas of the hotel. The cleaning activities carried out are through and include all repair and maintenance work. Though commonly referred to as spring cleaning, this activity is usually carried out in off season's period. It is also known as deep cleaning. Spring cleaning involves complete overhaul of the rooms and is therefore scheduled for off season or period of low occupancy. It is usual for a number of rooms/floor to be 'taken off' and annual cleaning carried out in conjunction with redecoration or refurnishing. As it is a combined operation involving the housekeeping department and maintenance department, the work is planned between the two departments well in advance and front office notified of the same.

Spring cleaning jobs may be as follows :

1. Removal of all guest supplies, soft furnishings and carpets from the room.
2. Sending all linen to the laundry.
3. Polishing of furniture, covering with dust sheets.
4. Stripping/Relaying/polishing of floors.
5. Cleaning accessories such as lamp shades, lamps, picture frames, converge or removing such items.
6. Repainting of room, washing of walls, ceiling.
7. Cleaning, polishing of all electrical fittings.
8. Through cleaning of bathroom.
9. Airing of room.
10. Restocking of guest supplies.
11. Restoring of soft furnishing and carpets.

SPRING CLEANING OF GUEST ROOM

Material Required: Well stocked house keeping trolley, wax polish, furniture polish, Metal Polish, Cotton Wool, Duster, Newspaper.

Method :

- Collect all materials required.
- Remove all furniture, curtains and carpets.
- Polish the wooden surface with furniture polish, brass fittings with brass polish and stainless steel fittings with dry vim.
- Remove all cobwebs and repaint the walls.
- Polish all furniture and re-paint where necessary.
- Check all switch and electrical fittings, repair where necessary.
- Sweep the floor and scrub it with soapy water.
- Mop the floor with clean water.
- Clean the window panes.
- Clean the cup boards and shelves.
- Relay the carpet in the room followed by re shampooing before relaying.
- Dust the furniture with micro fibre cloth.
- Make the bed with fresh laundered linen.
- Change the curtains and hang new curtains.
- Replace the wall hangings and door mat.
- Check to ensure that all electrical fittings are functioning properly.
- Give a final check to the room.

Cleaning of Bathroom:

- Open the doors and windows.
- Turn on the lights.
- Empty all shelves of guest supplies, guest linen, Empty waste pan/sanibin.
- Check all switches and electrical fittings.
- Paint the walls and ceiling if necessary.
- Wash the water pipes and clean the shower openings with a brush.
- Sweep the floor.
- Wash the WC inside out. Rub to remove all water marks, For stubborn stains use sani fresh or dilute HCL acid.
- Wipe dry the outside of the closet and seat.
- Close the lid after pouring in some disinfectant seal the toilet seat.
- Clean the basin with duster and suitable detergent. Use a small brush to remove any obstruction from the outlet.
- Wash the bath tub with suitable detergent. Remove any water marks with sani fresh or HCL acid. Remove any obstruction from the drainage with small brush.
- Wipe dry the bath tub thoroughly. Polish all chrome fittings.
- Mop the floor with a disinfectant. Remove any stains with sani fresh.
- Dry wipe the floor. Replace all toilet supplies and bathroom linen, spray some light air freshener.
- The bathroom is now ready for guest use.

4.9 SPECIAL CLEANING

- This is also known as deep cleaning and refers to intensive cleaning schedule in which periodic cleaning tasks are scheduled monthly, quarterly, half yearly or annually.
- Deep cleaning is essential at periodic intervals since regular daily or weekly cleaning is not sufficient to present an attractive, fresh, looking environment to the guest over a long period of time
- Like spring cleaning special cleaning requires close co-ordination between the house keeping and the maintenance department.
- In special cleaning there may be many tasks which are complicated/time consuming, requiring special equipments, techniques, expertise and group effort. These are referred to as special cleaning and are part of weekly, monthly, or annual cleaning schedule.

4.10 DEEP CLEANING

Deep Cleaning may include the following tasks :

1. Shampooing carpets.
2. Rotating and turning mattresses.
3. Stripping, re-sealing, re-polishing and buffing of floors.
4. Cleaning hard to reach areas such as ceilings, door/window ledges, fans air-conditioning bents.
5. Cleaning of ornate lighting fixtures such as chandeliers.
6. Through cleaning of walls, windows and certain tracks.
7. Through washing of bathroom floors, walls, fixtures, fittings, shower curtains.
8. Strain Removal.
9. Laundry of all removal soft furnishing.

CHECK YOUR PROGRESS-II

1. What do you mean by 'weekly cleaning of guest room'? Explain.

2. Write a note on ‘Spring Cleaning’.

3. What is deep cleaning?

4.11 EVENING SERVICE

- Switch on the lights before proceeding with the evening service.
- Empty the ash tray and waste paper basket.
- Damp dust the ash tray replaces used match box with fresh match box.
- Proceed with the turning down of bed.
- Remove the beds, fold it neatly and put away in the dresser drawer on cabinet shelf.
- Turn back the top sheet, the blanket and the crinkle sheet on one side to make a triangle fold.
- Turn down the sheets on the side the guest is most likely to use.

N.B. : It is usual to turn down the side of the bed closer to the dressing table/bathroom and if there are twin beds the two inner edges. On a double bed shared by two guest, turn down the sheet on both sides.

There are other methods of turning down the beds and turning down method may vary from hotel to hotel. However it should always be remembered that studio type beds involve more work for the GRA during the evening service.

Fluff the Pillows :

- A deluxe hotel housekeeping department may offer upto ten varieties of pillows to the guest. Usually a cotton pillow is placed on top and foam pillow below it.
- Place the breakfast card on the pillow or study table as per the policy of the hotel.
- Place standard turn down amenity i.e. a flower bud, chocolate/toffee pack on the pillow depending on the policy and standard of the hotel.
- Hang any scattered clothes in the cupboard.
- Replace used glasses.

Check the Mini Bar:

- Restock the supplies and inform the front office of all charitable consumptions.
- Adjust the air conditioner to suitable setting depending on outside weather.

Cleaning of Bathroom:

- Flush the WC, wipe the seat and disinfect the WC with a disinfectant.
- Damp dust the variety unit and bath tub.
- Dry mop the bathroom floor, remove any visible marks.
- Replace all soiled linen with fresh linen.
- Replace all used toiletries.
- Empty the sanibin.
- Lightly spray air freshener to freshen up the bathroom.
- Draw the curtains of the guest room.
- Switch off all lights except the bedside lamp.
- Take a final look to ensure that everything is in order.
- Exit and lock the door.

4.12 SECOND SERVICE

This is special provided to a guest on his request after his guest room has already been serviced by the housekeeping staff as daily routine work. This service may be chargeable depending on the policy of the hotel and is required by a guest to tidy his room after a party or meeting. Second service may involve the following work :

- Removal of room service trays, used plates, glasses, crockery, empty bottles etc.
- Informing the concerned departments to clear the above items from their request place in the floor.
- Emptying and damp dusting of ash trays, emptying of waste paper basket.
- Damp dusting of surfaces used by the guest and visitors.
- Mopping the floor in the sitting area.
- Relaying of furniture to its requisite place.
- Replacing of dirty glasses, replenishment of mini bar.
- Making the bed if required.
- Spraying of air fresher to remove smell of food, liquor or cigarette smoke.
- Cleaning of bathroom.
- Remove all dirty linen.
- Sweep the floor.
- Clean the WC inside out with a cleaning powder/disinfectant.
- Place a disinfected toilet strip across the seat.

- Mop and dry the floor thoroughly.
- Replace the bathroom supplies and linen.
- Lightly spray with an air freshener.

CHECK YOUR PROGRESS-III

1. What is Evening Service?

2. What is second service?

4.13 GUEST SUPPLIES AND AMENITIES

- A guest supply is any item that is conducive to the guest material comfort and convenience.
- The term amenities is commonly used to identify luxury items that a hotel gives away to its guests at no extra charge, although the cost of those items is often hidden in the room rate.
- Guest expendables are those guest supplies that are expected to be used up by the guest that cannot be classified as luxuries even at the most Spartan budget property.
- Guest essentials are items essential to the guest room that are normally not used up or taken away by the guest.
- Guest loan items are those guest supplies that are not normally found in the guestroom but are commonly available to the guest when required.

- These categories of guest supplies are fairly arbitrary but they represent an attempt to distinguish those items that are necessary in every room from these items that are discretionary purchases.
- Usually the tariff charged for each guestroom will have a bearing on the quantity and quality of these guest supplies. Often the guest supplies are not quite expensive if considered on item on item basis, their aggregate can add up substantially to the hotels cost.
- Nowadays budget properties are cutting back on their amenity packages, but roll back cannot be done by luxury hotels as it may reduce their brand value.
- Guest supplies whether expendables or essentials are a major storage and security concern. Petty items such as guest pens, stationery and envelopes appear in large quantity and appear to be of little significance that employees may habitually pilferage them without realizing its implications.
- Guest supplies of higher value such as shaving kit, mini bar supplies etc. may require great care and security in storage as their pilferage can become a costly expense.
- The cost-benefit relationship of the amenities should be evaluated by the management.
- Some hotel's management believe that customer loyalty can be won by investing in an amenity program.
- Another major concern in regard to amenities is the waste they create. Some hotels have switched to bulk dispensers in the room to eliminate the use of small bottles.

4.14 AMENITY PACKAGES

Amenities may extend well beyond the guestroom and include free break fast, use of recreational facilities, health club etc. However the common guest amenities found in guest room are as follows.

Bathroom Amenities: People usually relate guest amenities to bathroom amenities. Bathroom amenities are available in the bathroom in individual packings with the hotel logo prominently displayed or a reputed company product packed in individual packages. However most properties pack the bathroom amenities with the hotel log displayed on one side and the brand name on the other side.

List of Bathroom Amenities:

- After shave
- Bath gel
- Bath salts
- Body oils
- Bubble bath



- Colognes
- Deodorants
- Deodorant soap
- Face soap
- Face rations
- Glycerin soap
- Hair conditioner
- Mouth wash
- Perfume
- Shaving kit
- Sewing kit
- Shower cap

Guestroom Amenities: Guestroom amenities are amenities found in the guest bedroom.

List of Guestroom Amenities:

- Bathrobes
- Coffeemaker
- Chocolates
- Biscuits platter
- Quality Peans
- Flowers
- Free snacks
- Business kit
- Hotel stationery
- Mini bar



Table of Guestroom Supplies and Amenities

Guestroom Supplies	Guestroom Amenities	Bathroom Supplies	Bathroom Amenities
Pillows	Stationery	Wash cloths	Facial soap
Pillow cases	Postcards	Hand towels	Bath soap or shower gel
Sheets	Pens	Bath towels	Shampoo
Blankets	Laundry bags	Bath mats	Moisturizer
Water pitcher	Utility bags	Shower curtains and liners	Shower cap
Clock	Packets of coffee or tea, sugar, and powdered	Toilet tissue	Shoe mitt or shoeshine kit
Radio	Creamer, stir sticks	Facial tissue	Shoe horn
Glasses	Chocolates or mints provided with turndown service	Sanitary bags	Sewing kit
Plastic Drinking cups		Waste baskets	Bubble bath
Coffee or tea maker		Toilet seat band	Hair conditioner
Trays		Hair dryer	Cologne or after-shave
Ice buckets		Makeup mirror	
		Bathrobe	

Hangers Ashtrays Waste baskets Telephone directories Stationery folders Ironing board/iron (Mattress pad covers) Television program guide Bibles Do not disturb signs Table tent cards Fire safety		Disposable slippers Scale	Razor Amenities container
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Guest Essentials: These are items which remain in the guestroom after the departure of the guest. These essentials are provided to make the guest visit more comfortable and are usually of no use to the guest once he check outs of the hotel. However some items with this hotel logo are taken away by the guest as souvenirs.

List of Guestroom Essentials:

- Cloth hangers
- Drinking glasses
- Plastic trays
- Ice buckets
- Water jug
- Ash trays
- Waste paper baskets
- DND cards
- Breakfast knob card
- Room service menu card
- Polish my shoes card
- Make my room card
- Collect my laundry card
- Tent cards
- Service directory
- Guest house rules card
- Guest linen

Bathroom Essentials: These are items which are placed in the bathroom for guest use and their placement is also beneficial for the hotel.

List of Bathroom Essentials:

- Blade dispensers
- Tooth glass
- Sani bin

4.15 GUEST EXPENDABLES

These are items expected to be used up or taken by the guest, sometimes some of the guest expendables are supplied by some other department of the hotel i.e. laundry bags by the hotel laundry, coffee sachets from F & B departments. Many expendables such as soaps are not necessarily used up or taken away by the guest and can be utilized in some other manner i.e. placing them in staff toilets or sent to the laundry. All expendable items are normally inventoried and stored by the housekeeping department.

List of Guest Expendables:

- Laundry bags and laundry list
- Match boxes
- Guest stationery folder (scribing pads, envelopes, postcards, airmail, pen, pencil, Magazines (In-house, monthly))
- Plastic utility bag
- Sewing kit
- Disposable slippers
- Coffee/tea/milk/sugar sachets
- Chocolates (Sweets/mint)

Bathroom Expendables: These are items kept in the bathroom for use by the guest.

List of Bathroom Expendables:

- Soap bars
- Soap suds/flakes
- Sani-bags
- Sanitary pads
- Cotton wool swabs
- Face wash
- Shaving kit (razor, after shave, cologne)
- Dental kit (tooth brush, tooth paste, mouth wash)

4.16 GUEST LOAN ITEMS

These are items not kept in the guestroom but available to the guest from the housekeeping dept on loan basis. These items are usually stored in the main linen room and supplied to the guest on a written request by the guest.

List of Guest Loan Items:

- Ironing board
- Iron
- Hair Dryer

- Hot water bottles
- Electric shavers
- Bed boards
- Cribs
- Heating Pads
- Ice packs
- First aid kit
- Extension cord
- Voltage adaptors

Some guest loan items may technically come under the capital equipment. They are as follows:

- Cribs
- Wheelchairs
- Crutches
- Canes
- High chairs
- Roll away beds

Some of these may be co-ordinated with other department e.g. wheelchairs may be stored and stocked in the security department. High chairs are supplied by the F&B department though the request is made to Housekeeping department.

CHECK YOUR PROGRESS-IV

1. Write a note on guest supplies and amenities.

2. Write a note on guest loan items.

4.17 PLACEMENT OF GUEST SUPPLIES

Most hotels follow a common pattern in placement of guest supplies/amenities in the guestrooms or bathrooms.

Placement of Guest Supplies in Guest Room

Behind the Door:

- The following guest supplies are placed behind the door.
- A DND card, the reverse of which may be please make up my room' card on the door knob on the inside of the door.
- Room rates for different categories of rooms offered in a frame or plastic holder.
- A detailed map of fire exits for the floor.
- A notice reminding guest of safe deposit facilities at the cahier's desk.

At the writing tables:

- Supplies found on or around the writing table
- A quest stationery folder with monogrammed stationery/writing paper, envelopes, post cards, guest comment form, pen and pencil.
- Tent cards giving information about special events/shows in the hotel.
- An ash tray
- A candle, a candle holder and match box inside the drawer.
- Hotel brochure.
- A wastepaper basket near the writing table on the floor.
- A chair is placed in front of the writing table.

On the Beside Table:

- Supplies found on or in the night stand table.
- A telephone and service directory placed on the bedside table.
- A note pad and a pencil placed beside the phone.
- An ash tray and match box on the bed side table.
- A breakfast knob card kept in the drawer of the bedside table.
- A local telephone directory placed on the lowermost shelf of the bedside table.
- A channel music panel may be affixed to the bedside table.
- A bedside lamp is placed on the table.

On The Coffee Table:

- An ash tray and a match box.
- House magazine, tourist magazine and daily newspaper are also placed neatly on the coffee table.
- The room service menu is placed on the coffee table.
- A letter of greeting signed by the general manager, wishing guest on special days may be placed on the coffee table.

In the drawer and Cupboard: These are found either in the cupboard or drawer or in the nightstand drawer.

- A sewing or mending kit is placed in a drawer.
- Laundry bags and list of laundry facilities and charges are placed in the cupboard.

- A few plastic utility bags may be placed on the wardrobe for guests to keep their belongings.
- Cloth hangers are hung on hooks or a hanging rod inside the cupboard.
- A electronic safe is also fitted inside the cupboard.

Below the luggage rack: Shoe cleaning kit is placed on the lower shelf.

At the Dressing Table:

- In a hotel where a dressing table is placed for guest use the following items are placed on or near it else the items are placed in the vanity unit in the bathroom.
- Combs and brushes are kept on the dressing table drawer.
- A mirror is mounted on the wall with a bulb behind it.
- An upholstered stool is placed indoor the dressing table which can be pulled out when required.

On the Bed: There is nothing on the bed but in luxury hotels a small box of chocolate, sweets, mint may be placed on the pillow during turn down service.

In the Mini Bar: The following items may be found in the mini bar depending on the standard of the hotel, type of guest room the mini bar is located, status of guest occupying the room.

- Mineral water bottles
- Cold drink bottles
- Fruit juices
- Soda
- Chocolates
- Ice tray
- Beer bottles
- Beer cans

On a Console or Side Table: Some items related to tea/coffee preparation are kept on a side table so that the guest may prepare his own cup of tea/coffee.

Electric Kettle: A tray with tea bags, sachets of coffee power, milk powder, sugar, tea cups and saucer, tea/coffee spoon.

On the Vanity Unit: These are amenities placed in the bathroom near the vanity unit.

- Soaps
- Shampoo bottles
- Moisturizers
- Cologne
- After shave lotion
- Bath gels
- Shower cups
- Water tumbler
- Shaving kit
- Dental kit

- Sanitary Pads
- Face tissues
- Toilet rolls
- Toilet tissue
- Bath gel, babble gel

On the towel rack: The following are placed on the towel rack :

- Bath towels and bath sheet on the towel rack.
- Hand towels and face towels
- Wash cloths
- A bath mat.
- **Purchasing of Non-recycled inventory items:** For proper estimate of purchases of non recycled items the housekeeping department maintains worksheets to monitor usage rates and costs for all non recycled inventory items. For each product, the monthly use report identifies the seller, product name and its intended use. Each month, physical inventors provide the executive housekeeper with knowledge related to how many purchase units of each item has been used.
- **Worksheet for estimating consumption of non cycled items**

S.No.	Item	Units used	Cost per unit	Total cost	Cost for occupied room	Usage for occupied rooms
1	Bath Soap					
2	Shampoo					
3	Shaving Kit					
4	Dental Kit					
5	Deodorants					
6	Cologne					

- Each weeks or fortnight, the floor supervisor takes an inventory of all non cycled items. These are compared with par stocks to be maintained as to estimate when to order for new supplies.
- All items for which orders have to be made are noted from floor consumption order reports and entered in the stores indent/requisition form. The original copy of the stores indent is sent to the stores which supplies these items. On receipt of the items their quality and quantity is checked by the housekeeping department. The received items are then distributed from the housekeeping stores to the floor partiers as per requirement.

Store Requisition Form								
Date			Items received on			Items indented on		
S. No.	Ledger Folio No.	Name of Item	Unit	Stock in Hand	Quantity In	Quantity Issued	Rate	Amount
Signature of Housekeeper					Signature of Storekeeper			

Purchasing of Recycled Inventory Items: For buying of recycled inventory items, the executive housekeeper prepares a requisition/indent form and forwards it to the Finance department and General Manager for approval.

After receipt of approval, it is sent to the purchase department for necessary action. Once the purchases have been made they are sent to the housekeeping department though the stores. The housekeeping department checks the quality and specification before entering them in their records/stores.

Purchase Requisition Form							
No.				Date			
S. No.	Items required	Unit	Quantity	Specification	Cost	Quantity in Stock	Reason
Signature of Executive Housekeeper				Appeared by : Finance Deptt.			

amenities fluctuate with occupancy level and their cost increases or decreases in proportion to occupancy levels.

4.19 KEY TERMS

Check out room : A room which has been vacated by a guest after setting his bills.

Coverlet ; A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.

Crinkle sheet : A distinctively woven sheet used to cover and protect the blanket also known as third sheet.

Deep Cleaning ; Intensive cleaning undertaken in guest room or public areas.

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

Duvet : Quilts filled with feathers or synthetic fibres.

Evening Service: Service provided in luxury hotels, includes making the bed ready for sleeping and other services so that the guest has a comfortable sleep.

Guest Amenities: All luxury items given free of cost to guests.

Guest Essentials: Items essential to the guest room and are not used up or expected to be taken away by guests.

Guest Expendables: Guest supplies that guest are expected to use or take away when leaving the hotel.

Guest Loan Items: Supplies not normally found in a guest room but provided to guest on request.

Guest Supplies: All items which are conducive to the guest's increased material comfort and convenience.

Johnny Mop : A brush used for cleaning toilets. It can pump water through an inlet – outlet system in its handle and head to swab the toilet.

Mattress Protector : A thick covering placed over a mattress to protect it from heat, spills or water.

Mitre ; Envelope fold made at corners of the bed.

Night Spread: A distinctively woven sheet used to cover and protect the blanket.

Orthodox cleaning : Old method of cleaning in which the G.R.A. completes all tasks in a guest room before moving on to next guestroom.

Sani Bin: Small metal or plastic containers with lid, kept in toilets for the collection of soiled sanitary towels.

Second Service: Service provided to guest on request and is usually a paid service.

Shams : American term for pillow cover which match the fabric and pattern used in bedspread rather than sheets.

Turn Down Service: Another name for evening service, includes preparing of bed for night and minor cleaning activities.

Vanity Unit : A unit comprising of a wash basin and mirror surrounded by a flat surface where soaps, dental kit, shaving kit, tooth glass etc may be kept.

4.20 REFERENCE/BIBLIOGRAPHY

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4.21 TERMINAL QUESTIONS

1. Why is evening service, turn down service provided to a hotel guest only in a luxury hotel? Explain in details.
2. Why does a role provide standard amenities and quest supplies to a guest in a luxury hotel? How do these help in creating goodwill and reputation for the hotel.
3. Enlist step wise the activities carried out by the G.R.A. during the evening service.
4. What is second service? How does it differ from evening service?
5. What are the amenities and supplies, expendables supplied in a V.I.P. room, name 10 amenities and guest supplies supplied to all hotel guest.
6. Explain the correct procedure of turn down service in a double room.
7. Name 5 guest supplies found in hotel room at the following :
 - i. Behind the door
 - ii. Writing table
 - iii. Dressing table
 - iv. Mini bar
8. Explain the process of purchase and supply of guest amenities and supplies in a hotel.
9. What is cleaning? How does cleaning policy affect the revenue of the hotel? Explain in detail.
10. What is the procedure followed by a G.R.A. before entering the guest room.
11. Explain the correct procedure of daily cleaning.
12. Step wise write the complete procedure of bed making.
13. What are the different methods of bed making? How do you mitre a corner and what is its use.
14. Explain the following
 - a. Cleaning of vacant room
 - b. Modern method of bed making
 - c. Deep cleaning
 - d. Special cleaning
15. What is spring cleaning? State the activities carried out in spring cleaning.
16. Explain the correct method of cleaning guest bathroom of a departure room. How is the cleaning different from daily cleaning of guest bathroom?
17. Short Notes:
 - a. Principles of cleaning
 - b. Mitring a corner
 - c. Cleaning of vacant room.