
UNIT: 01

MEANING AND DEFINITION OF HOUSEKEEPING

Structure

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1.0 Objectives

After reading this unit, you will be able to:

- Discuss overview of accommodations;
- Describe the structure of hotel;
- Develop an Understanding about Housekeeping; and
- Explain the roles of Housekeeping in Hospitality Industry.

1.1 Introduction

You must be thinking of "Keeping of the House" by reading the term Housekeeping. Perhaps you are right. Housekeeping is the department that essentially deals with cleanliness and the ancillary service. Housekeeping may be defined as **“a provision of Clean, comfortable and safe environment”**, and one who does so is commonly known as **Housekeeper**. Also we can say that housekeeping is the basic need of Hospitality Industry. Hotels, Motels, Hospital, and other such establishments in the world can perhaps succeed without ballrooms, meeting room's swimming pools or say even restaurants. But one thing every successful lodging establishment requires regardless of its size, location etc. is Clean Rooms. Room Sales contributes to 70% of the revenue generation in lodging establishments. Thus, we can say that it is a key area of hospitality. This unit discusses the overview of hotel industry and focuses on the meaning of housekeeping, explains the role of housekeeping in accommodation operation. Introduction to Housekeeping.

1.2 Accommodations

Accommodation broadly represents an amalgam of activities including boarding, lodging, provision of food and entertainment. It includes all those units and establishments which provide overnight stay facilities to a traveller.

1.2.1 An Overview

Earlier journeys were confined to particular region/boundary by roads for business, education, religion or other purposes. Thus small inns and such accommodation units were developed in along with highways in major towns. Hotels emerged from taverns. The word hotel appeared much glamorous in reference. However, initially they were referred to a residence of rich/prominent person. By 1820 hotels became an accepted term to describe a place where people stayed for night and took their meals against payment. With the growth in industry hotels and other accommodation providers have grown manifold. Chamber's Twentieth Century Dictionary describes hotel as "**a superior house for accommodation of Strangers.**" Webster Dictionary describes hotel as "**building/institution providing lodging, meals and services for the people**" Hotel's proprietors act, 1956 describes hotel as an establishment held out by proprietor as offering food, drink and if so required sleeping accommodation without special contract to any traveller presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided and who is in the fit state to be received. India is known for its warm and hospitable culture following the tradition of "**Atithi Devo Bhava**"(meaning: an un-announced guest should be accorded the status of god). Still in many parts of country accommodation is offered free or at a voluntary price when it comes to pilgrimage of places of worship. Industrialization, modernization and growth of transport and information have accelerated the accommodation both in terms of quality as well as quantity..Yet shortages of accommodation in India have been pointed out by researchers and statisticians.

1.2.2 Development of Hotel Industry in India

The concept of travel and halting facilities is quite old in India. In ancient times, people used to travel for pilgrimage or business purposes. For ages, India has been known for its hospitality. Endowed with rich historic heritage, cultural diversity, natural resources and geographical advantage, India remained a big attraction for foreigners. In ancient times, the need of travelers for food and accommodation was met mainly by hospitable householders who are still in existence in interior areas of the country. Domestic tourists were looked after by the pandas or priests. They used to accommodate their clients in Dharamshalas or in their own houses at places of pilgrimage like Banaras, Haridwar, Puri and Mathura etc. In general, the attitude of the ancient Indians towards visitors was influenced by the 'Atithi Devo Bhavah'. It means guest is like God and should be treated accordingly. These few lines amply indicate the importance which was given to guests in olden times. Improvements in the transport and communication facilities resulted in the establishment of inns and taverns in main cities of the country. In the eighteenth century, there were plenty of taverns in the country (a Introduction to Housekeeping

tavern means an archaic or literary inn) where travelers from long distances took shelter and food. During this period, a number of Dharamshalas were built by Kings for encouraging travel all over the country. Apart from Dharamshalas, "Sarais" were introduced by the Muslim rulers which provided the best possible facilities like food, accommodation etc. to travelers. After this, the British came to India and Sarais took the form of western style hotels in the important cities of India like Mumbai and Kolkata. During this period, on the one hand, we find the western style hotels for foreigners and on the other, Indian style hotels for the people belonging to upper and middle class income groups. The old type Dharamshalas were still having their importance to serve the needs and requirements of the poor classes.

In the nineteenth century, western style residential hotels were developed in India by British and Swiss families mainly for their own use or for foreign visitors. **Mr. Pallonjee Pestonjee** is called as the pioneer of the western style hotel in India who opened the first - western style hotel under the name of **British Hotel** in Mumbai in 1840. By the end of the nineteenth century, many Western style hotels were established in India. These hotels were very much popular for their efficient management, unsurpassed cuisine and the excellence of beers and wines.

The twentieth century may be called as the beginning of star hotels in India. In this century, big and modern hotels came into existence on account of the advent of big businessmen and new entrepreneurs. Affluent tourists also contributed a lot to the development of star culture. The major star hotels in India are in private sector. The high profile hotels include The Indian Hotels Company Ltd., East India Hotels Ltd., ITC Hotels Ltd., Bharat Hotels Ltd., Asian Hotels Ltd., Hotel Leela venture Ltd. and Jay Pee Hotels Ltd. etc. The only public sector enterprise is India Tourism Development Corporation Ltd. (ITDC) which runs country's largest accommodation chain, The Ashok Group of Hotels. The hotel industry in India is making a remarkable progress in private sector. The hotels have shown distinct improvement in operating techniques, catering and service.

There were 1300 approved and 477 unapproved hotels offering 98515 rooms in 2004 as against 1285 approved and 452 unapproved hotels offering 95722 rooms in 2003. The Indian hotel business is focused largely on foreign tourists with almost 70 percent business comes from this segment. The key operating characteristics of the hotel business are the occupancy rate and the average room rate. The room rates depend on the class, location and the image of the hotel. The occupancy rate is dependent primarily on the seasonal arrivals as well as the location of the hotel. Occupancy level of 70 to 80 per cent is considered good by industry standards. Average occupancy in India was 59.7 per cent in 2004 as against 54.8 per cent in 2003 and average room rate was Rs 2689 in 2004 as against Rs.2004 in 2003. The whole position is made clear by table1.01

From above figures we can very well understand how much challenge is there for housekeeping there to maintain these areas. The scope of Housekeeping however is no more restricted to hotels only. Housekeeping services are needed in shopping malls, Retail Industry BPO's, hospitals, Metro railway

Stations and Airports in India. Thus there seems to be a great scope of employment in this Introduction to Housekeeping sector. Perhaps the basic requirement is right attitude with flair to work in this industry. Of course the graduate degree in Hospitality improves chances of further growth both within India and Overseas.

| Year | 2000 | | 2001 | | 2002 | | 2003 | | 2004 | |
|-----------------------|----------|-------|----------|-------|----------|-------|----------|-------|----------|-------|
| Category | Hotel | Rooms |
| Five Star Deluxe | 57 | 12556 | 65 | 14999 | 68 | 15672 | 68 | 16050 | 74 | 17903 |
| Five Star | 73 | 9051 | 72 | 8513 | 72 | 8662 | 72 | 8669 | 71 | 8554 |
| Four Star | 92 | 7212 | 99 | 7719 | 100 | 7614 | 102 | 7408 | 104 | 7355 |
| Three Star | 379 | 19785 | 402 | 20691 | 413 | 21387 | 409 | 21098 | 414 | 21433 |
| Two Star | 244 | 9135 | 263 | 9958 | 234 | 9278 | 226 | 8903 | 221 | 8639 |
| One Star | 46 | 2253 | 50 | 2428 | 48 | 1696 | 44 | 1520 | 43 | 1480 |
| Heritage | 66 | 2372 | 73 | 2551 | 71 | 2492 | 67 | 2258 | 69 | 2297 |
| Approved Unclassified | 263 | 10560 | 303 | 12318 | 308 | 12515 | 297 | 11921 | 304 | 12068 |
| Unapproved | 493 | 18350 | 472 | 17757 | 455 | 17925 | 452 | 17895 | 477 | 18796 |
| Total | 1713 | 91294 | 1799 | 96966 | 1769 | 97241 | 1737 | 95722 | 1777 | 98515 |
| Average occupancy | 51.7 | | 55.6 | | 53.2 | | 54.8 | | 59.7 | |
| Average Room Rate | Rs. 2123 | | Rs. 2046 | | Rs. 2058 | | Rs. 2004 | | Rs. 2689 | |

Source: Indian Hotel Industry Survey-2004-05, FHRAI, Seventh Edition

Table 1.1 Category wise Position of FHRAI Member Hotels in India

1.3 Category and Types of Accommodation

The term accommodation is comprehensive one representing all type of facilities necessary to make stay of one traveler comfortable. It can be classified as:

1. On the basis of User:
 - a. Commercial
 - b. Non Commercial
 - c. Private Lodges
2. On the basis of Property Type:
 - a. Individual Property
 - b. Property of Body Corporate
3. On the basis of duration of Operation:
 - a. Year Round Enterprise
 - b. Seasonal Enterprise
4. On the basis of rating/ ranking:
 - a. Star Hotels (5 Star Deluxe is the highest rating given in India.) star rating is accepted in some countries however few nations also Categories as first Class deluxe hotels and so on.
 - b. On the basis of construction:
 - c. Solid state construction
 - d. Multi storied complex
 - e. Cottages
 - f. Mobile
5. On the basis of geographical location:
 - a. Hill Resorts
 - b. Beach Resorts
 - c. Farm Houses
 - d. Tree Top Hotel

6. On the basis of Size:
 - a. Small Hotels
 - b. Medium Hotels
 - c. Large Hotels

7. On the basis of Physical Characteristics:
 - a. Hotels - International , Commercial, Residential, Resorts, Transit, budget
 - b. Motels
 - c. Resorts
 - d. Conventional Hotels
 - e. Heritage Hotels
 - f. Inns
 - g. Lodges
 - h. Supplementary accommodation

8. On the basis of tariff plans:
 - a. American Plan
 - b. European Plan
 - c. Continental Plan
 - d. Modified American Plan

9. On the basis of uses:
 - a. Free
 - b. Organized

10. On the basis of specialty:
 - a. Sports Hotel
 - b. Ski- Hotel
 - c. Boatels
 - d. Floatels
 - e. Railtels etc.
 - f. Other Accommodation:
 - g. Youth Hostels
 - h. YMCA
 - i. Time Sharing Accommodation
 - j. All suite Hotels
 - k. Guest Houses etc.

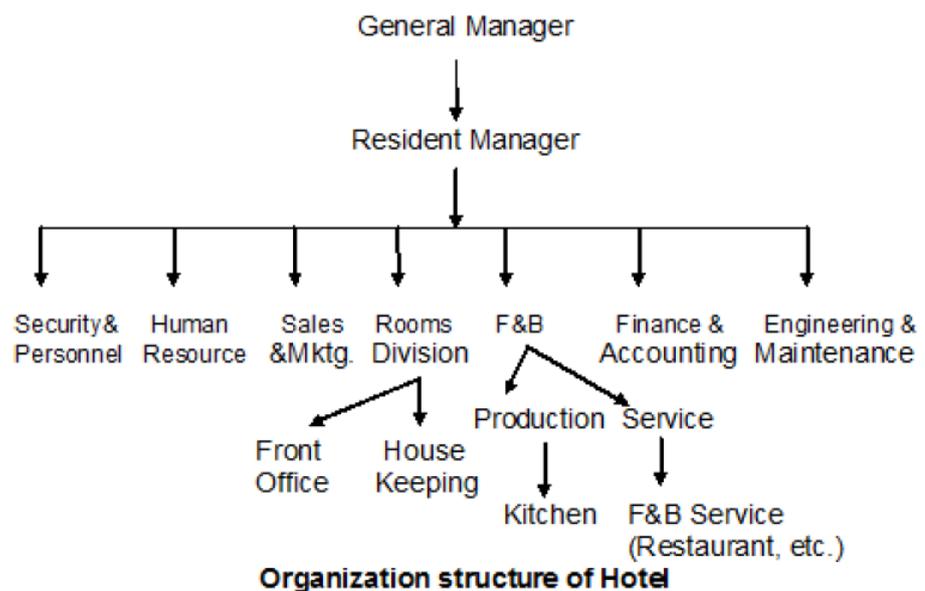
1.4 Structure of Hotel

A hotel is an organisation made of various departments. All of them have to work in close coordination for the efficient working of organisation. Thus an organisation structure is needed so as to specify the relationships in the areas. The organisation structure of a hotel depends on various factors like type of property, management Employee Structure, Union, Place, Government Norms etc. The departments can be classified under three main headings:

1. Operating and revenue producing departments. e.g. -Laundry restaurant etc.
2. Operating and non revenue producing departments. e.g. -Personnel, Security etc.
3. None operating and revenue producing departments. e.g. - Bank, Shopping Arcade etc.

Operating and Revenue producing departments can be further classified into two categories:

1. Major Revenue Producing Departments e.g. Rooms Division and Food and Beverage Service.
2. Minor Revenue producing Departments e.g. Laundry and telephone.



According to these sections hotels generally divide their staff into certain broad categories and privileges are accorded by these categories e.g. - Management, Executive Committee i.e. - F & B Manager, Exe Chef, Exe House Keeper, Controller., Other Head of departments i.e. - Restaurant, Sports, bars, Pool, Lounge, Spa etc, Assistant Managers, Supervisory Staff & Assistants and Workers (Skilled, semi Skilled and Unskilled.)

CHECK YOUR PROGRESS-I

Answer the following questions:

1. On the basis of rating/ranking, hotels are classified as-----.
2. India Tourism Development Corporation Ltd. (TDC) was established in-----.

1.5 Housekeeping-Meaning and Definition

The concept of housekeeping is very old. In fact, it is associated with development of civilization. However, in the beginning the concept was confined Introduction to Housekeeping to clean small house with the passage of time, the term housekeeping has diversified and has applied in various other areas such as hospitals, commercial enterprises and so on. Today, the concept of housekeeping is not confine to the cleaning the house or area but to make it

more attractive, hygienic and comfortable. Thus, housekeeping is defined as the provision of a clean, comfortable and safe environment. Housekeeping is a process of application of tools, techniques, methods and systems for ensuring perfection and achieving excellence in service quality in hospitality industry.

1.5.1 Housekeeping Functions

In order to meet the growing guest demands housekeeping department needs to be efficiency oriented. The task of housekeeping seems to be simpler but tough being bulky in nature. Housekeepers ought to maintain their areas constantly. The functions of Housekeeping depend upon the type of organization & its nature. Below listed are however considered being the main functions of Housekeeping Department.

- Cleaning and Maintenance
- Safety and Security
- Maintaining Inventories
- Interiors Design and Decorations
- Pests and Their Control
- Waste Disposal management
- Baby Sitting
- Flower Arrangements
- Laundry and Linen

Cleaning and Maintenance: The primary function of Housekeeping department is the cleaning and daily maintenance of the areas under its supervision routines. Any establishment has to present an inviting, clean and well cared for appearance at all times, and the cleaning should be arrived out at a time when it will cause as little inconvenience as possible. The cleaning activity is divided in to various areas i.e.

- The guest rooms
- The corridors of each floor
- All restaurants
- The banquet halls
- The lobby
- Lifts and staircase
- The main entrance
- The car parking area
- Offices
- Swimming pool
- Health club
- Hotel linen
- Polishing and painting back area
- Contract Cleaning

Each floor is divided into various sections and sub sections. A chambermaid is assigned to one section and is responsible for upkeep of that section. In some establishments housemen are there to assist the chambermaids. A houseman basically cleans bathrooms and takes care of heavy works. It is generally recommended to clean the rooms in late mornings or early afternoons so as to cause minimum disturbance to the guest. Please clean my room request must be given the first priority. A chambermaid works from the pantry, where she

keeps her equipment (generally marked with her name, number of the floor or section), cleaning agents and other necessities for her work. The chambermaid like all other members of the housekeeping staff must be instructed in guest relations: how to enter a room and what to say if the guest is still there; how to answer guest requests; when to help and when to refer the guest to a supervisor. Many guests forget to pick up their keys at the front desk and will ask to maid or houseman on the floor to open the door to their room. Unfortunately, a petty thief can make the same request. In most hotels, employee is instructed never to open a door for anyone but to courteously refer the person to a supervisor or back to the desk clerk. Floor supervisors with the help of check list ensure the desirable standards of rooms.

Public areas are also maintained by housekeepers. In a large hotel, thousands of people – room guests; restaurant, bar, banquet, and convention guests; shop and concession customers; employees; visitors; and the general public - all congregate in or pass through the lobby and come across public areas. Without the constant attention of the porter in picking up loose papers, cigarette stubs, and other litter, and cleaning the ashtrays and sand jars, the public areas would be in deplorable condition before the night cleaners came in to clean it thoroughly.

However, many hotels have found it feasible to have this function, in at least some of these areas, performed by an outside contractor rather than by their own staffs. Areas generally included are the lobby, public rooms and restaurants, offices used by the hotel personnel, and window leaning. The expense is listed under "contact cleaning" in the hotels operating statement. Contact cleaning is a top-management decision, and may be made for several reasons. The firm and most important is cost. Many studies have been made by hotel controllers, as well as by accounting firms, on this phase of hotel operation and most have found that an outside contractor can perform this function at a lower cost to the hotel than the sum of the payroll, taxes, and related expenses of its own employees. Cleaning in all these are except the last, windows must be done at night or very early in the morning, when there are few guests in the lobby and the public rooms and restaurants are closed and before the majority of the hotel's personnel report for duty. It is not only very difficult to recruit a staff for these hours, but almost impossible to properly supervise them. The housekeeper, the principal assistant, and the department supervisors must all be on duty during the daytime hours, and thus they are unable to check on the night staff. The hiring of only one night supervisor is insufficient and therefore, unsatisfactory; hiring several add too much to the cost. Outside firms, with many such contracts, can better afford enough roving supervisors to properly check on and control their employees.

Stores, concessions and offices differ only in that they are not usually the responsibility of the hotel to clean and maintain. Most agreements and leases call for these functions to be performed by the concessionaire or lessee. Nevertheless, as far as the guests are concerned, they are a part of the hotel, so their appearance is just as important to the image of the hotel as that of the lobby or other public areas. The housekeeper or a designated representative must periodically inspect these premises and refer any problems to the resident manager; in some cases, the general manager handles them personally. After

all, even though concessionaires and lessees are not employees of the hotel, they and their employees are in direct contact with the guests, and commissions and rentals paid by them are very important to the profitability of the property.

Many managers, to lessen the effect of criticism and to preserve harmony with the operators, will instruct the housekeeper to refer all complaints to them and then take whatever action is deemed necessary. This approach usually promotes cooperation and goodwill between the parties. Recondition and refurbishing usually require top-management decisions. The housekeeper, since he or she bears the primary responsibility for the condition of the guest rooms, makes the request and, unless an interior decorator is hired, supervises the re-decorations, choosing the colour of the paint, upholstery and so on. When a painting schedule is set up, the housemen are responsible for stripping the room and preparing it for the painters. Close cooperation and coordination between the housekeeper and chief engineer is necessary to keep to a minimum the amount of time that the room is out of order. In between paintings, the wall-washers, which are members of the housekeeping staff, are assigned to keep the rooms clean and attractive.

Security and Safety

Security is not the prerogative of any one person in an establishment; all staff should be security minded and report anything of a suspicious nature. Staff should realize the necessity of not giving information regarding internal matters to such person as inquiry agents, newspaper reporters, etc. Most large establishments, e.g. hotels, hostels and hospitals, have one or more security officers on their staff to prevent crime and to protect guests and their staff from such dangers as theft, bomb threat, fire or assault. In smaller hotels the responsibility for security will be the manager's, and in other establishments will be that of the manager's equivalent. Good hall porters, by experience, get to recognize people with a furtive air or remember those who have given trouble in the past. Head hall porters in a hotel may belong to an association through which they exchange information regarding undesirable characters. Entrance halls of all establishments are vulnerable places. In large places, hotels, clubs, etc. there can at certain times be many people about and thieves and terrorists may take advantage of this, e.g. picking up unguarded articles or taking the opportunity of getting further in to the building. In small establishments the entrance hall is often not manned and, unless the door is locked, anyone may enter. The timekeeper keeps an eye on the back door and staff comings and goings, and at times may inspect parcels and cases according to house custom.

There should be as few unattended doors to the street as possible, and at night all outside doors, except fire doors, which should only operate from the inside, should be locked and late staff should enter by the front door. Ground floor windows and French windows should have safety catches, and these should be firmly secured at night. The housekeeper and her staff are about the building perhaps more than many other staff and must be aware of the ways in which they can be security minded. If a mischief wants to get into a room, he may gain admittance by telling the maid he has;

- A repair to carry out;

- Come to collect the television set or other articles;
- Flowers to deliver to a certain room;
- Forgotten his key.

Therefore, a maid should be instructed to keep a look out for, and report as soon as possible, any suspicious characters and be warned against opening doors for strangers; when such requests are made she must say that she cannot unlock the door, but will fetch the housekeeper who should check the name of the guest with reception. Maids should be instructed to lock all doors on leaving a room and to remove all keys left in doors immediately they are seen and hand them to a housekeeper who will return them according to house custom.

Keys

Since management has certain responsibilities for the safety of the guests' belongings, the proper care of keys is a very important aspect of security. Individual heads of departments are responsible for all the keys in their areas and the housekeeper probably has control of more keys than any other departmental head. In a hotel there is grandmaster, master, sub-master and individual room keys.

Keys Theft

The locks in hotels are generally spring-operated mortise locks but to overcome the problem of key thefts, keyless lock systems have been devised. They are expensive but are in use in some hotels. They may be computerized but there is also a less expensive battery powered lock system, with an infrared device, which reads the guests, cards. A disposable plastic card about the size of a conventional credit card replaces the normal metal room key. One of these cards is given to each guest on checking in. In the computerized system the card is coded by perforations at random from a pool of more than four billion potential codes available from a master computer console at the front desk' The random code is then transmitted electronically to the specific guest's room lock and only this particular card can open that room door. When the guest checks out, the code on that room is changed and a new guest will receive a new code on his new check-in card; the old card automatically becomes useless. Similar cards may be coded as master keys for the maids and housekeepers and can be changed at frequent intervals at reception' Re-keying lock systems may also help to overcome the problem of key theft and a new system allows the lock to be changed quickly and easily without having to take the tumbler apart, without removing the lock from the door and without entering the room. Using a special key, which instantly changes the tumbler, changes the lock.

Lost Property

It is generally practice that any lost property found in rooms should be handed in to the housekeeper's office immediately (or other place according to house system), and the appropriate details should be entered in a lost property book, after which the articles should be labeled and will usually be kept for a period of six months. Great tact should be exercised in dealing with lost property and it is advocated that guests are not notified of articles found in rooms unless they are still in the building. Precautions need to be taken to ensure that

articles are only handed over to the rightful owner and not to any would be claimant.

Valuables

Hotels have a safe or safe deposit boxes and notices are displayed asking guests not to leave valuables in their rooms but to have them locked away in the safe. Should a maid come into an occupied room and find valuables left there, she should inform the housekeeper who will deal with them according to house custom. It is less likely that guests will leave valuables about when personal safes are provided in their rooms. Peepholes, which allow guests to see who is outside their door, are considered standard security equipment in some hotels.

Other Security Measures

The housekeeper is responsible for the reporting of faulty window catches and at night should ensure that all fresh windows and balcony doors are securely locked and that panic bars on fire exit doors are adjusted to enable no entry from outside. In hotels baby sitters may be arranged by the housekeeper and may be members of the staff or from an agency and both should have a written permit from the housekeeper authorizing them to be on the floors; those from an agency will normally collect the permit from the hall porter as they come into the hotel. Inventories, stock lists etc. kept by the housekeeper should help in discovering the loss of items, e.g. linen, cleaning equipment, etc. through pilfering and as a result investigations should take place.

For security reasons the housekeeper selects her staff carefully and prospective new member of staff should be asked for the names and addresses of one or two persons to whom reference can be made, and testimonials should not be relied on. In taking up references, it is wise, if possible, to talk on the telephone rather than to expect former employers to commit them on paper.

Health and Safety Fire and Personal Injury

These are hazards in any establishment and their prevention is of tremendous importance. While the management is ultimately responsible for the prevention of accidents, the housekeeper, along with other department heads, should endeavor to see that her staff is safety conscious. Accidents are costly; there may be serious effects on the injured person; time and materials may be lost; a new employee may need to be trained. Employers have to be responsible if defective equipment, due to its design or manufacture, causes an accident; this may result in compulsory insurance and legal costs. There are a great variety of accidents causing person injury, which may befall guests and staff and while they are normally caused through someone's carelessness they are less likely to occur in a clean, uncluttered and well maintained department'

First Aid

Illness, accidents and other emergencies to guests and staff unfortunately occur from time to time in any establishment, and while the housekeeper may or may not be the official first aider she may become involved. The employer must provide sufficient first-aid equipment, and facilitate personnel. First aid personnel should be available at all times and staff should know who they are. While a housekeeper should have knowledge of first aid it is essential that she

be level headed and able to take command of a situation so that it does not become out of hand and to prevent panic, gossip or consternation spreading throughout the house. In order to stop the spread of disquieting facts or gossip, staff should be asked to cooperate and be discreet with the guests regarding unfortunate incidents. Inevitably there will be the maid who is anxious to tell the guests of an accident or death which occurred in a certain room and, while it may not worry some guests it will others, and in either case it would be better left unsaid. In the case of illness a doctor is normally on call and the housekeeper will contact him when necessary, and after the visit she will ensure that his instructions are carried out, in the case of an emergency, an ambulance maybe called. In large establishments, there may be a resident doctor or qualified nurse in attendance (and always a first aider), and this relieves the housekeeper of much responsibility.

In the case of a death being reported to the housekeeper, she tells the manager and a doctor is called immediately. The central heating or air conditioning should be turned off and, to prevent unauthorized persons entering the room, the door is locked until the body is removed. The removal of the body should be done as unobtrusively as possible, and often takes place at night, or some other quiet time when there are few guests about. In the case of a suspected suicide, any drinking glass, tablets or vomit must be left for the doctor and/or police' as they may be needed as evidence.

Maintaining Inventories

The third major function of a housekeeper is the requisitioning storage, and control of the many operating supplies required for the daily routine of the department. Any person who has ever been responsible for the upkeep of a home can appreciate the difficulty of maintaining on hand an adequate supply of the many items - paper, cleaning, and guest supplies - needed for the efficient operation of a multi-room hotel. The items in the guest rooms must be replenished each day to maintain the par, or standard, set by management. The maids and housemates need adequate supplies and proper equipment (rags, pails, carpet sweepers, hand and floor vacuums, and so on) in good working order to clean and service the guest rooms, corridors and other public areas of the hotel. Storeroom clerks should be instructed to reorder any item that falls below the established par, the quantity the housekeeper feels is sufficient to meet the needs of the operation. To ensure adequate inventories of all items, frequent repetition of these instructions is necessary as part of the constant training of the staff, re-enforced by good supervision and even spot checks by a supervisor.

Controls, excluding those for equipment are almost impossible to set up. There are too many employees, not to mention guests, handling and using these supplies. Housekeepers, with the assistance of the controller, can establish a pattern of consumption, a ratio between the volume of business and usage. However, it is not feasible to calculate these ratios for all items used; the time, effort and expense could never offset by reduction of losses. The total expense can be judged only as a percentage of income. Ratio can be established for major items, particularly the more expensive ones - guest stationary, soaps,

facial tissues, and postcards. Since all items should be recorded when the storeroom inventory reaches a certain level, it is reasonable to assume that the quantity ordered represents the actual number used. Thus, by keeping a records of each order (a simple work sheet showing the date, quantity, and price is sufficient) any variation from the established pattern can be spotted and an investigation onto ascertain the cause immediately begun.

Effective control of the equipment is easier to set up and maintain. It, too, should be limited to selected items, such as the maid's carts, carpet sweepers, and hand and floor vacuum cleaners. All should be carefully inventoried, kept under lock and key when not in use, and wherever possible assigned to a specific employee, who assumes the responsibility for the safety and condition if the appliance.

Interior Decoration

In the past it was thought that the rooms in an hotel should, as far as possible, give the appearance of „home away from home“, but it is now realized that guests, while still wanting to feel at home, expect something different in the way of decoration and that colour and designs suitable for the home often have a cold and unfriendly look in the impersonal atmosphere of an hotel. The trend for simpler architectural exteriors and simpler design in furniture and furnishings has lent itself to the use of bolder and brighter colours. However, there are colours in vogue and there has been some change towards softer tones and the wise use of colour is concerned in good decoration.

Pest Control

The most effective method of control is, of course, the employment of well-qualified professional exterminator on a contract basis. However, these exterminators cannot be expected to maintain the premises absolutely insect free without the supplemental support and assistance of hotel personnel. For this reason it is recommended that all maids carry insecticide sprays on their carts and use them routinely when cleaning guest rooms and terraces. Recommended insecticides are harmless to human beings and animals but should be kept away from foodstuffs. These insecticides do not have a residual life and are, therefore, effective against a great many crawling insects, cockroaches in particular, on direct contact.

The residual insecticides necessary for a successful campaign against these insects are relatively toxic and must be handled with great care. It is recommended that only professional exterminators use them unless the hotel has in its employment an individual who can be trained in their use. Cleanliness and constant vigilance, particularly in handling food, refuse and garbage is the best defense against rodents. All containers of these items should be clean and tightly covered and should preferably be in metal. Wire enclosures should be used for dry foodstuffs in cartons or bags. This procedure plus periodic campaign by the contract exterminators should keep the hotel free of rats and mice.

Waste Disposal

The hygienic disposal of waste materials is extremely important in the control of most pests. The accumulation of food waste and greasy or sticky paper may

attract rats and mice and be the breeding place for many insects. The waste should be kept in tightly covered bins or plastic sacks during its immediate accumulation at places inside the building, e.g. maids service rooms. The bins or sacks should be removed by the house porter to the main waste collection area outside the building from where they will be removed by the local authorities.

Rats and mice make nests in stores of paper, boxes, old linen and similar articles. Any accumulation of these should be moved from time to time to ensure that rodents are not making a nest. The contents of sanitary bins should be disposed of in an incinerator or by chemicals in a special container. The contents of the waste paper bins should be collected in paper or plastic sacks, while those of the ashtrays should be collected separately in bins because of the fire risk. Later both types of waste will be taken to the main waste collection area outside the building. Rubbish chutes for dry waste and waste disposal units for food waste are found in some establishments.

Liquid waste from sinks, baths, lavatory basins, WC pans etc. is taken by a system of pipes into the house drain and so to the sewer. After emptying a sink full of dirty water sufficient clean water should be run so that the trap below the sink contains clean water. Kitchen waste consists of various materials and in large establishments bones, fat; articles made of glass etc. are often kept separate from ordinary food waste and are sometimes sold. Food waste may also be sold for pig food.

Employee Training

Numerically, the housekeeping department is the largest in the hotel; in hotels or motels with little or no food service, it will comprise 75 percent or more of the total permanent staff. The housekeeping department also has more unskilled workers on its staff than any other department in the hotel. Maids, porters, cleaners, housemen and wall washers can be so classified. At one time or another, all come into personal contact with the guests, and all are directly involved in a very important phase of guest relations-servicing the guest rooms. This points up the second major responsibility of the housekeeper: the training of these employees in their duties and in their relationships with each other, with staff members in other departments, and with the guests.

Paper Work

The final major area of the housekeeper's responsibility is the volume of paper work assigned with the department. Record keeping for the proper control of payroll, vital in all departments, is more voluminous and probably even more important in the housekeeping department.

There are many reasons for this emphasis on payroll records. The principal ones are the number of employees involved; the area they cover - the whole hotel : the necessity of scheduling the number needed each day (primary the maids) in direct relation to the percentage of occupancy; and finally, the limitation placed on the number of rooms that a maid can service each day. All these reasons emphasize the difficulty and importance of proper scheduling to get maximum productivity at minimum cost. The limitation on the number of rooms a maid can service must be regarded not only as a maximum but in

order to achieve total productivity, as a minimum as well. This requires a very close working relationship between the housekeeper and the front office manager.

The front office manager makes a monthly forecast of occupancy, usually updating it weekly for the balance of the month. This enables the housekeeper to closely estimate the number of maids needed on any particular day and to schedule them accordingly. Each day, the two departments are constantly reporting to each other the status of guestrooms. The room clerks report when a guest checks out, and housekeeping reports back as soon as the room has been serviced, is in order, and can be resold.

Before starting to work, each maid checks the rooms assigned and reports the status to the floor housekeeper. The report is usually made on a simple pre-printed sheet listing the room numbers by section or floor, depending on the size of the hotel, with a space for the code. It provides the basis for the assignment of rooms to the maids and, after being summarized by each floor housekeeper for his or her section, by floor, for the housekeeper's morning report. The length of the housekeeper's report depends on the size of the hotel; it ranges from a single sheet, listing every room in the hotel, to separate sheets for each floor. It is usually prepared in duplicate.

In most large convention hotels, and in the so-called luxury hotels, there is an assistant housekeeper on duty during their shift, which is usually 8.00 to 11 .00 p.m. However, most hotels have no night supervisors on duty and the night maids respond directly to guest requests. Reports prepared by the night maids range from a simple entry in a log book of every call received from a guest and the action taken, to a very detailed and elaborate report. This type of report is usually prepared with multiple copies and, since it in effect gives the status of every room in the hotel, one copy is dropped off at the front desk so that the room clerk on duty can make a final check of the rooms' rack.

Baby Sitting

Some of the good hotels provide baby-sitting facility to their guests. If the guests want to go for city tour & do not prefer their young kids as it may be tiring or due to other such reasons. Also the in the dining areas at the time of having the meals or in parties babysitting is required' It is the housekeeping that takes care of baby-sitting. The staff is generally trained to take proper care of babies with some provision of toys and other modes of entertaining the young kids. This facility is generally charged on Hourly Basis.

Flower Arrangements

All the flower arrangements used in the hotel and maintenance of the horticulture and lawns is taken care by Housekeeping. The budget is prepared for the expenses of the flowers and horticulture that, is based on the banquet forecast, which consume maximum amount of flower in public area, season and health condition of the gardens.

An outside supplier on contract also supplies the flowers used in the department. The flowers are generally placed in the guestrooms. Various kinds of flower arrangements, bouquets, baskets etc are prepared for sake, apart

from hotel decoration. Thus provides for some amount of business. They are charged with the variation in size and variety of flower used. The flower room is air-conditioned.

Laundry and Linen

The housekeeper's area of responsibility overlaps considerably. Maintenance and control of the linen supply might be thought of as part of the "supplies and equipment" function. The linen room has often been called the heart of the housekeeping department. The executive housekeeper's office is either a part of or adjacent to it, as are the storerooms for reserve linen and guestroom cleaning and other supplies. All are received and issued by linen-room personnel. The day linen room person counts and sorts the soiled linen, preparing it for the laundry. The night person counts and distributes the clean linen and all supplies to the maids' storerooms on each floor. Overstocking can lead to waste and unnecessary expense, under-stocking to loss of time and even guest complaints. Washable uniforms for any employee of the hotel are issued from the linen room, and minor repairs are made on them by the seamstress, who also repairs drapes, curtains, and other linen products. Many employees wash their own uniforms. Uniforms requiring dry cleaning, although under the control of the housekeeper, are usually cleaned, stored and repaired by the house valet, whether it is a concessionaire or an employee of the hotel. Linen inventory control and laundering are among the housekeeper's major responsibilities. Top management must establish an operating par stock. In respect to room linen, it is ideally five times the daily amount in use as determined by the number of beds and bathrooms in the hotel. This allows one set in the rooms, and one each in the laundry, the maids' floor closet, the linen room, and in transit.

Circulating par stock for restaurant linens, also the housekeeper's responsibility is more difficult to set up and maintain. The dining rooms are not the problem. The highest turnover of guests during any one meal is usually in the coffee shop, and most does not use linen tablecloths or napkins. The daily requirements for the regular dining rooms can be estimated and a par established. Banquets pose the real problem. Functions vary greatly in size and requirements, not only in the table setups but also in the colour of the linens requested. Hotels must, therefore, have in stock a sufficient quantity of tablecloths and matching napkins in at least three or four basic colours, to properly service the number of people that can be accommodated at any one time in their largest banquet room. The alternative is to rent them from a linen-supply company as needed. Because of the uncertainty of the requirements and the initial investment, many hotels use a combination of the two methods, purchasing a smaller quantity of colored linen and renting when more are needed.

Most hotels, however, do not keep their own colored linens in circulation; rather, they are returned to the permanent storeroom after each use. This storeroom will also hold all guestroom and restaurant linen purchased but never put into use. Because linen represents a major operating expense, bulk buying reduces the unit cost, and since immediate deliveries are almost impossible to obtain, it is normal hotel procedure for the executive housekeeper and the food and beverage manager to estimate their annual

requirements in advance and present them to the general manager for approval. When the decision has been made, in order is issued for the full quantity, with partial shipments arranged at convenient intervals. Control of the reserve linen is very important. The storeroom must be securely locked, with access given to only authorize personnel, no items must be removed without a requisition approved by the housekeeper, and a perpetual inventory must be kept reflecting purchases, issues and balance on hand. Frequent spot checks should be made by the linen room supervisor to verify the balance shown. Semi-annually, if possible, but not less than once a year, a physical count of every item in stock should be taken and compared with the perpetual inventory. A representative of the accounting department should be present to assist in and supervise the count. Accounting should also test-check the mathematical accuracy of the calculations in the perpetual inventory book, verifying opening balances and comparing purchases to vendor's bills and issues to approve requisitions'

CHECK YOUR PROGRESS-II

Answer the following questions:

1. Define housekeeping.

2. What are the various types of keys used in housekeeping?

3. Give any two important functions of housekeeping.

1.6 Role of Housekeeping in Hospitality Industry

One veteran Hotelier defines the housekeeping's role this way: "When you don't know whom to call, you call housekeeping" Dedicated housekeepers throughout the world would agree that defining the role and responsibilities of housekeeping is not a simpler task. The following points are the evidence of this:

1.6.1 Role of Housekeeping in Hotels

As we have discussed earlier almost 70% of room revenue is contributed by room sales! One thing we can say that housekeeping has a significant role in hotels. However, the key responsibilities will vary from hotel to hotel. In an economy or budget hotel the role may be consisted to provision of neat and clean areas where as in middle class hotels housekeeping has to pay significant attention not merely towards upkeep but also with the maintenance with a facility of some amenities and supplies in the guest rooms. On the other hand upscale and luxury hotels housekeeping shall be paying utmost attention to highest degree of cleanliness and hygiene with world-class amenities and standards in the rooms. The type of furniture and area of the rooms will be on much higher side but one thing is common amongst all is to please the guest. As mentioned in the blue prints of Oberoi's hotels "It is every one's responsibility to ensure uncompromising levels of cleanliness in all areas of hotel." "It is the responsibility of everyone to conserve energy, preserve the environment and protect the assets of Oberoi's." Thus, housekeeping provides warm, friendly and immaculate services, creating moments of happiness leaving cherished memories for our guests."

1.6.2 Role of Housekeeping in Hospitals

If you are asked what is the most supreme job on the earth? Probably the answer will be unanimous that life saving is the most supreme job on the Earth. The hospitals probably are the areas concerned with the doctors and patients. Perhaps the housekeepers also have a significantly important role to play. The role of professional housekeepers till now is concise to big and chain hospitals only. However, there are tremendous opportunities in this area in coming few years. The hospitals like Apollo, Escorts, AIMS, and others are availing services of professional Housekeepers in India. Housekeeping in Hospitals is different from those of Hotels. In hotels it is more focused on luxury, on the other hand in hospitals housekeeping is more focused on hygiene and sanitation. Focus is to be paid on checking bacteria and other harmful micro organisms. The disposing of waste material like used syringes, bandages and others is crucial as well as risky job. The housekeeping staff must be trained about infectious diseases and viruses like HIV and others. Though it is tough job but gives immense satisfaction at the end of day when one sees a patient getting cured and returning his home. The rooms are to be fumigated and cleaned thoroughly after the departure of patients.

1.6.3 Role of Housekeeping at other places

Housekeepers have to play a significant role in museums art galleries and libraries. They are a place of National Importance and contain various materials, which may be unique and expensive, and old as well also some of them may be masterpiece itself. The movement of people shall be much high

as compared to the hospitals and hotels. Also there shall be a mixed blend of Crowd in the public. Thus housekeeping here has not merely to take care of cleanliness of area constantly but also housekeepers shall have to keep an eye since the material here may be precious and rare' Also the cleaning has to be done very carefully since there is no replacement of breakage or resultant of inappropriate handling. The majority of these organisations prefer to avail contractual services of housekeeping.

1.6.4 Role of Housekeeping in Hostels

Hostels for young people and university halls of residence are medium to long stay establishments. Staff here is generally kept to minimum strength and students are also expected to maintain their own rooms. Although weekly cleaning of rooms is taken care by Housekeeping however the public areas are maintained on daily basis by the housekeeping staff. Some hostels do provide limited laundry services to the boarders. The bursar/housekeeper/ manager is generally responsible for maintaining the hostels. The University halls of residence generally are given on contract basis though there are superintendents of Hostels to ensure the hygiene standards monitored by Dean Student welfare or Proctors.

1.6.5 Changing Roles of Housekeepers

The image of Housekeeping as a mere provision of Clean, Comfortable area has gone forever. You students today will be the professional housekeepers tomorrow. Thus it is more significant for you to understand changing roles of housekeepers. It is sure that “professional housekeepers will be spending more and more time with the properties top management and lesser time on floors. Management skills will be far more important than mere technical skills”. Even today Housekeepers have proven to be good General Managers in Indian Hotels. Housekeeper - Huvida Marchell has proven to be an Excellent General Manager of Rajvilas - a Luxury Resort of Oberoi’s in Jaipur, India.

As in most of the professions, the changes affecting the Housekeeping are dramatic and ongoing. The technical advancements, automated systems, HR Developments and other such issues need to be anticipated now. Unlike in 90's where the literary level of Housekeepers has been very little the profile is expected to be very high in coming few years. The introduction of Bachelors and Masters Programme in Hotel Management will give threshold of wonderful housekeepers in coming years in India too. Though experience will always be an asset for Housekeeping profession a professional housekeeper should also have Computer literacy: - which includes familiarity with property management systems, to in room air purification systems. Financial skills: - which includes budgeting for the financial year and some basics of accounts and related matters. Human Resource Skills: - Today people work for careers thus the employees in housekeeping must be taken care. Also they could be enrolled in some advance or distance learning programmes. Handling HR Related issues can be of great help to Housekeeper as well as organization. Management Skills: - are vital even if one is not an aspirant for being a General Manager. However, there are much more areas of scope for improvement for professional housekeepers. Broader the responsibilities become more issues are to be dealt with. “A housekeeper can't be a bureaucrat sitting on a desk can't manage Housekeeping operations - the job of

are more particular towards cleanliness of areas. They get annoyed if the comfort level is not up to their levels. They also get opportunities to compare the quality standards as they visit many places round the world. Housekeeping is the department which is perhaps responsible to bring back a guest to the hotel again and again this is because guests want personal recognition. House-keeping department has ample scope to pay special attention to all guest, thus making them feel Important. Housekeeping is open to general inspection. It has no secrets and cannot hide dust and dirt or poor services. Moreover, this is the department which is indirectly responsible for earning the maximum revenue for the hotel, because the rooms sold by the front office are the rooms made by the House -Keeping. Besides guest rooms, housekeeping has to look after all other areas and is not an easy task to keep the whole hotel sparkling. Thus, justifying the motto "A Hotel is a home away from home". As the name suggests housekeeping emphasis on the overall upkeep of house. However, house in our context is hotel. Depending on the size of hotel, the size of this department & workload can easily be accessed. From small to medium or large to huge. In various star hotels, the criterion has not been to satisfy the guest expectations but to exceed its expectations and in order to do so the backbone (Undoubtedly is Housekeeping) should give constant support 24 hrs a Day, 365 days a year. This in itself speaks about the importance of this Department' Maintaining guest rooms, pest control, waste disposal, looking after laundry are some of the major areas, which need, housekeeping concern. However the area is still expanding. Hence, we can say that housekeeping helps in building the image of property in front of the guest.

1.8 Ansewrs to Check Your Progress

Check Your Progress-I

1. Refer to section 1.3
2. Refer to section 1.2.2

Check Your Progress-II

1. Refer to section 1.5
2. Refer to section 1.5.4
3. Refer to section 1.5

Check Your Progress-III

1. Refer to section 1.6.1
2. Refer to section 1.6.5

1.9 Suggested Reading

1. **Sudhir Andrews**, Hotel Housekeeping, TATA McGraw Hil L
2. **Tucker Schneider**, The professional Housekeeper, VNR.
3. **Robert J. Martin Jones**, Professional Management of Housekeeping Operations, Mley and Sons. Inc
4. **Accommodation Manual I Year**, IHM-Bhopal.
5. **Joan C. Branson and Margaret Lennox**, Hotel, Hospital and Hospital Housekeeping, ELBS, Edward Arnold. 2000.

1.10 Review Questions

2. What do you understand by Housekeeping? Explain.
3. What are the various functions of Housekeeping?
4. How hotel Housekeeping differs from Hospital Housekeeping?
5. What are the changing functions of Housekeepers over the years?

1.11 Glossary

2. **Laundry**-place where linen and uniforms are washed dry-cleaned and pressed.
3. **Upholstery**-textile used for furniture decor.

UNIT: 02

LAYOUT OF HOUSEKEEPING DEPARTMENT

Structure

- 2.1 Objectives
- 2.2 Introduction
- 2.3 Layout of the housekeeping department
- 2.4 Housekeeper's office
- 2.5 Secretary's cabin
- 2.6 Housekeeping Desk Control
- 2.7 Lost and found section
- 2.8 Linen and Uniform store
- 2.9 Linen and uniform room
- 2.10 Sewing room
- 2.11 Upholstery and furniture yard
- 2.12 Housekeeping supply store
- 2.13 Florist's room
- 2.14 Horticulture equipment store
- 2.15 Layouts guest rooms
 - 2.15.1 Layout of single room
 - 2.15.2 Layout of double room
 - 2.15.3 Layout of suit room
 - 2.15.4 Layout of twin bedded room
- 2.16 Housekeeping floor pantry
- 2.17 Laundry
- 2.18 Summary
- 2.19 Glossary
- 2.20 Check your progress-1 Answer
- 2.21 References/Bibliography
- 2.22 Suggestive reading
- 2.23 Terminal Questions

2.1 Objectives

After reading this chapter, student should be able to:

- Appreciate the importance of a functional layout for a housekeeping department to achieve maximum efficiency in providing guest services.
- Also understand the layout of different section of housekeeping.
- Layouts of different types of rooms and appertained areas.

2.2 Introduction

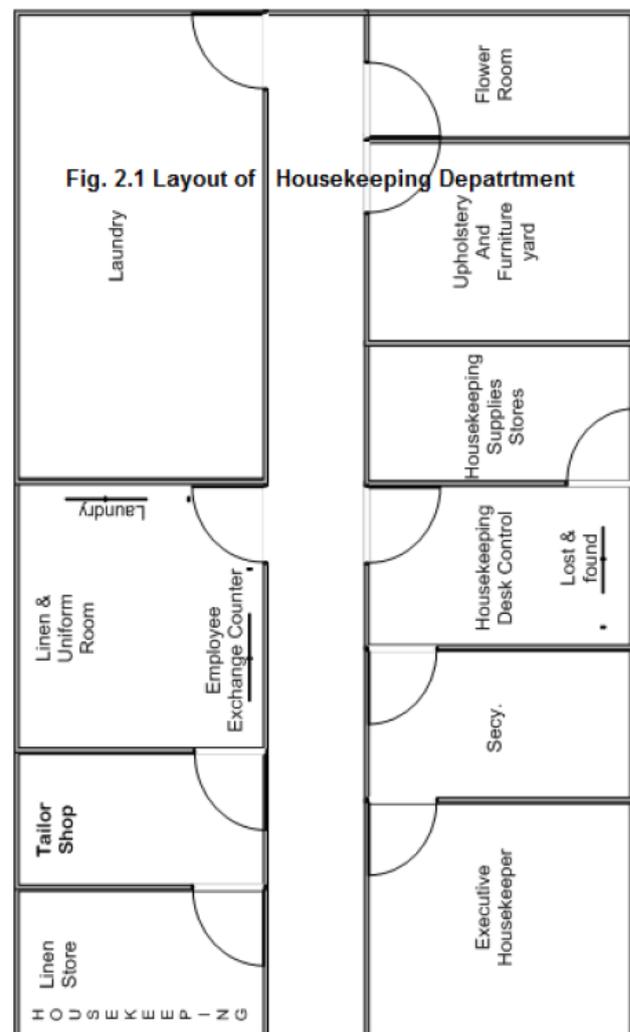
There is no ideal or universally accepted model of housekeeping department layout. The office setting is based on the type, size of hotel, physical availability of the space and the personal idea of the planner. However, an office layout must be efficient and effective. It must facilitate control of supervision and must be an efficient working area. At planning stage it must be kept in mind the types of job housekeeping department needs to carry out and space needed to word and the number of staff the department will have. It is important to plan for space as space costs money. Below given are the different offices in a Housekeeping department of a medium size standard hotel.

2.3 Layout of Housekeeping Department

Housekeeping is one of most vital and essential departments of the hotel in many aspects sections within housekeeping department play an important role to make the operation successful. Designs, space and the number of sections in housekeeping department differs from hotel to hotel, although working style remains more or less the same. The layout of the various sections must be planned in an efficient way ,so that every activity within the department is regulated and monitored by the heads if the respective section at the planning stage of housekeeping sections it is essential to determine the different jobs its perform. The layout of various section and their activities relies upon the following factor:

1. Type of establishment
2. Size of the establishment
3. Space of the establishment
4. Service standard targeted
5. Facilites and supplies offered

Following factors are taken into considered when deciding on area and layout housekeeping department in the hotel.



- Housekeeping department should be in such place which is accessible to all the employees.
- Housekeeping department should be in that area which is at the back side of the hotel, not disturbing any guests.
- Housekeeping department should be in the ground floor which must be able to hold heavy equipments.
- Housekeeping department should be in such place which is away from general traffic.
- Housekeeping department should be in the convenient place to keep the different equipments used. Fig 2.1 shown the layout of the housekeeping department.
- The following areas constitute the layout of a housekeeping department

2.4 Housekeeper's office

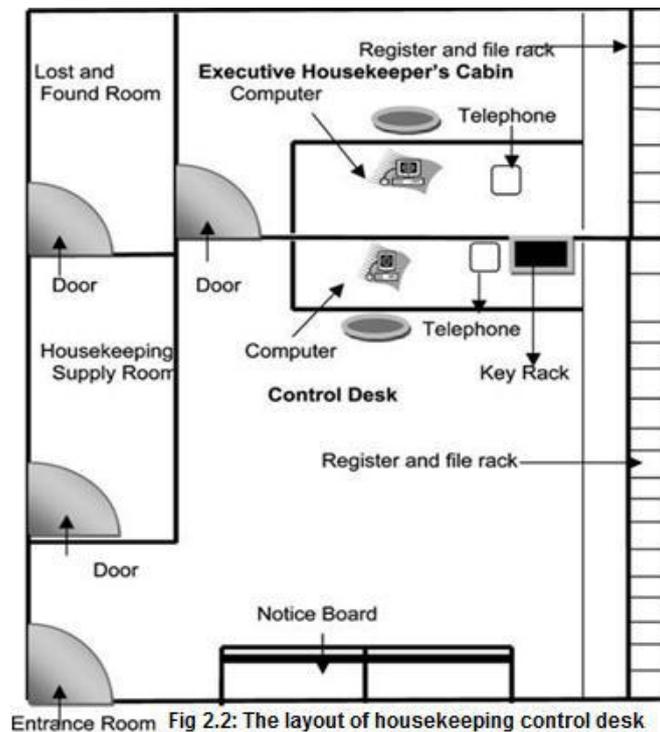
The executive housekeeper should have an independent cabin since it is the administrative center of the department. This is the main administration center for the department located within a silent cabin to plan out work for the present and future. Here, he also controls his staffs, conducts meeting, prepares budget, etc. The cabin normally has glass partition to enable the housekeepers to get the view of the various sections.

2.5 Secretary's cabin

A smaller cabin should be provided for the secretary, preceding the executive housekeeper's cabin, to enable the secretary to control movement into the housekeeper's cabin. Storage area for documents is essential in the secretary's cabin.

2.6 Housekeeping Desk Control

It is the main communication center of housekeeping and this desk is manned 24 h. Here all information is sent out and received concerning the department. It is the nerve center for coordination with the front office, banquets and restaurants, etc. The desk should be managed where the guest may also directly



contact for various services. The duty rosters notice, day to day instructions and other information are pinned up on the notice board here. This section is

usually spacious as briefings pre conducted and master keys are issued and received. It should also have more than one telephone connection as well as storage shelves for registers and files. Fig.2.2 shows the layout of control desk.

2.7 Lost and Found Section

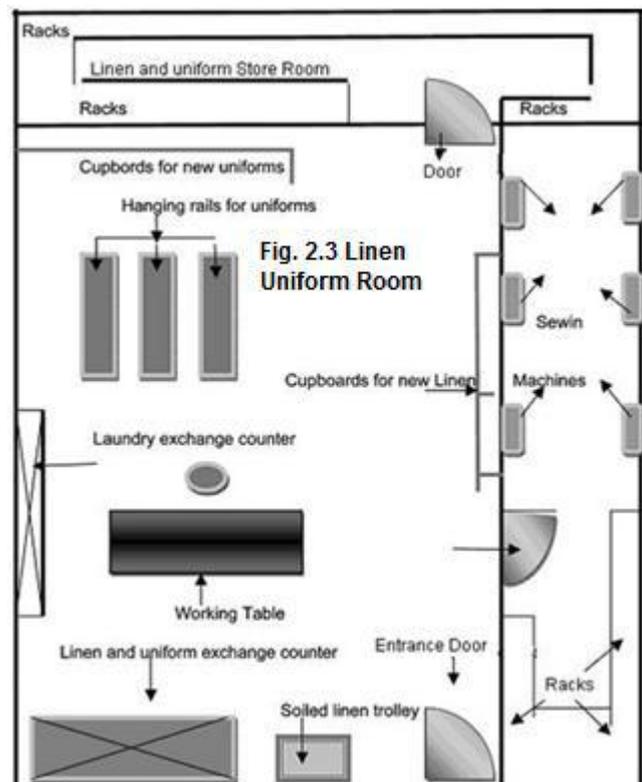
This is usually an area set aside in the desk control room, way from high traffic areas. All unclaimed articles found on the hotel premises should be handed over to the housekeeping control desk. Notices should be put up regarding the handing over of any personnel property found so that all staff members are aware of where such property should be handed over.

2.8 Linen and Uniform Store

This room stores the stocks of new linen and uniform. It also stocks fabric and material for soft furnishings, linens, and uniform to be stitched. The stock maintained should be enough to replenish the whole hotel once over. Since the stock is used only when the linen in current falls short of par, the area should be provided with shelves and racks to store linen and uniform for longer time. The room should be cool, well ventilated, and free from dampness. Larger hotel may have enough space for an independent uniform store in addition to a linen store.

2.9 Linen and Uniform Room

The linen and uniform room is the centre stage for the supporting role that the housekeeping department plays in the hotel. Most linen rooms are centralized and act as a storage point and distribution centre for clean linen and uniform. This is the room where the current linen and uniform is stored for issue and receipt. Usually, a par stock is maintained on each floor or at each unit to suffice immediate requirements. Although the term „linen“ originally referred to those fabrics made from the fiber derived from the stem of the flax plant, linen in this context means all launderable articles and often includes pillows, mattresses, shower curtains, fabric lampshades and upholstery that are also handled by the linen room. The room is large airy and



free from heat and humidity with adequate shelves to stock all linen. It has a counter where the exchange of linen takes place. It should be secured and offer no possibilities of pilferage. The linen and uniform room should have a counter across with the exchange of linen and uniform takes place. The linen and uniform room should preferably be adjoining the laundry so that the supply linen and laundry to and from laundry is quick and smooth. Only authorized personnel working in linen and uniform room should be permitted to enter it. Fig 2.3 shows the layout of linen and uniform room.

2.10 Sewing room

This room is used for repair work carried out on linen, uniform, and soft furnishings. The space should be allotted in the linen room. The first essential for successful sewing is good work area to accommodate sewing machines, ironing table, and space for items to be repaired. Ideally it should be a small room set apart for the purpose or, in smaller hotels, a well lit corner kept solely for sewing.

2.11 Upholstery and furniture yard

It is also an important section of housekeeping department with the prime duties to maintain and replace as and when furniture or any other replacement of furnishing is required in any room as is reported by room attendants.

2.12 Housekeeping supply store

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

2.13 Florist's room

In hotels, flowers are used extensively. Today flower arrangement is the art of organizing and grouping together of plant materials to achieve harmony. Now this art is used as a basis of interior decoration. Making up a good flower arrangement requires a lot of creativity on the part of arrangers. So this is also an important section of housekeeping. This should be an air-conditioned room to keep flowers fresh for the flower arrangements required by the hotel. It should have a work table, and cupboard to store equipments, containers, wire cables and other accessories.

2.14 Horticulture equipment store

This room is used for the storage of gardening equipments such as rakes, spades, lawn mower, pots, pails, water hoses, and seeds. It should be near to garden area and should have its door kept locked. The size of the room depends on the landscape area to be look after.

2.15 Layouts guest rooms

Though not attached to the department physically but it is the most important section of housekeeping, as it contributes 50 percent of the total sales, making the profit rate percentage from room sales very high. The sale of room means leasing the room for 24 hours for predetermined cost. Thus, a room old on a particular day earns revenue for that day, and it can be sold again, and again.

Rooms are sometimes also referred as „highly perishable commodities „,as room not sold for the day lose out on the revenue for that day. In addition to earning revenues, guestrooms also have a role in the image building of the hotel. Guest may stay in a hotel for pleasure, convenience, or for necessity. Whatever the reason for the stay, they will always expect a certain standard of service and comfort. Guest are now being offered a choice of more expensive rooms with upgraded facilities, as well as the establishment’s standard options. Hotels now offer a wide range of rooms catering to the needs of different types of travelers. In this section, you will examine the layouts of different guest rooms.

2.15.1 The Layout of Single Bed Room

A room with a single bed is called single bed room. Fig 2.4 shows the layout of single room.

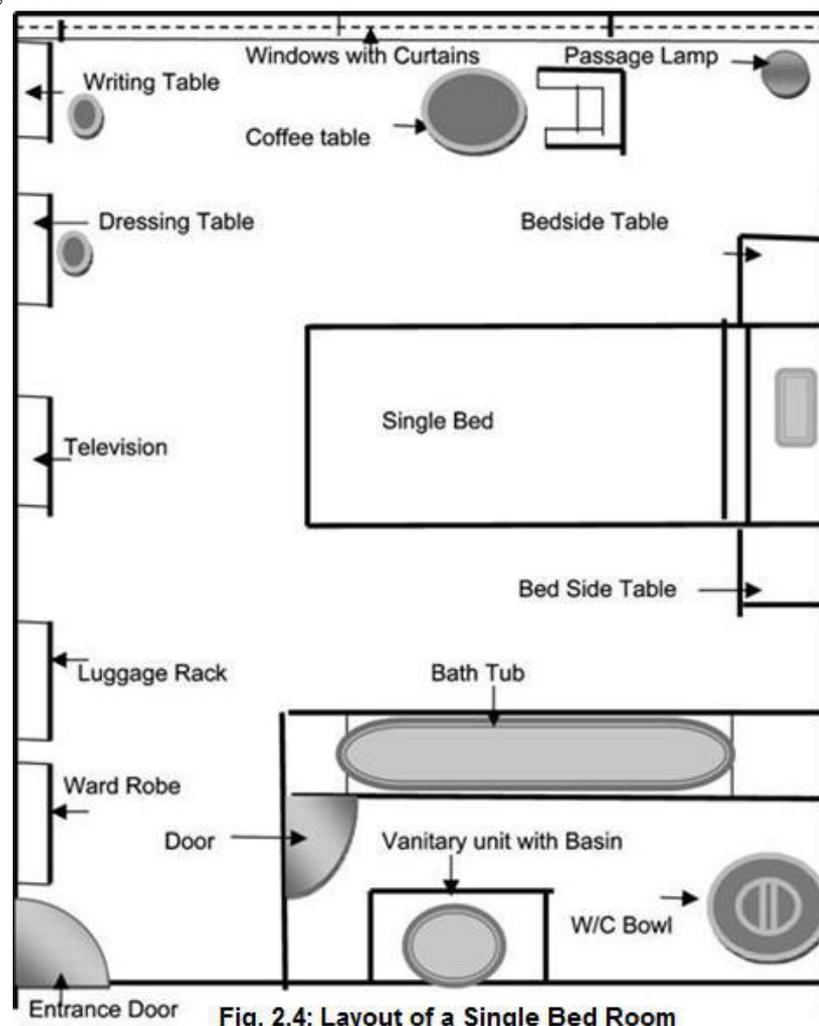
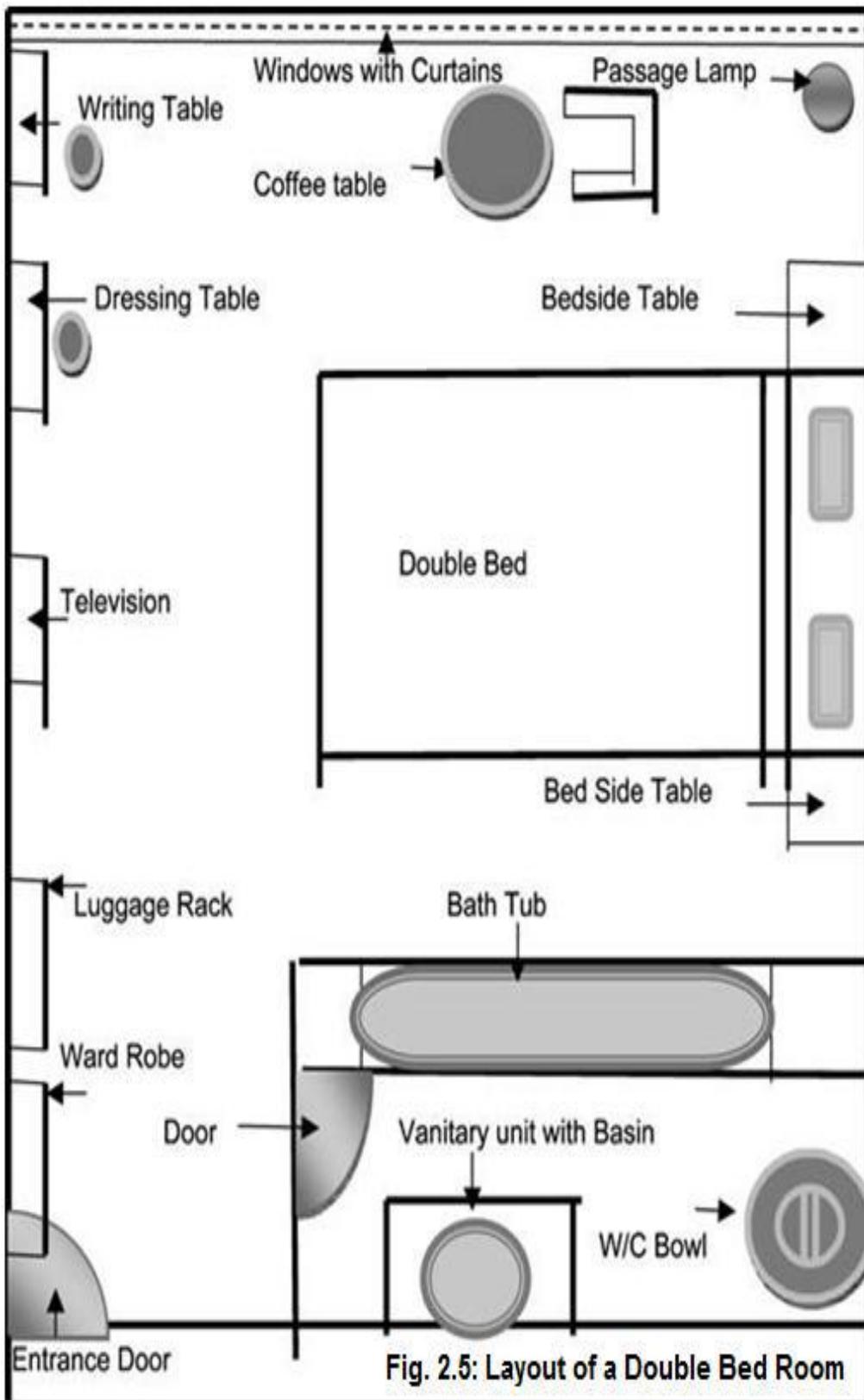


Fig. 2.4: Layout of a Single Bed Room

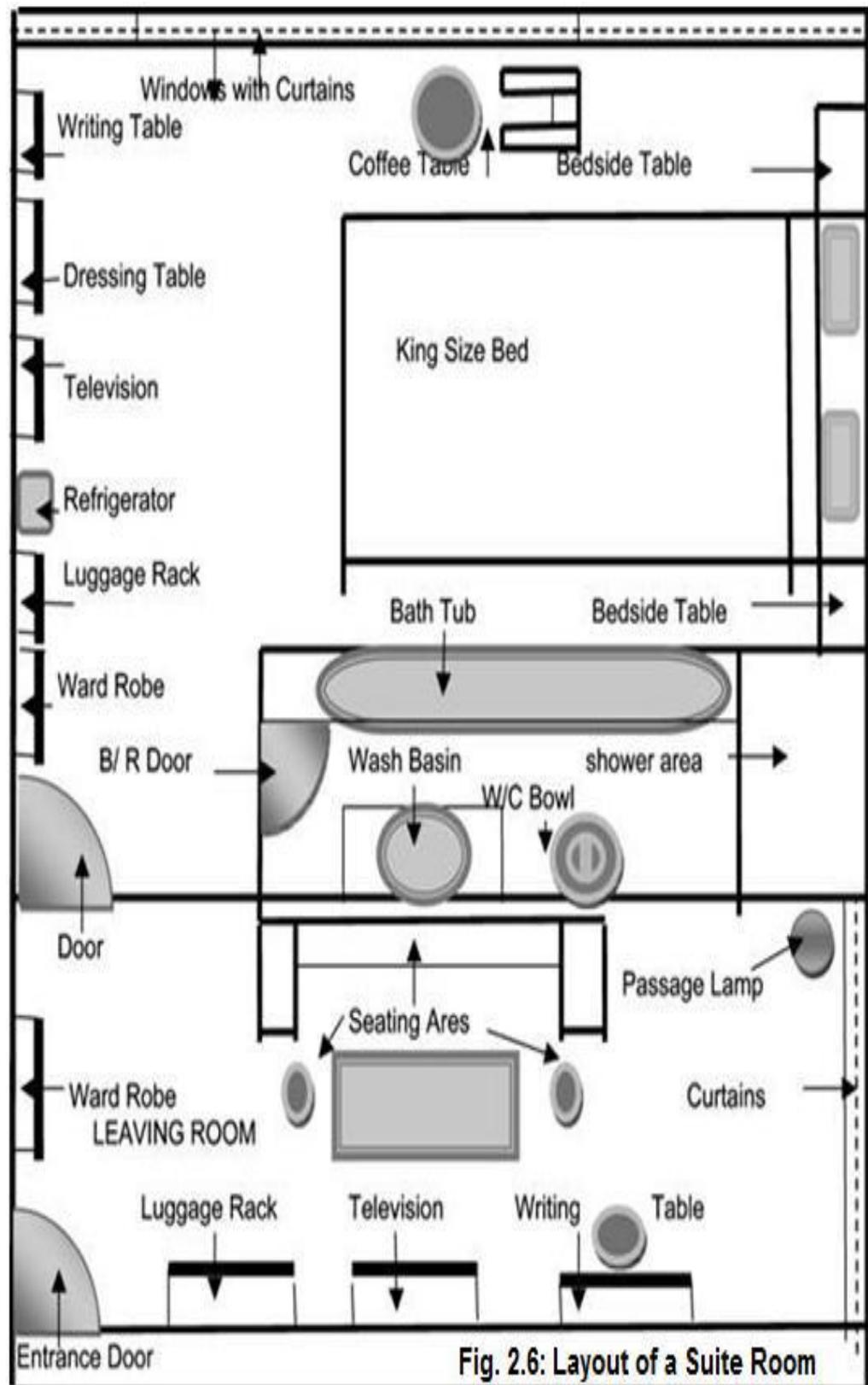
2.15.2 The Layout of Double bed Room

A room with a double bed is called as double bed room. Fig 2.5 shows the layout of double room.



2.15.3 Layout of Suite Room

A room with double bed and a living room is called as suite room. Fig 2.6 shows the layout of suit room.



2.15.4 The Layout of Twin bed Room

A room with a two single beds is called as twin bed room. Fig 2.7 shows the layout of twin bedded room.

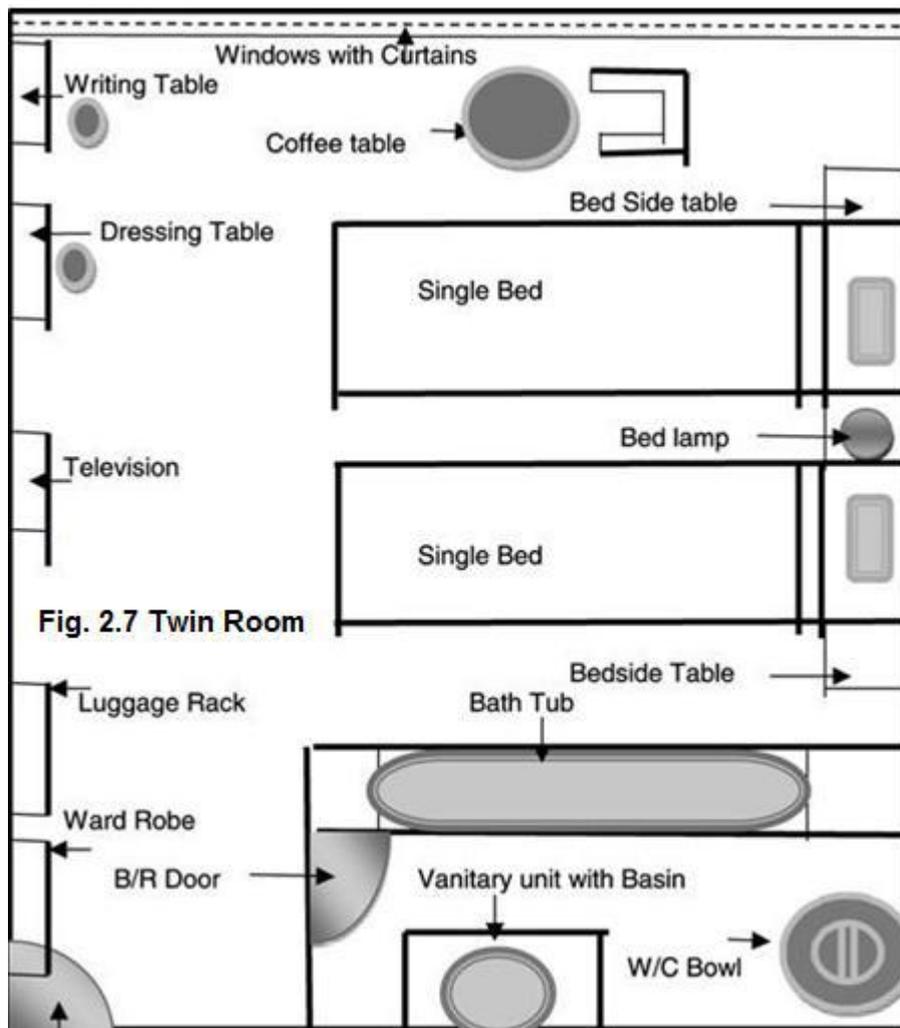


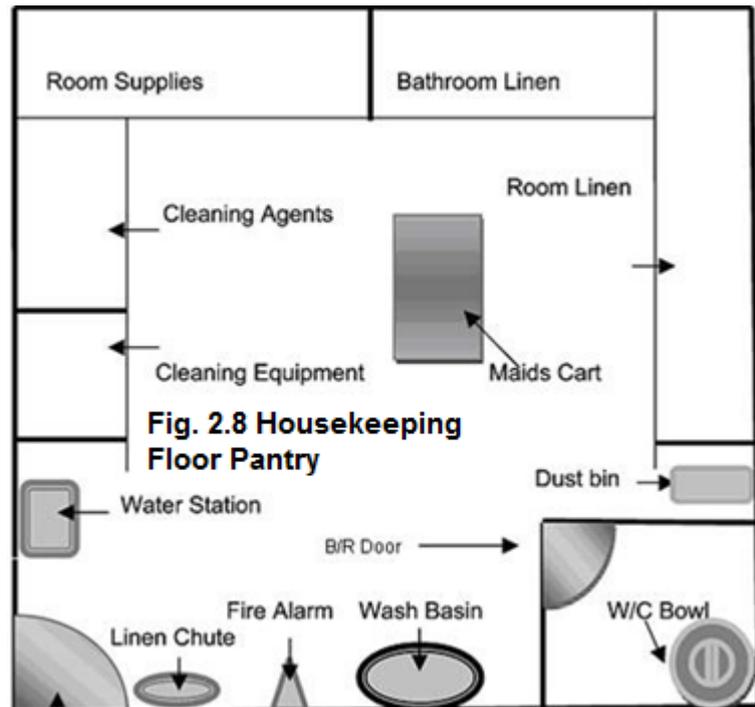
Fig. 2.7 Twin Room

2.16 Housekeeping Floor Pantry

Though not attached to the department physically, floor pantry is very much part of the housekeeping department. The housekeeping floor pantry is a room for a store on every floor to aid the housekeeping department to function more efficiently by way of providing a space to stock all guest supplies. These are located on each guest floor to keep a stock of linen, guest supplies, and maid's cart and cleaning supplies for that particular floor. A floor pantry stores complete sets of linen for the whole floor over and above what is already in circulation in the rooms. The floor pantry is tucked away from the guest view and should be situated near the service elevators. It should store all housekeeping items so that the housekeeping staff do not have to keep going back to the housekeeping and linen room for any item. It should have shelves and cupboards for linen and supply, and sufficient area to park a room maid cart. It should have a sink with water supply. A sample layout of a floor pantry is shown in figure.

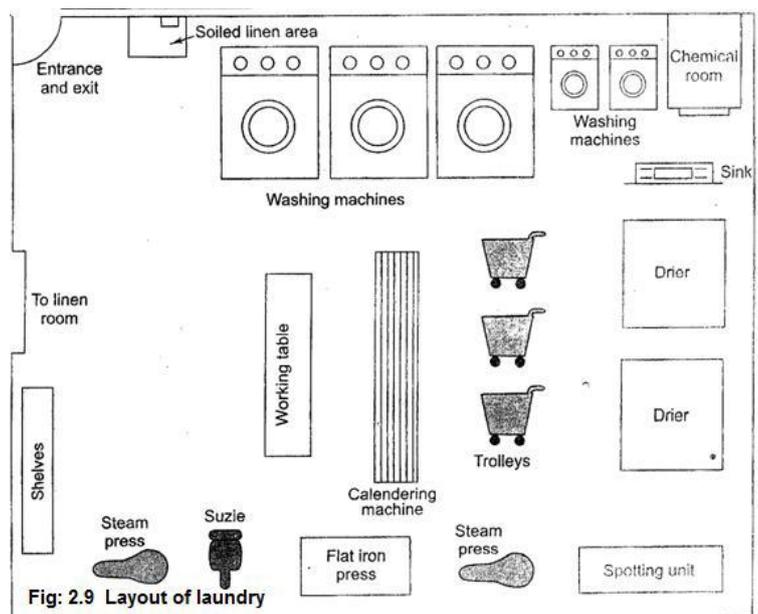
Since the floor pantry is used to stock expensive items such as linen, it should remain locked at all times when not in use. The key of the floor pantry is kept with the GRA of that floor and duplicate is kept with the floor supervisor. The following should be provided in floor pantry:

- Cupboard to store guest supplies, cleaning agents, and equipments.
- Shelves and racks to store fresh room linen.
- Linen trolley to store fresh and soiled linen and for transporting/ dispatching to the same to the linen and uniform room.
- A notice board to display information about expected arrivals, VIP's in house, extra bed, and guest loan items given to guest in the rooms.
- A sink with hot and cold water facilities to wash or disinfect glasses, fill drinking water in flask, and for flower arrangements.
- Guest loan items such as rollaway beds, cribs beds and bed board. Fig 2.8 shows the layout of floor pantry.



2.17 Laundry

The location of the laundry must be strategic enough to obviate transportation problems and because of the noisy and humid nature of the area. The laundry should, if at all possible, be easily accessible from the linen room so the heavy bundles of laundry can easily



be transported from one location to another. It should be located away from the guest areas, however because of acoustic reasons, vibration, and humidity problems anticipated in the laundry. It should preferably be along the outside wall of the building to provide adequate ventilation. Fig 2.9 shows the layout of laundry.

CHECK YOUR PROGRESS

1. Discuss the importance of different sections of housekeeping department.

2. What factors are taken into considered when deciding on area and layout housekeeping department in the hotel?

3. What are the various factors on which the layout of housekeeping depends?

2.18 Summary

Housekeeping can rightly be called soul of a hotel if front office is considered to be the heart of a hotel. It is the housekeeping which gets the room ready for the guest and when guest checks out room is handed over to the housekeeping for up-keeping. Items and gadgets to be checked range from bathroom kits to

bedroom gadgets like television, refrigerators, and air conditioners and if any fallacy is found with any of the technical equipments, engineering department may be contacted for repairing of the same. Job of the each player of housekeeping department is clearly mentioned in the organization chart so as to avoid duplication of efforts as well as consequent wastage of energy. It is essential that proper inventory shall be maintained so that guests' requirements can be met at all the. In fact, even other segments of the tourism industry ought to know about these services in order to acquaint their clients of the facilities when they sell the packages tours etc. The housekeeping department has not given its due importance in hotels, particularly in the Indian In this unit you have studied the layout of all types of hotel rooms, linen room, control desk, floor pantry and.

2.19 Glossary

Amenity: A service or item offered to guest or place in guest rooms for convenience and comfort, at no extra cost.

Horticulture: The science of growing plants for gardening.

Landscape: An area where trees, plants, turf, deck, walks, ponds, and so on have been used to create a natural-looking outdoor space that is functional and visually appealing.

Linen: Material woven from fiber of the flax plant. The term linen is also used loosely to denote daily laundry able articles in the linen room. Actual linen material is less elastic and more absorbent than cotton which is now typically the material of choice.

Par number: A multiple of the standard quantity of a particular inventory item that must be on hand to support day-to-day housekeeping functions.

Upholstery: Textiles, padding, springs, and other material used for decorating furniture and rendering it more comfortable.

2.20 Check Your Progress- Answer

1. The main functions of different section of housekeeping to achieve maximum possible efficiency in ensuring care and comfort of guest.

2. Following factors are taken into considered when deciding on area on layout housekeeping department in the hotel:

- Housekeeping department should be in such place which is accessible to all the employees.
- Housekeeping department should be in that area which is at the back side of the hotel, not disturbing any guests.
- Housekeeping department should be in the ground floor which must be able to hold heavy equipments.
- Housekeeping department should be in such place which is away from general traffic.
- Housekeeping department should be in the convenient place to keep the different equipments used.

3. Following are the various factors on which the layout of housekeeping department depends:

- Type of establishment

- Size of the establishment
- Space of the establishment
- Service standard targeted
- Facilities and supplies offered

2.21 References

1. Martin Robert J (1998), Professional Management of Housekeeping Operations,
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5. G.Raghubalan and Smritee Rghubalan (2007) Hotel Housekeeping: Operation and management

2.22 Suggestive Reading

1. Rosemary Hurst (1971), Housekeeping Management for Hotels
2. and Residential Establishments, William Heinemann.
3. Margerate M. Kappa, Aleta Nitchke, Patricia B.Schappert, Managing Housekeeping Operation
4. John T. Fales, Fountional Housekeeping in Hotel & Motel

2.23 Terminal Questions

- Q1. Draw a neat and labeled diagram of housekeeping department
- Q2. Draw the layout format indicating the contents of double bedded room.
- Q3. Draw the layout of control desk.
- Q4. Draw the layout of twin bed room.
- Q5. Draw a layout of suit room.
- Q6. Write a short note on floor pantry.
- Q7. Mention the different section of housekeeping department.
- Q8. Draw a layout of single bedded room.

Fill in the blanks

1. The executive housekeeper cabin normally has ----- partition to enable housekeepers to get the view of the various sections.
2. -----room is used for the storage of gardening equipments.
3. Rooms are sometimes referred as highly----- commodities.
4. This room is used to carried out for repair work is known as-----
5. Housekeeping control desk is the main-----center of housekeeping department.
6. A room with ----- and a-----is called suit room.
7. Textiles, padding, springs, and other material used for decorating furniture and rendering it more comfortable are known as-----.
8. ----- material is woven from fiber of the flex plant.
9. Flower arrangement is the art of organizing and grouping together of ----- to achieve harmony.
10. Guest may stay in a hotel for pleasure, convenience, or for -----

UNIT: 3

ATTRIBUTES AND QUALITIES OF HOUSE KEEPING PERSONNEL

Structure

- 3.1 Objectives
- 3.2 Introduction
- 3.3 Attributes of housekeeping personnel
 - 3.3.1 Pleasant Personality
 - 3.3.2 Physical fitness
 - 3.3.3 Grooming and personal hygiene
 - 3.3.4 Basic etiquettes
 - 3.3.5 Eye for details
 - 3.3.6 Orderliness
 - 3.3.7 Courtesy
 - 3.3.8 Cooperation
 - 3.3.9 Adaptability
 - 3.3.10 Honesty
 - 3.3.11 Tact and diplomacy
 - 3.3.12 Right attitude
 - 3.3.13 Calmness
 - 3.3.14 Punctuality
 - 3.3.15 Good memory
 - 3.3.16 Loyalty
 - 3.3.17 Self discipline
 - 3.3.18 Smile
 - 3.3.19 Teamwork
- 3.4 Qualities of housekeeping personnel
 - 3.4.1 Relational
 - 3.4.2 Multilingual
 - 3.4.3 Service-Oriented
 - 3.4.4 Creative Problem-solvers
 - 3.4.5 Action-oriented
 - 3.4.6 Techno-savvy
 - 3.4.7 Commission-oriented
 - 3.4.8 Multi Skilled
 - 3.4.9 Mastery in Functional Area
 - 3.4.10 Creative in Applications
 - 3.4.11 Technical Orientation
 - 3.4.12 Loyalty to their Profession
 - 3.4.13 Ability to work in various teams
- 3.5 Summary
- 3.6 Glossary
- 3.7 References/Bibliography
- 3.8 Suggestive reading

3.9 Terminal questions

3.1 Objectives

After reading this unit learner will be able to:

- List the personal attributes required in housekeeping personnel.
- List the qualities required by housekeeping personnel.

3.2 Introduction

A pleasant personality is the result of good grooming and good presentation in front of guests. The way a staff looks is the first impression he/she creates, and this reflects on the quality of service and standards in an establishment. It is good to remember that „your last look in the mirror will be the guest’s first look“. All the supervisory housekeeping staff and the guest room attendant should be especially well groomed as they come into close contact with the guest. The staff should be turned out in clean and crisp uniforms. After shave and perfume should not be very strong, mild deodorant should be preferred. Most establishments follow minimum jewellery and light makeup policy for female housekeeping staff. Hair must always be clean and, in case of long hair, should be tied up at back. Many hotels have a maid’s cap for attendants. Because of the long hours involved, housekeeping staff should wear comfortable, light, low heeled box shoes and keep them looking clean at all times.

3.3 The Attributes of the Housekeeping Personnel

The attributes of the housekeeping personnel are as follows:

- Pleasant Personality
- Physical fitness
- Grooming and personal hygiene
- Basic etiquettes
- Eye for details
- Orderliness
- Courtesy
- Cooperation
- Adaptability
- Honesty
- Tact and diplomacy
- Right attitude
- Calmness
- Punctuality
- Good memory
- Loyalty
- Self discipline
- Smile
- Teamwork

3.3.1 Pleasant Personality

A pleasant personality is the result of good grooming and good presentation in front of guests. The way a staff looks is the first impression he/she creates, and this reflects on the quality of service and standards in an establishment. It is good remembered that „your last look in the mirror will be the guest“s first look.“ all supervisory housekeeping staff and the guestroom attendants should be especially well groomed, as they come into close contact with the guests. Aftershave and perfumes used should not be too strong“ mild deodorants should be preferred. Unclean mannerism such as scratching of face or scalp and chewing gum in front of guests should be avoided. Most establishments follow a minimum jewellery and light make-up policy for female housekeeping staff. It should always be remembered that a ready smile on the face wins many a battle.

3.3.2 Physical Fitness

Housekeeping is a 24 * 7 * 365 operation and the staff work long hours on their feet. Most of their work is manual and may require them to handle heavy equipment. Hence physical fitness is a must to cope with the nature of this work. A thorough medical examination and a medical history of candidates can be used as tools to ascertain their fitness at the time of recruitment. Housekeeping staff must maintain their level of fitness at the optimum to perform to require standards .It is said that ideal housekeeping staff should posses a „strong heart and good feet“.

3.3.3 Grooming and Personal Hygiene

Grooming is one of the most important features of housekeeping professional. The room attendant, floor supervisor, houseman, public area personal, and clock room attendants have face-to-face contact with guest of the hotel. She/he, therefore, reflect the image of the property. A well groomed housekeeping member represent of hygiene

Personal hygiene deals with matters pertaining to the health of the individual for the maintenance of which the responsibilities lie with him alone. Elements personal hygiene includes:

1. Good healthy habits
2. Cleanliness of skin
3. Cleanliness and care of hair, eyes, ears, teeth and nose
4. Cleanliness of the nails and fingers.
5. Cleanliness, tidiness and condition of clothes and footwear.

Housekeeping staff must maintain a high standard of personal hygiene, as it reflects on the hygiene standards of the hotel. They must take a bath daily to avoid body odour. Their hair must be well combed, their nails clean and clipped. Their mouths should be free of any offensive odour. Any infections should be reported and attended to immediately. Cuts and burns should be covered with the correct dressings.

3.3.4 Basic Etiquettes

The hotel business is alchemy of showmanship, diplomacy and sociability. All personal are required to have the ability to communicate effectively with

certain manner and etiquettes associated with being a good host. The basic etiquettes that a housekeeping member should exhibit are:

- Smile and attend to guest as soon as they approach them. Acknowledge their presence by wishing them as per the time of the day.
- Recognition is a powerful tool to use for regular guest. The use of their name gives them importance and feeling of belonging.
- Be polite to guests by frequently using term such as “Thank you”, “please”, “May I help you?”, “Excuse me”, “Pardon me” etc.
- Avoid mannerisms such as touching the hair, scratching oneself or picking the nose, etc.
- Stand erect at all time.
- Listen carefully to needs of the guest. Note down their request and their room number.
- Assist guests whenever possible, especially in providing them information about hotel services. This requires thorough knowledge of hotel services. Take action on the request immediately.
- Talk softly
- Avoid arguing with service staff and guests on the floor and public areas.
- Carry pencil in the pockets and not behind ears or clipped in front of the uniform.
- Desist from chewing gum beetle nut.
- Enter and leave the floor through the service door only.
- Shut the door quietly.

3.3.5 Eye for Details

This is one of the foremost attributes that housekeeping staff must possess. They must be able take into considerations minute details that a layman may let go unobserved. The power of critical observation is what distinguishes good service from average. Room attendants need to have eye for detail in order to make up a flawless guestroom and housekeeping supervisors need to have a keen sense of observation to inspect these rooms for perfection.

3.3.6 Orderliness

Guest evaluates a property by how orderly the hotel personnel are. They observe whether the maid carts are kept clean and in an orderly fashion. Corridors must be kept clean and free from litter.

- Keep all linen and supplies in the maid’s cart in an orderly manner.
- Ensure that flower displays in rooms and floor foyer are fresh and properly arranged.
- Keep the access door to the service landings closed at all times. Most properties install a swing door with a peep window.
- Floor foyer telephone tables must be kept clean at all times. A handy duster is helpful to keep the counter tops clean and polished.
- Garbage hampers are essential features of a maid cart and garbage chutes important in service landing.

3.3.7 Courtesy

It is a hallmark of a good housekeeping professional to be courteous on all occasions not only towards guests, but also towards colleagues and other people working in the same unit.

A housekeeping employee should extend courtesy to both guest and colleagues. It is essential that while dealing with guests, the staff be humble and polite. Housekeeping staff should never argue with a guest and, if they cannot deal with the situation, it should be referred immediately to a senior member of the team. Guests will always remember pleasant and charming staff, as this adds to the guest's positive experience in hotel.

Courtesy should be inherent in one's nature and sign of one's desire to please those with whom one comes into contact with. Courtesy should not just be a part of the "technique" of the property but be spontaneous and genuine.

The advantage and necessity of being courteous should be emphasized as it not only smoothes operations, but also ensure better relationship.

Examples of courtesy are given below:

- Each approaching guest must be attended to with a smile and a cheery greeting.
- If the staff member knows the guest's name, it is advisable to address him or her by the name as this the guest recognition. Do not mispronounces names or call them by somebody else's name
- If rooms are not ready when a resident guest arrives, ask them if you should return later. If they permit you to continue, complete the task quietly and quickly.
- When a guest is seeking assistance on the floor use the word „assist“, e.g. "May I assist you".
- When listening to request or complaints of the guest show empathy and tell them what you will do to meet that need or resolve the complaint. Then do it.
- After completing any transaction say, "Thank you, have a pleasant day". It should be said with utmost sincerity.

3.8.8 Cooperation

Housekeeping staff must cooperate not only with each other, but also with staff of other departments. This is absolutely essential, since housekeeping involves a lot of team work for efficient functioning. If there is any lack of cooperation and coordination, it indirectly affects the guests and hampers efficiency.

3.3.9 Adaptability

This is an important quality in housekeeping staff. They should be willing to try out and experiment with new ideas. The staff should accept and adapt to change willingly and should welcome the innovative methods and materials in housekeeping to meet the global competencies.

3.3.10 Honesty

This quality is all important to the staff in dealings with both guests and the management. Housekeeping staff have direct access to guestrooms. Guests' belongings are often left lying around the room and temptations are great. Housekeeping staff also deals with various kinds of guest amenities that may also tempt them. It is inherent discipline and integrity that checks these temptations. If there is trust and respect across the triangle of staff, guests and management relationships, then there will be a work atmosphere that encourages efficiency and a good team spirit.

3.3.11 Tact and Diplomacy

Housekeeping staff come into close contact with various kinds of guest. Some guests may make unusual requests or complaints. Sometimes guests may be aggressive and demand services that override the management's policies. It requires a lot of tact and diplomacy on the part of the housekeeping staff to handle such guests at their level, since under no circumstances can they be rude to a guest or hurt his/her amenities. Staff needs to be trained in handling guests who make such requests.

3.3.12 Right Attitude

Most managers agree that a candidate with right attitude is more of an asset to them than a candidate who has the skills but wrong attitude. The candidate with good attitude displays an even temper, courtesy and good humor and does not betray displeasure even in the most difficult times. They learn from their mistakes and are always optimistic. The housekeeping employee with the right attitude is proactive and anticipates the guest's needs and wishes. Attitude is a buzzword in modern operations. We wear an attitude. In other words, attitude is something that we own responsible for. An attitude is the way one communicates a mood to others, who respond accordingly. A happy host will get a happy response just as a sour person gets a negative response. It comes from within and can be positive or negative, based on one's experiences.

Positive Attitudes

- Being optimistic
- Feeling good about oneself
- Feeling good about others
- Feeling good about life
- Seeing the best in others
- Expecting good things to happen
- Seeing the bright side of all situations
- Being enthusiastic
- Being creative and open
- Anticipating successful encounters
- Each customer is an exciting challenge

Negative Attitudes

- I am bored
- I do not have time
- It won't work
- I cannot get organized

- I am too busy
- I don't know what to say I am nervous
- Nobody likes me
- Others are better than me
- I cannot win
- I am scared of customer
- Obviously positive attitudes have a greater range of benefits to the self and to the people he/she interacts with.
- Let's us take an inventory of key attitudes required in housekeeping operations:
 - The joy of serving people. The benefits of service are many. People are giving business to those who have better service. A good service gets better paychecks and tips. It ensures repeat customers. Service is a cutting edge.
 - A cheerful attitude is an asset. It is infectious and spreads cheer and goodwill to others. It fosters a pleasant and tension free workplace.
 - Cooperation is vital in team performances. Unless one does not cooperate with others, will not cooperate with guest.
 - Pride in one's work brings excellence. There is difference between doing routine work and doing work with an aim to make difference. Service can be done with showmanship, sincerity and enthusiasm.
 - Initiative is a valued competency in today's world. The only way to beat competition is to innovate and bring in new ideas. Each housekeeping personnel must always look for new ideas and introduce the new ideas.
 - Salesmanship is a vital job requirement to motivate the guest to spend extra.

3.3.13 Calmness

Housekeeping staff may face with various kinds of emergency situations, and it is essential that they remain calm so as to do their best in coping with the problem in hand. If they panic during an emergency, their anxious behaviors would become serious and be passed on to guests and colleagues calm behaviors helps employees to think rationally themselves and to display their presence of mind

3.3.14 Punctuality

This too is crucially important. If an employee is continually late for duty, it shows lack of interest in the work and a lack of respect for the management and guests. Respect for the time during working hours will reflect on the employee's work and help to create an impression worthy of appreciation

3.3.15 Good Memory

This is an essential asset in housekeeping staff, particularly when dealing with regular guests and repeat customers. A housekeeping staff member who remembers a guest's likes, dislikes, needs and wishes will be a tremendous asset to a hotel.

3.3.16 Loyalty

An employee's first obligation and loyalty are to the establishment in which they are employed and to its management. A situation should never arise when employees use guests as their sounding board/ secrets of hotel. They should respect the policies and decisions of the management.

3.3.17 Self Discipline

Discipline is the hallmark of a good housekeeping professional. This is because the temptation in a hotel is many. Discipline is of two types:

Physical: where grooming and physical conduct play a role.

Mental: This demands sincerity, honesty and perseverance. Here are some tips for housekeeper and supervisor to prevent indiscipline. They are as follows:

- Update one continuously with the house rules and regulations.
- Make discipline behavior bring reputation, recognition, and better rewards.
- Act professionally at work.
- Amend mistakes immediately.
- Always air grievances in privacy.
- Be an example to others.

3.3.18 Smile

Smile is the most important competency required by housekeeping personal, especially those in guest contact. As simple as it may seem, it is the most effective way of dealing with guest. A smile get smile in response. It immediately breaks down several barrier of guest including fatigue, low spirit, doubt and anxiety. Keeping a smile, while speaking on a telephone, is a powerful way to convey tone and intention to customer who judge the caller by the voice. We must not forget that housekeeping personnel are in direct contact with guest in rooms, floor, and public areas.

3.3.19 Teamwork

Teams have become the cornerstones of service operations. A poor team performance can severely damage the establishment reputation, while superior team performance directly enhances it. Teamwork is one of the essential competencies at the time of recruitment. Results are the responsibility of the entire team and not the team leader alone. Team dynamics have changed over the year. Lets us understand the anatomy of teamwork.

A team is a small interdependent group of people of complementary skills who are committed to a common purpose, performance goal and approach for which they hold themselves mutually accountable.

Teams can meet significant performance challenges. They have a common purpose and are able to assist. They harness the complimentary skill of other team members and have trust in their competency. They can influence each other to be ethical, discipline and motivating.

3.4 Qualities of Housekeeping Personnel

The attributes of the housekeeping personnel are as follows:

- Relational
- Multilingual
- Service-Oriented
- Creative Problem-solvers
- Action-oriented
- Techno-savvy
- Commission-oriented
- Multi Skilled
- Mastery in Functional Area
- Creative in Applications
- Technical Orientation
- Loyalty to their Profession
- Ability to work in various teams

3.4.1 Relational

They will be good at customer relations with strong interpersonal skills. Housekeeping personnel will make people interaction a joyful art. They will be adept at remembering faces and names and be able to remember the special needs of regular guests. They shall keep elaborate guest history records to respond to guest special needs in the past and respond to them. Frontline staff will be skilled in handling difficult guests and know exactly what to do in emergency situations.

3.4.2 Multilingual

Housekeeping personnel will be strong in the English language. As it will still be a foreign language to many nationalities, frontline staff will also develop skills in other languages. French and German languages were credible alternatives to English in the past. The new world now requires proficiency in Japanese, Russian, Chinese, Arabic, Hindi and Spanish. Frontline teams will be assembled to provide a range of language options to international clientele. Up-country establishments will further need skills in local dialects. With multi-lingual skills, hotel professionals will greatly enhance their job opportunities globally.

3.4.3 Service-Oriented

The future housekeeping staff will genuinely enjoy serving people and develop it into an art. They would acquire all the technical, interpersonal, and management skills to give an excellent guest experience. They will use technology to assist them in the process. Guest Histories on common servers will help fine-tune their awareness of needs and preferences of the guests. Computers will help in delivering a mere speedy service to an ever impatient guest on a fast track.

3.4.4 Creative Problem-Solvers

Housekeeping staff will be skilled in problem-solving and decision-making. Managements will empower them to make on-the-spot decisions to enhance

the guest experience. For example, a room attendant may be able to provide a regular guest with an additional vanity set if requested or a second or third service as demanded. Such decisions were earlier only permitted by the supervisor.

3.4.5 Action-Oriented

Housekeeping staff of the future will support promises with actions. If a room attendant promises the front office agent a room cleared in twenty minutes for a guest waiting to check in, she will be obliged to honor his promise within that time frame. If the floor supervisor promises to provide a baby-sitter to a guest by an allotted time in the evening. The promise has to be fulfilled to maintain quality service.

3.4.6 Techno-Savvy

Frontline personnel of the future will be comfortable with fast changing technologies and environments that affect them. Front office software like the Fidelio already exists. New recruits from hotel schools will come with skills in such software's. Training programmes for the housekeeping personnel will focus on adapting them to new changes in procedures and technologies. A room attendant will be able to deal with multiple tasks from changing fused bulbs in rooms to being able to resolve minor television problems.

3.4.7 Commission-Oriented

Service staff will prefer to work on commissions as part of their compensation packages. They have the confidence to generate substantial secondary income through commissions and bonuses. Hotels will provide a salary to cover the cost of living together with incentive packages to motivate direct revenue generating personnel to bring in new customers or generate additional revenues from regular clients by up-selling. Among housekeeping personnel, many housekeepers may be having their own database of regular clients to whom they provide personalized service. Guests prefer to move their business to hotels who hire those professionals who already know their lifestyle and preferences rather than having to cultivate their relationships once again with a new housekeeping staff can get commissions for their repeat guests or they can get bounces for the good feedback given by the guests and the number of times they return to the hotel.

3.4.8 Multi Skilled

Service professionals will have management skills, technological skills customer skills and reporting skills. This makes the erstwhile housekeeper a knowledge worker. The titles will also change to accommodate their new roles such as Hosts, Floor Relationship Executives, Customer Service Hostesses, etc Multi skilling is a strategy to reduce staff, pay better wages to those remaining, and have the flexibility to deploy them where there is a need. Housekeepers will learn to prepare guest rooms, take responsibilities in public areas. Deal with laundry tasks, manage the control desk operations or manage floral decoration and landscaping. Housemen may double up as bellboys at resort properties or even the housekeeper man at the reception in smaller hotels.

3.4.9 Mastery in Functional Area

The specialists will believe in continuous learning as a way of life to bring the best practices available in their field of mastery. They would not only use their high level of education and experience to give organizations a leading edge but also research and find ways to beat competition with new models of performance. They will act as consultants to the organization rather than just paid employees.

3.4.10 Creative in Applications

Specialists would not be bureaucratic and rigid in their approach. Their skills would be to find solutions to existing problems and new models to enhance guest experience. This requires innovation, research, cross-modification skills and candour. Above all, they must be thoroughly aware of systems and procedures.

3.4.11 Technical Orientation

Service personnel would be comfortable with technology and may guide software developers in developing new application for their sphere of operations. They will become active members of development teams

3.4.12 Loyalty to Their Profession

Backline specialists will believe in their profession and will commit themselves to excellence. They will benchmark themselves with other noted professionals and organization in the field, so as to introduce best practices into the organization.

3.4.13 Ability to Work In Various Teams

Problems will be solved in teams that need a variety of specialist input. For example, new guest history software will require IT specialists, guest relations executive lobby manager, front office manager, front desk agents, order-takers, housekeepers , telephone operators, etc. They will have to work in teams each being a resource to the project. This type of working will require interpersonal skills, problem-solving skills, listening skills, assertion and knowledge.

3.5 Summary

A housekeeping professional is a package of behaviors called attributes. Being a service industry, the personal projection of staff to guests enhances the image of hotel. It is also essential to the qualities that a housekeeping staff must possess. These attributes sometimes override the importance of skill, as skill can be taught but these personal traits should be inherent in a member of the staff.

3.6 Glossary

Attributes: A quality or feature regarded as a characteristic or inherent part of someone or something.

Attitude: It is the way one communicates a mood to others, who respond accordingly.

Calmness: The act of not excited, nervous and upset.

Courtesy: Polite behavior that shows respect for the people.

Discipline: the practice of training people to obey rules and punishing them if they do not.

Diplomacy: Skill in dealing with people in difficult situations without upsetting or offending them.

Etiquette: The formal rules of correct or polite behavior in society or among members of a particular profession.

Honesty: The quality of being honest.

Loyalty: A quality of being faithful in your support of something.

Punctuality: The act of doing something at arranged or correct time.

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3.8 Suggestive Reading

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- Margerate M. Kappa, Aleta Nitchke, Patricia B.Schappert, Managing Housekeeping Operation
- John T. Fales, Fountional Housekeeping in Hotel & Motel

3.9 Terminal Questions

1. What are the basic etiquettes that should be followed by housekeeping staff?
2. Define the term attitude. List some negative attitude which should not to be followed by housekeeping personal.
3. Enlist the benefits of positive attitude for enhancing customer relationship.
4. "Discipline is the hallmark of a good housekeeping professional". Comment

5. What is the role of grooming for hospitality industry? Mention some grooming tips for female.
6. Which two attributes in your opinion are absolutely essential in housekeeping staff? Justify your answer.
7. Write short note on qualities which should be followed by housekeeping personnel.
8. What is a team? Why should we have a team?

True or False

1. A smile get smile in response.
2. Grooming reflects the image of the property.
3. Recognition gives a guest the feeling of belongings.
4. A cheerful attitude is an asset.
5. Etiquettes associated with being a bad host.
6. A happy host will get a happy response just as sour person gets a negative response.
7. Multiskilled staff is not an asset for any property.
8. Housekeeping staff should not courteous towards their colleagues.
9. The hotel business is the alchemy of salesmanship, tact and sociability.
10. Housekeeping personnel can use the guest elevator to reach floor.

UNIT: 4

HOTEL ORGANIZATION, JOB DESCRIPTION AND SPECIFICATION OF HOUSEKEEPING STAFF

Structure

4.1 Introduction

4.2 Objectives

4.3 Hotel Organisation

4.3.1 Need of an Organisational Structure

4.3.2 Layout of a Housekeeping Department

4.3.3 Job Description

4.3.4 Job Specification

4.3.5 Organisational Structure of Housekeeping Department

- In Large Hotel
- In Medium Sized Hotel
- In Small Hotel

4.4 Duties and Responsibilities of the Housekeeping Personnel

4.4.1 Executive Housekeeper

4.4.2 Assistant Executive Housekeeper

4.4.3 Laundry Manager

4.4.4 Laundry Supervisor

4.4.5 Floor Supervisor

4.4.6 Public area Supervisor

4.4.7 Linen/Uniform Room Supervisor

4.4.8 Night Supervisor

4.4.9 Control Desk Supervisor

4.4.10 Room Attendant

4.4.11 Linen/Uniform Room Attendant

4.4.12 Cloak Room Attendant

4.4.13 Housemen

4.4.14 Tailor

4.4.15 Gardener

4.5 Qualities and attributes of Housekeeping personnel

4.6 Summary

4.7 Glossary

4.8 Answers to check your progress

4.9 References

4.10 Terminal and Model Questions

4.1 Introduction

Housekeeping department is one of the most important departments of a Hotel and it is the biggest physical area in many hotels. As the Housekeeping department is responsible for the cleanliness, maintenance and aesthetic up keep of the hotel, rooms and surroundings we can call it the nerve center of a hotel. In easy language housekeeping means keeping a house clean and tidy. The standard plays an important role in the reputation of the hotels. One feels comfortable only in the environment which is clean and well ordered, so cleanliness is important for health foremost also for well being. Accommodation in hotels tend to be the largest part of the hotel, it is the most revenue generating department, the housekeeping department takes care of all rooms is often largest department in hotels. The rooms in hotels are offered as accommodation to travelers/ guest as individual units of bedroom. Some interconnected rooms are also made which will be helpful to the guest and families. Many hotels offer suits to the guest. Hotel offer laundry, dry leaning facilities for guest clothes, shoe polishing facilities also. Hotel aims to make environment comfortable and offer specialised service to the guest. Housekeeping Department of a Hotel try to make the ambiance as pleasant as possible by nice colour scheme, attractive furnishing and a well kept efficient staff.

Housekeeping department offers fine accommodation and service to the guest so they are pleased with the hotel. The guest satisfaction is its primary object and the hygiene factor must always be present in the hotel. In hotels major part of revenue comes from rooms, rooms which is not sold on any night losses revenue forever and reason for poor occupancy can be anything like hygiene factor, cleanliness, lack of modernizing etc. hence main purpose is to improve whole appeal of the room. A guest spend more time alone in his room than any other part of the hotel, so he can check up the cleanliness he wishes to as some of the guest are more health conscious these days. The function of a hotel housekeeping department is to organise, control, clean, handle- linen, laundry and service rooms throughout the hotel. The standard of this work and particularly the type and amount of room servicing provided will depend upon the kind of service and the type of accommodation provided.

The main functions of housekeeping are:

1. To ensure cleanliness and comfort in a safe and secure environment
2. To promote the comfort of the guest.
3. To provide services economically and efficiently.
4. To assist in the maintenance of the building structure.
5. To contribute to a safe and healthy environment.

4.2 Objectives

After the completion of this unit, you will be able to:

- List the functions of the housekeeping department
- Describe Job specification, job description of housekeeping staff
- Explain duties and responsibilities of each of the housekeeping operational staff

- Describe the organization structure of a Housekeeping staff at Large, medium and small Hotel.

4.3 Hotel Organization

In order to carry out its mission, global and departmental goals and objectives, every company shall build a formal structure depicting different hierarchy of management, supervision, and employee (staff) levels. This very structure is referred to as organization chart. Moreover, the organization chart shows reporting relationships span of management, and staff/line functions. There are two types of relationships that might exist between any two functions at any organization chart. These are:

1. Solid Lines: (i.e.: □ □ □ □ □): This kind of relationship shows Direct Line Accountability. To illustrate, if position A and B are linked with a solid line, it means (for example) that A shall report to B, that B shall tell A what to do, when to do, and how to it. Lastly, B shall be liable (i.e. responsible) for A.

2. Dotted Lines: (i.e. □-----□): This kind of relationship entitles both positions linked with dotted lines to have a high degree of Cooperation and Communication but not a direct line accountability. Usually in the hotel industry, where the sole aim is to satisfy guests, positions, whatsoever level in the hierarchy they occupy, shall coordinate jointly their efforts so as to provide quality, standard product to their customers. Therefore, examples of dotted lines are numerous in hotel organization charts.

Every organization chart shall be flexible, to reflect the ever-changing environmental dynamics and, hence be able to survive. In accordance, organization charts shall be reviewed periodically in order to determine whether the actual organization still match the environment needs (i.e. guests, employees, technology, competitor's needs...) or not.

A SWOT analysis (i.e.: **S**trengths, **W**eaknesses, **O**pportunities, and **T**hreats) shall be a good start to initiate a change in the organization chart or not. Last but not least, it is of extreme importance that there are no 2 hotels having exactly the same organization chart, and that a hotel might have an organization chart change over time. For, organization charts shall be tailored to fit the needs of each individual property. In order to carry out its mission, global and departmental goals and objectives every hotel company –

- Shall build a formal structure depicting/outlining different hierarchy of management, supervision, and employee (staff) levels.
- Outlines the responsibility among positions, departments, and divisions within a hotel.
- Representation of relationships between positions

4.3.1 Need of an Organisational Structure

Organisational structure refers to the job positions at various levels to perform the various tasks. For example: Top Management, middle management & lower level of managements, Clerical staff and other subordinates staff.

It is helpful in:

- To structure the department's staff.
- To divide the work so that everyone gets a fair assignment and all the work can be finished on time.
- It provides a clear picture of the lines of authority and the channels of communication within the department and also protects the employees from being over directed.

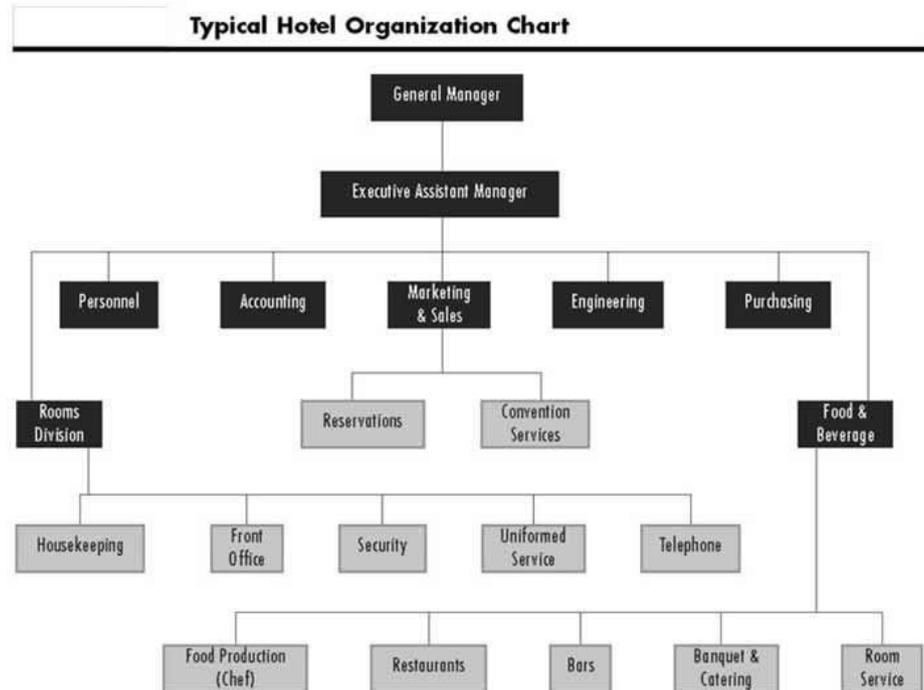


Figure 4.1 Hotel Organisation Chart

4.3.1 Layout of a Housekeeping Department

The Housekeeping department needs to be centrally located and close to the vertical transport system to facilitate easy movement of housekeeping materials and equipment. Layout of Housekeeping department in a hotel depends upon the type, facilities and services of the Hotel. An ideal layout should have the following areas of housekeeping:

1. Office for the Housekeeping Manager or Executive Housekeeper
2. Clerical work area
3. Storeroom for the housekeeping materials and equipment
4. Control desk
5. Housekeeping Pantry on the floors
6. Linen room
7. Uniform room
8. Laundry
9. Florist Room

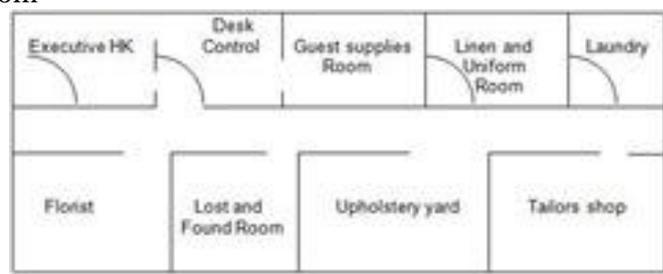


Figure-4.2 Layout of Housekeeping Department

4.3.3 Job Description

The job description is a written description of the job to be performed in a job position. A job description sets out the purpose of a job, where the job fits into the organisation structure, the main accountabilities and responsibilities of the job and the key tasks to be performed.

Job descriptions help an organisation to manage people and their roles in the following ways:

1. Clarifies employer expectations for employee
2. Provides basis of measuring job performance
3. Provides clear description of role for job candidates
4. Provides a structure and discipline for company to understand and structure all jobs and ensure necessary activities, duties and responsibilities are covered by one job or another
5. Provides continuity of role parameters irrespective of manager interpretation
6. Enables pay and grading systems to be structured fairly and logically
7. Prevents arbitrary interpretation of role content and limit by employee and employer and manager
8. Essential reference tool in issues of employee/employer dispute
9. Essential reference tool for discipline issues
10. Provides important reference points for training and development areas
11. Provides neutral and objective (as opposed to subjective or arbitrary) reference points for appraisals, performance reviews and counselling
12. Enables formulation of skill set and behaviour set requirements per role
13. Enables organisation to structure and manage roles in a uniform way, thus increasing efficiency and effectiveness of recruitment, training and development, organisational structure, work flow and activities, customer service, etc
14. Enables factual view (as opposed to instinctual) to be taken by employees and managers in career progression and succession planning.

4.3.4 Job specification

A job specification describes the knowledge, skills, education, experience, and abilities you believe are essential to performing a particular job. It is developed from the job analysis and detailed job description, the job specification describes the person you want to hire for a particular job. A Job specification should include the following points:

- | | |
|---------------------|----------------------------|
| 1. Name | 2. Special physical traits |
| 3. Qualification | 4. Mental ability |
| 5. Age | 6. Experience |
| 7. Equipment skills | 8. Special qualities |

4.3.5 Organisational Structure of Housekeeping Department

The hierarchy or Organisational Structure of Housekeeping Department depends upon:

- The size of hotel
- On the basis of level of service provided

From the housekeeping point of view, hotels can be classified as small and large hotels. As the size of the establishment increases, the housekeeper requires more supervisory and operational staff and one of his/her assistants may be his/her deputy or first assistant.

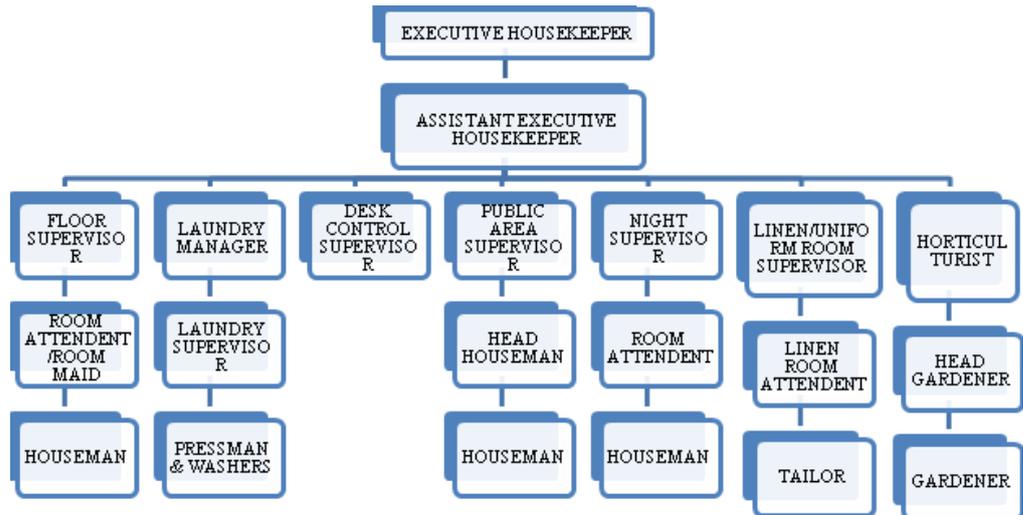


Figure 4.3 Organisation Structure of Housekeeping Department in a large hotel

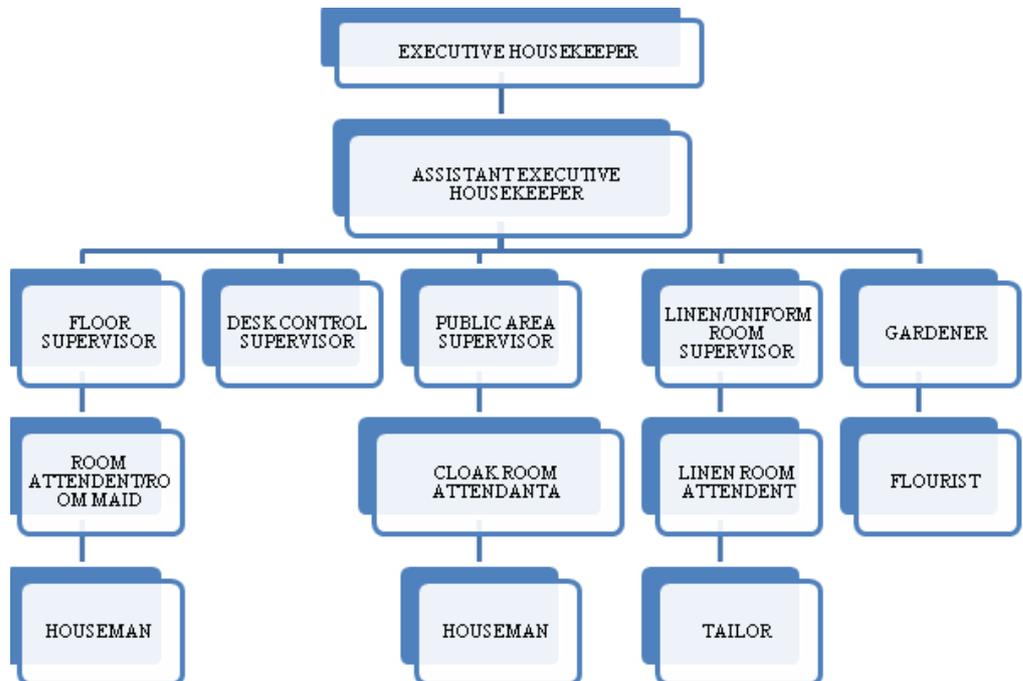


Figure 4.4 Organisation Structure of Housekeeping Department in a Medium Sized hotel

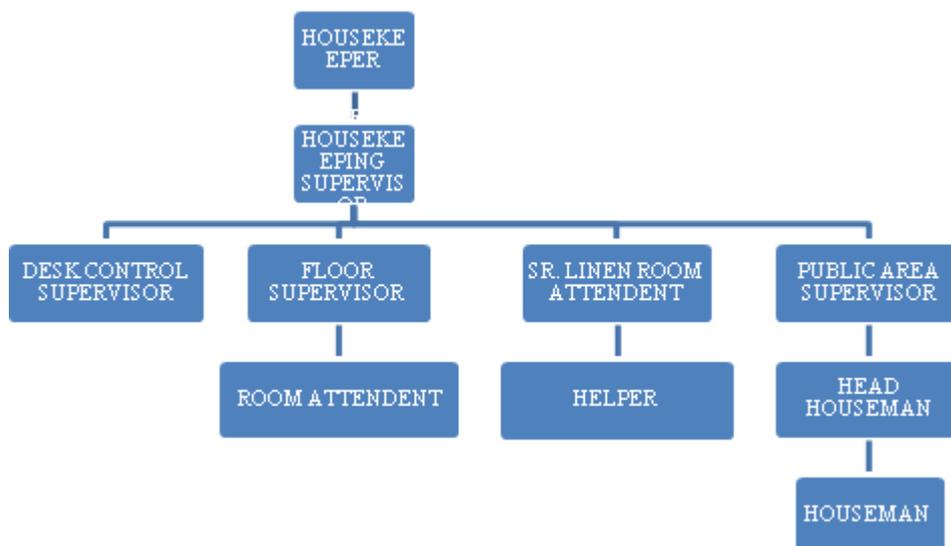


Figure 4.4 Organisation Structure of Housekeeping Department in a small hotel

4.4 Duties and Responsibilities of Housekeeping Personnel

Duties and responsibilities of following housekeeping personnel is discussed in this unit:

- Executive Housekeeper
- Assistant Executive Housekeeper
- Laundry Manager
- Laundry Supervisor
- Floor Supervisor
- Public area Supervisor
- Linen/Uniform Room Supervisor
- Night Supervisor
- Control Desk Supervisor
- Room Attendant
- Linen/Uniform Room Attendant
- Cloak Room Attendant
- Housemen
- Tailor
- Gardener

4.4.1 Executive Housekeeper

Job Description:

Title of position: Executive Housekeeper

Reports to: General Manager

Supervises: All Housekeeping employees

Co-ordinates with: All Departmental Heads of the Hotel

Duties and Responsibilities

The Executive Housekeeper has to:

1. Coordinate with other departments to ensure delivery of quality services
2. Interview, select, train, evaluate and counsel staff in the hotel housekeeping department
3. Instruct and advise staff on changes in policies, procedures or working standards
4. Listen to the problems if any, of the housekeepers and staff and try to resolve them
5. Conduct meetings with the housekeepers and staff separately to exchange ideas and solve problems
6. Attend to the complaints and queries, if any, from other departments, regarding the housekeeping functions and take necessary action.
7. Go on rounds every morning to inspect the floors of the hotel and to correct any mistake on the part of the housekeepers and to prepare a report as required by the management
8. Train all staff to efficiently perform the standard procedures as applicable to their job positions
9. Work closely with the administrator on day to day housekeeping requirements
10. Monitor departmental activities to ensure that maximum efficiency is maintained in the services being provided
11. Assist in developing, delegating and monitoring departmental goals, objectives and programs to ensure timely completion
12. Monitor the use of supplies and equipment and prepare a monthly request list including purchase.

| | |
|----------------------------------|---|
| Job Specification: | : Executive Housekeeper |
| Job title | |
| Category | : Management |
| Educational qualification | : A graduate, preferably a Diploma/Degree in Hotel Management |
| Age limit | : 30-40 years |
| Equipment skills | : Knowledge of housekeeping equipment |
| Mental qualification | : Should be able to prepare a budget |
| Language skills | : Should be good in written and spoken English with elementary knowledge of Hindi and local language. |
| Previous Experience | : Minimum five years as a Deputy House-keeper |

JOB SUMMARY: Directs staff, assists in implementing organizational and operational procedures, control expenses based on budgetary limitations, assists in inventory management, follows proper OSHA standards.

DUTIES AND RESPONSIBILITIES:

- Willingness to accept the most effective role.
- Assists in training new employees and continuation of learning for existing employees.
- Ensures cleanliness of hotel, as reflected by service scores and quality assurance inspections.

- Complete brand required training (especially Hilton's), and Property Management System training, housekeeping portion, to properly understand room statuses and delegation of room assignments for room attendants.
- Oversees lost and found and proper recording, storage, and communication to various departments.
- Completes and ensures guest requests for cleaning times or specifications are met in a timely manner.
- Attends necessary meetings, both departmentally and inter-departmentally, to ensure proper Communication is fostered to ultimately benefit the operation and service of the hotel.
- Conduct interviews for potential new hires, perform coach and counseling sessions and/or disciplinary measures, employee evaluations, and will document and pass all documentation to Executive Housekeeper.
- Review scheduling with Executive Housekeeper, based on demands of hotel, and properly maintain levels of staffing therein.
- Maintains par levels of inventory of cleaning supplies, linens, and brand required room materials and elements, to ensure brand standards and consistency measures are met.
- Provides, fosters, and educates staff on a safe work environment, including proper storage of chemicals and materials needed for daily room cleaning.
- Daily inspection of all rooms to ensure cleanliness and brand standards are consistently being met and room attendants are completing tasks in a timely fashion.
- Must respond to voice mail messages within four business hours, and outgoing voice mail greeting must state that calls will be returned within four business hours.

QUALIFICATIONS:

- Previous hospitality housekeeping supervisory experience a must, minimum 2-3 years.
- Consistent and stable previous employment, with a steady progression of promotions.
- Strong managerial leadership skills, including conflict resolution, coaching, development, and fosters a work environment suitable for learning and growth within the department.

4.4.3 Laundry Manager

POSITION TITLE: LAUNDRY MANAGER**DEPARTMENT: LAUNDRY**

PURPOSE: As a responsible Department Head reports directly to Room Division Manager or Resident Manager. He/ She have direct responsibility for administration and maintenance of an effective training program for all Laundry and dry cleaning employees. Coordinates activities and performs all administrative duties to achieve and maintain operations at the highest degree of efficiency and maximum control of operating cost.

RELATIONSHIPS:

1. Reports directly to Room Division Manager or Resident Manager.
2. Interacts and cooperates with subordinates and other Outlet Managers or Department Heads, based on daily operation.
3. Interacts with guests as appropriate.
4. Interacts with Hotel Manager as required.

DUTIES AND RESPONSIBILITIES:

Administrative

1. Recommends employment. Discharge and discipline of Laundry and dry-clean employees through consultation with Personnel Manager. and accordance with local labor regulation.
2. Directly responsible for the administration and maintenance of an effective and continuous program of training for all Laundry employees.
3. Attending the Department Head meeting and open discussion if any operating problems.
4. Develops standard operating procedures for new task or charged conditions through the Manager's approval.
5. Ensuring that all Laundry equipment's are properly maintained and in-efficient operating condition. Using the equipment's check list.
6. Consults with the Housekeeper and F & B Outlet Managers to ensure that there is enough supply of clean linen available at all times, particularly during the peak occupancy periods.
7. Ensuring that the quantities of Laundry and Dr:Cleaning supplies are requested as per monthly estimation.
8. Prepares all necessary operating reports or monthly report and forwards to accounting Department by the end of the month.
9. Makes comparisons of Laundry and Dry-Cleaning price list and costs of products used in his/her Department with prices of comparable products.
10. Schedules Departmental personnel in accordance with projected occupancy and business activity, to ensure utmost operating efficiency and minimum payroll cost consistent with good service and quality.

Supervisory

1. Supervises the functions of all Laundry and Dry-Cleaning employees.
 2. Issues criticisms and instructions for correction of any practices which deviate from accepted standard practices and procedures.
-
1. Regularly checks to ensure that washing formulas are being used in order, maintaining the highest possible quality of works.
 3. Makes daily inspections to ensure the quality of guest Laundry and Dry-Cleaning, also house laundry works could be maintained to standard.
 4. Sets a high standard of work performance and attendance for all Laundry and Dry Cleaning employees by constant supervision. and ensuring the maintenance of this standard.

4.4.4 Laundry Supervisor

JOB DESCRIPTION OF LAUNDRY SUPERVISOR

POSITION TITLE: HOUSE LAUNDRY SUPERVISOR

DEPARTMENT: LAUNDRY

PURPOSE: House laundry supervisor is responsible for assisting the Laundry Manager in the supervision and coordination of all house laundry staffs / operation, to ensure the optimum quality of works and enough supply of clean lines.

RELATIONSHIPS:

- Reports directly to Asst. Laundry Manager/Laundry Manager.
- Interacts and cooperates with other Supervisor / sections in guest laundry & dry-cleaning.
- Interacts with other Departments as required.

DUTIES AND RESPONSIBILITIES:

1. Supervises and coordinates of all washer / folder-feeder staffs and work flow as the daily operation.
2. Participates in activities of washer, folder/feeder in processing lines.
3. Checks the chemicals.
4. Prepares the store requisition.
5. Prepares the maintenance order for malfunctioning of equipment.
6. Ensures the correct washing formulas are used, to have the optimum quality of works.
7. Keeps the cleanliness of work area and laundry equipments.
8. Maintains the daily record of clean linens.
9. Maintain the log book.
10. Estimates the work flow and adds the overtime as necessary.
11. Prepares the monthly list of overtime and submits it to Laundry Manager.
12. Sets the proper schedule of employees to ensure sufficient workforce.
13. Any other duties assigned by laundry manager.

4.4.5 Floor Supervisor

Job Description

Title of position: Housekeeping Floor Supervisor

Reports to: Assistant Executive Housekeeper

Supervises: Room Attendants and maids

Co-ordinates with: Front Office, Engineering, Laundry and Room Service Departments

Duties and Responsibilities

1. To assign duties to the attendants and maids.
2. To inspect each room completed by room attendants according to specified room checklist.
3. To check par stocks of linen and guest supplies in the floor pantry.
4. To handle guest request as well as guest complaints.
5. To check all safety system on the floor.
6. To inform about any maintenance work to the control desk.
7. To train room attendants and maids for maximum productivity and standard of efficiency.

8. To keep an account of the movement of linen from her/his floor.
9. To prepare room checklist report.
10. To check each of maids carts to ensure that it is well stocked with linen and supplies.
11. To check regularly the working conditions of the equipment.

4.4.6 Public Area Supervisor

1. Responsible for the cleanliness of all public areas in the hotel.
2. To remove furniture, curtains and other fixtures, from the restaurants which require repairs, mending, washing.etc
3. To prepare schedule for the chandelier cleaning
4. To check and control equipment like vacuum cleaner, scrubbing machines.etc
5. To maintain cleanliness, safety and security systems in public areas.
6. To initiate and follow up maintenance orders for public areas.
7. To undertake daily rostering of staff when required.
8. To train new staff.

Job Specification:

Job title: Housekeeping Public Area supervisor

Category: Non-management

Educational qualification: Minimum graduate, preferably in Hotel

Management diploma /Degree

Age limit: 25-30 years

Equipment skills: Knowledge of housekeeping equipment

Mental Ability: Should be able to do simple calculation

Language Skills: Written and spoken English and /or

Hindi and local languages

Experience: Minimum three years in a similar field

4.4.7 Linen/Uniform Room Supervisor

Job Description:

Title of position: Uniform/linen room supervisor

Reports to: Assistant Executive Housekeeper

Supervises: Linen room Attendants and helpers

Co-ordinates with: Laundry and other departments

Duties and Responsibilities:

1. To check periodically the condition of the uniforms and hotel linen.
2. To assign daily work to tailors.
3. To maintain the records and registers.
4. To conduct periodic inventories of linen and uniforms
5. To keep a record of discarded linen
6. To ensure that the linen room is kept neat and clean.
7. To ensure that all linen and uniform materials are neatly and systematically stacked and arranged.
8. Ordering a new linen

Job Specification:

Job title: Linen/uniform room supervisor

Category: Non-Management

Educational qualification: Minimum graduate, preferably in Hotel Management Diploma / Degree

Age limit: 21-30 years

Equipment skills: Basic handling of sewing machine.

Mental Ability: Should be able to do quick calculation

Language Skills: Should be good in written and spoken English with elementary knowledge Hindi and local language.

Experience: Minimum five years in linen/uniform room.

4.4.8 Night Supervisor**Job Description:**

Title of position: Night supervisor

Reports to: Assistant Executive Housekeeper

Supervises: All staff working at night in the housekeeping

Co-ordinates with: All departments during night.

Duties and responsibilities:

1. To ensure that cleanliness of all major public areas in the hotel during night time
2. Handling the control desk during night time.
3. Handling the keys
4. Handling the requests and complaints of guests
5. Preparing reports on special cleaning done.
6. To inspect all the vacant and departure rooms during night time.

Job Specification:

Job title: Night Supervisor

Category: Non-management

Educational qualification: Minimum graduate, preferably in Hotel Management Diploma / Degree

Age limit: 25-30 years

Equipment skills: Knowledge of Housekeeping equipment

Mental Ability: Should be able to do simple calculations

Language Skills: Should be good in written and spoken English with elementary knowledge of Hindi and local language.

Previous Experience: Minimum three years in a similar field.

4.4.9 Control Desk Supervisor**Job Description:**

Title of position: Control Desk Supervisor

Reports to: Asst Executive Housekeeper.

Supervises: All Housekeeping Attendants

Co-ordinates with: Front office and Engineering Department

Duties and responsibilities:

1. Handling guests and staff messages.

2. Providing relevant information about room status Executive.
3. Handling keys
4. Preparing Housekeeping Discrepancy report.
5. Maintaining lost and found articles and keeping a record of these articles.
6. Maintaining other records and registers at the desk.
7. Preparing task sheet for the morning shift attendants.
8. Co-ordinates with the front office and engineering departments.

Job Specification:

Job title: Control desk supervisor

Category: Non-management

Educational qualification: A graduate, preferably a Diploma/Degree in Hotel Management

Age limit: 21-30 years

Equipment skills: Knowledge of hotel property management system.

Mental ability: Should be able to prepare reports

Language Skills: Should be good in written and spoken English with elementary knowledge Hindi and local language.

Experience: Minimum three years in a similar field.

4.4.10 Room Attendant**Job Description:**

Title of position: Room Attendant

Reports to: Floor Supervisor

Co-ordinates with: Control Desk, Laundry and Room Services

Duties and Responsibilities:

1. Cleans guest bathrooms and replenish supplies
2. Cleans guest bedrooms and replenish supplies as per room check list
3. Reports the missing or broken hotel property to the floor supervisor.
4. Attends daily briefing.
5. Checks if any bulb is fused in the rooms and inform the floor supervisor
6. Provide relevant information about the hotel to the guest.
7. Turns down beds in the evening and draw the curtains
8. Returns keys to the Housekeeping Control desk before going off day
9. Counts the soiled linen and hand it over to the linen room
10. Maintains a polite and helpful attitude towards the guests.

Job Specification:

Job title: Room Attendant

Category: Non-management

Educational qualification: High school Age limit: 21-30 years

Equipment skills: Knowledge of simple equipment

Mental Ability: Should do simple counting

Language Skills: Should be able to understand English

Experience: Minimum three years in a similar field.

4.4.11 Linen/Uniform Room Attendant

Job Description:

Title of position: Linen/Room Room Attendant

Reports to: Linen/Uniform Room Supervisor

Co-ordinates with: Room attendants and Laundry

Duties and Responsibilities:

1. Issuing uniforms to all the hotel employees
2. Daily checking the condition of the uniforms.
3. To count the soiled linen /uniforms received and issue the same number of fresh linen/uniforms.
4. To maintain the records and registers for the movement of linen and uniforms
5. To assist the supervisor during inventory time.
6. To check the damages(if any) while receiving soiled uniforms
7. To store the uniforms and linen according to the prescribed methods

Job Specification:

Job title: Linen/Uniform Room Attendant

Category: Non-management

Educational qualification: High School

Age limit: 21-35 years

Equipment skills: Nil

Mental Ability: Should be able to do basic counting

Language Skills: Should be able to understand English

Previous Experience: Minimum one year in a similar field.

4.4.12 Cloak Room Attendant

Job Description:

Title of position: Clock Room Attendant

Reports to: Public Area Supervisor

Supervises: Helpers/Junior staff

Duties and responsibilities:

1. Collecting soiled hand towels from the rest rooms
2. Maintaining adequate stocks of soaps, and towels in public area rest rooms
3. Maintaining a polite and helpful attitude towards the guests.
4. Maintaining a shoe – shine kit and cleaning the shoes of the guests.
5. Maintain all cupboards and fixtures installed in the cloak room.

Job Specification:

Job title: Cloak Room Attendant

Category: Non-management

Educational qualification: High School

Age limit: 21-30 years

Equipment skills: Should be able to use manual/mechanical housekeeping equipment.

Mental Ability: Nil

Language Skills: Should be able to understand English

Previous Experience: Minimum six months in a similar field.

4.4.13 Housemen

Job Description:

Job title: Housemen

Reports to: Floor supervisor and Public area Supervisor

Duties and Responsibilities:

1. Should clean and replenish the linen from floor and pool area.
2. Should clean all windows, doors, and ventilators.
3. Should polish all brassware.
4. Should clean the public areas like swimming pool, garden path.
5. Shift beds, chairs etc for cleaning the carpets beneath them.

Job Specification:

Job title: Housemen

Category: Non-management

Educational qualification: High School

Age limit: 21-30years

Equipment skills: Knowledge of handling equipment like vacuum cleaner, floor machines, etc.

Mental Ability: Should be able to do basic counting

Language Skills: Should be able to understand English

Previous Experience: Minimum one year in a similar field.

5.4.14 Tailor

Job Description:

Title of Position: Tailor

Reports to: Linen room supervisor

Duties and Responsibilities:

1. Mending all damaged linen / uniforms.
2. Keeping the records of the fabric which is used.
3. Preshrink all materials which have a tendency to shrink.
4. Estimate the requirement of material and request the linen room supervisor to present the requisition at the stores.
5. Responsible for the cleaning and maintenance of the equipment.

Job Specification:

Job title: Tailor

Category: Non-management

Educational qualification: High School

Age limit: No limit

Equipment skills: Should be able to use sewing machines.

Mental Ability: Should be able to take measurements

Language Skills: Should be able to understand English

Previous Experience: Minimum five years in tailoring

5.4.15 Gardener

Reports to: Horticulturist Work performed:

1. To clean and maintain the garden.
2. To take good care of the new plants.
3. To take an interest in adopting new technology in the development of the garden.
4. To water and prune the plants.
5. To be creative in arranging the plants in a garden.
6. To attend work regularly

4.5 Qualities and Attributes of the Housekeeping personnel

1. Honesty: This is an essential attribute for the housekeeping staff. The housekeeping personnel should be honest and sincere with everyone within and outside the department.

2. Grooming: All Housekeeping staff, who have to be in contact with the guests require this quality. The staff members should wear an uniform which is clean and ironed. Their shoes should be well polished.

3. Personal hygiene: Personal hygiene is very important for the housekeeping staff, who are in guest contact. All housekeeping staff must have nicely trimmed hair, well-manicured fingernails, and clean hands.

4. Courtesy: Often guests make requests for some house keeping service. It is essential that while talking to the guests, the housekeeping staff should speak gracefully and politely.

5. Tact and diplomacy: Often guests may demand extra supplies or other services that are outside the management policy. It takes a lot of tact and diplomacy to decline them without hurting the feelings of the guests.

6. Co-operativeness: Housekeeping staff should be very helpful and co-operative in the work area.

7. Physical fitness: Physical fitness is very important for the housekeeping staff especially for the room attendants, housemen etc, because most of the housekeeping work is manual.

4.6 Summary

The Housekeeping Department is responsible for cleanliness, maintenance and aesthetic upkeep of the entire hotel. In this unit, we discussed the need for an organisational structure of the housekeeping department, the role of executive housekeeper in organizing the department and the hierarchy of both large and small hotels. We also emphasized on the duties and responsibilities of housekeeping personnel along with the qualities and attributes required for smooth functioning.

4.7 Glossary

Housekeeping: Housekeeping means keeping a house clean and tidy. Housekeeping department in a hotel is responsible for the cleanliness, maintenance and aesthetic up keep of the hotel, rooms and surroundings. The function of a hotel housekeeping department is to organise, control, clean, handle- linen, laundry and service rooms throughout the hotel.

Job Description: The job description is a written description of the job to be performed in a job position. A job description sets out the purpose of a job, where the job fits into the organisation structure, the main accountabilities and responsibilities of the job and the key tasks to be performed.

Job Specification: A job specification describes the knowledge, skills, education, experience, and abilities you believe are essential to performing a particular job. It is developed from the job analysis and detailed job description, the job specification describes the person you want to hire for a particular job.

4.8 Answer to check your progress

1. **Organisation Hierarchy:** Organisation Hierarchy refers to the job positions at various levels to perform the various tasks. For example: Top Management, middle management & lower level of managements, Clerical staff and other subordinates staff.

It is helpful in:

- a. To structure the department's staff.
- b. To divide the work so that everyone gets a fair assignment and all the work can be finished on time.
- c. It provides a clear picture of the lines of authority and the channels of communication within the department and also protects the employees from being over directed.

2. **Job Specification:** A job specification describes the knowledge, skills, education, experience, and abilities you believe are essential to performing a particular job. It is developed from the job analysis and detailed job description, the job specification describes the person you want to hire for a particular job.

Job Description: The job description is a written description of the job to be performed in a job position. It sets out the purpose of a job, where the job fits into the organisation structure, the main accountabilities and responsibilities of the job and the key tasks to be performed.

4. **Attributes:** Attributes can be defined as the qualities that one should possess.

4.9 References

Books:

1. Hotel Housekeeping: Operations and Management, *G Raghubalan*
2. Hotel Housekeeping Training Manual – *Sudhir Andrews*
3. Hotel, Hostel & Hospital Housekeeping- *J.C. Branson & M. Lennox*

Websites:

- <http://hotel-knowledge.blogspot.in/2010/04/position-guidelines-laundry-laundry.html>
- http://www.delcodashboard.com/uploads/Assistant_Executive_Housekeeper_Job_Description.pdf
- <http://www.southeastlocaljobs.co.uk/Jobsite/Jobs/1881268/Deputy-Housekeeper---Hotel---Surrey>
- <http://dot-job-descriptions.careerplanner.com/SUPERVISOR-LAUNDRY.cfm>
- <http://hotel-knowledge.blogspot.in/2010/04/position-guidelines-laundry-house.html>

4.10 Terminal and Model Questions

1. List the main functions of housekeeping department.
2. What is the difference between job description and job specification?
3. Draw the layout of a Housekeeping department.
4. Explain the importance of an organisational chart.
5. List any four qualities and attributes of the housekeeping personnel.

UNIT: 5

LINEN ROOM AND UNIFORM ROOM

Structure

- 5.1 Objectives
- 5.2 Introduction
- 5.3 Lay-Out of A Linen-Room
- 5.4 Line Sizes
- 5.5 Responsibilities of The Linen Room
- 5.6 Linen Hire
- 5.7 Equipments Used In Linen Room
- 5.8 Linen Par-Stock Rooms
- 5.9 Linen Control
- 5.10 Functions of Uniform Room
- 5.10 Check Your Progress
- 5.12 Summary

5.1 Introduction

The linen room is the central depot for all linen and from it sufficient clean articles in good condition are distributed throughout the house.

5.2 Objectives

After reading this unit learner will be able to:

- List all the linen and uniform room work and understand its planning and layout.
- Establish the par stock of linen for a given hotel operation.
- Explain the linen exchange procedure for guestrooms and F & B areas.
- Explain the importance and various aspects of linen control.
- Understand the procedure for issuing and exchanging of uniforms.

5.3 Layout of A Linen Room

An ideal linen room should have the following properties.

- It should be sufficiently large to carry out all the activities.
- The size will depend on the size of the hotel, the number of rooms in the hotel, and the number of food and beverage outlets in the hotels.
- The doors should be wide enough to allow the passage of trolleys.
- It should be adequately ventilated in order to avoid formation of mildew.
- It should be adequately lit so as to be free from glare.
- The walls, floor and ceiling should be easy to clean and maintain.
- It should have drop shelves at the counter as it is easier for receiving and preventing entry of unauthorized persons.

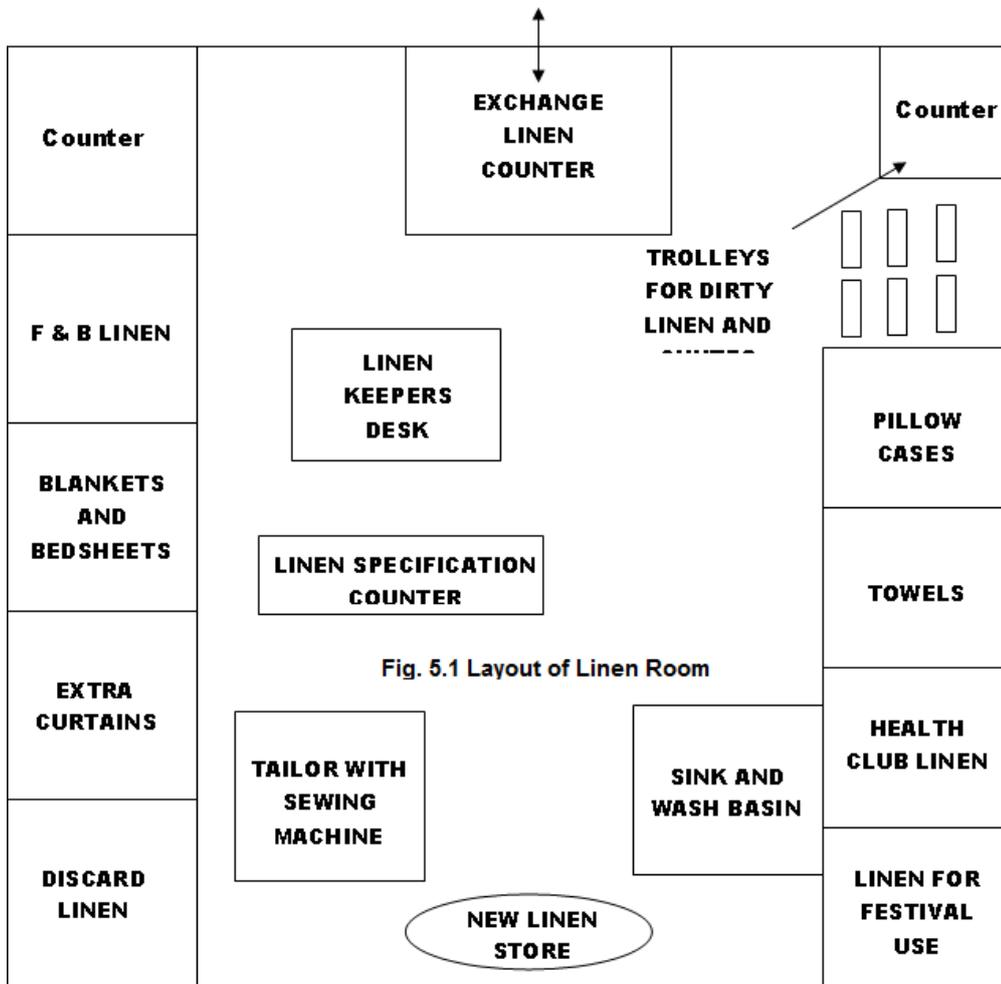


Fig. 5.1 Layout of Linen Room

5.4 Linen Sizes

| The sizes of different linen used in hotel are summarized in tabular form as under: Item | In inches | In cms. |
|---|-----------|-----------|
| ROOM LINEN | | |
| Single bed sheet | 78 * 108 | 203 * 274 |
| Double bed sheet | 90 * 108 | 228 * 274 |
| Double night spreads | 92 * 108 | 228 * 274 |
| Single blanket | 70 * 100 | 175 * 250 |
| Double blanket | 90 * 100 | 228 * 250 |
| Quilt, single | 33 * 50 | 84 * 127 |
| Quilt, double | 50 * 56 | 127 * 144 |
| Pillow cover | 20 * 30 | 50 * 75 |
| Extra large bath | 40 * 70 | 100 * 178 |

| | | |
|----------------------------------|------------------|-----------|
| towels | | |
| Bath towel | 30 * 54 | 76 * 138 |
| Hand towel | 22 * 40 | 56 * 100 |
| Face towel | 10 * 10 | 26 * 26 |
| Bath mats | 24 * 36 | 60 * 92 |
| Table Linen | | |
| Square table 30" | 54 * 54 | 137 * 137 |
| Square table 36" | 60 * 60 | 152 * 152 |
| Rectangular table 48"*30" | 72 * 54 | 182 * 137 |
| Rectangular table 60"*36" | 84 * 60 | 219 * 152 |
| Rectangular table 72"*30" | 96 * 54 | 240 * 137 |
| Round 30" Diameter | 54" Round/Square | 137 |
| Round 36" Diameter | 60" Round/Square | 152 |
| Round 60" Diameter | 84" Round/Square | 213 |
| Slip cloth | 36 * 36 | 92 * 92 |
| Serviettes | 18 * 18 | 46 * 46 |
| Serviettes | 20 * 20 | 50 * 50 |
| Serviettes | 24 * 24 | 60 * 60 |
| Conversion 1" = 2.54 cms. | | |

TYPES OF LINEN

Linen

Any washable for laundry item given by the housekeeping to another department is called linen. It can be classified into the following:

1. Food & Beverage linen
2. Housekeeping linen
 - i. Room Linen
 - ii. Uniforms

Food & Beverage linen includes:

- Table cloths
- Napkins
- Frills etc.

Housekeeping linen includes:

- Bed sheets
- Pillow covers
- Towels
- Blankets
- Bath robes
- Bath mats etc.

LOCATION OF THE LINEN ROOM : It is a central storage point for all clean linen received from the laundry and therefore should be close to the

laundry or receiving area for effective communication and transportation of linen. If the laundry is off premises, the linen room should be near the entry point of the service area of the hotel. It should be as far away as possible from the food production area as well as the garbage area as linen absorbs food smells easily.

5.5 Responsibilities of The Linen Room

1. Collection of soiled linen
2. Counting and sorting linen
3. Dispatching it to the laundry
4. Receiving deliveries from the laundry
5. Checking the linen
6. Storage
7. Distribution of linen to units.

LINEN ROOM WORK

Inevitably there are variations in the work of the linen room in the different types of establishments but there are many points to be considered generally. The hours the linen room is open will vary; 8 am until 5 pm for a hospital or large hotel is usual but in other cases there may be a set time, possibly twice a day, always remembering that the linen room may be required to be opened seven days a week.

Security: When the linen room is closed the door should always be kept locked and the key taken to a responsible person according to house custom. No unauthorized person should be allowed access to the linen room but an authorized person should have access to some linen in the case of emergency outside the normal working hours. In an hotel the duty manager or night porter may have a small store or he may remove items from the linen room and leave a note with details of what has been removed. The rule of clean for dirty is considered the best way of keeping control on linen with regard to losses and careless use but is not the only way of exchange.

Exchange of linen: This may take place by soiled linen being:-

1. **Directly exchanged** for clean over the counter by maid, cleaner, waiter or house or kitchen porters;

2. **Listed and bundled**, then taken to the linen room by the maid, house or linen porter at a set time each day and the clean linen collected later in the day;

Dispatched down a linen chute and the floor stock of clean linen made up later in the day by the house or linen porter i.e. „topping up“ of floor stock;

4. **Collected frequently** from the corridors or maids service rooms by the linen porter and the floor stock of clean linen made up later in the day by the house or linen porter.

In hospitals soiled linen is sent straight to the laundry from the wards etc, and returned via the central linen room. In a large hotel it is not practical for a maid to make several journeys to the linen room to exchange her soiled linen

directly cover the counter, so she has a supply of linen in reserve, usually enough to re-sheet her section. This reserve is kept in a floor linen cupboard under lock and key and is made up each day after the soiled linen has been sent to the linen room. The usual checks are not possible with a chute but much time is saved and there is less likelihood of pilfering and misuse of the soiled linen.

Spot checks of all areas likely to harbour soiled or damaged linen, eg. bars, staff changing rooms, should be made frequently.

Dispatch: Soiled linen should be sent to the linen room as soon as possible for dispatch to the laundry because to leave it lying about invites misuse and, if in a damp condition, iron mould and mildew can occur, and both these stains need special treatment for their removal. Badly stained articles should be sent to the laundry separately from other soiled linen, so that they may ensure special attention which is an added expense. As far as possible, similar items are placed in one basket, and care must be taken that no tapes or corners are left hanging out as they may get too badly marked. Linen is usually transposed in wicker baskets (size approximately 75 cm × 45 cm) firmly fastened by straps, but sometimes canvas bags or vinyl hampers are used. A list of soiled articles sent to the laundry is given to the van driver when she collected the baskets. A duplicate is kept in the linen room. At the same time as soiled linen is picked up, baskets of clean linen are delivered and care must be taken to keep baskets of soiled and clean linen separate as mistakes can easily happen. The frequency with which a laundry collects and delivers depends largely on the amount of linen being sent. For large hotels in a town pick-up and delivery happen every day (except for weekends and bank holidays) and the time between collection and return of the articles may be only 48 hours.

Inspection: Clean linen is removed from the baskets as soon as possible after delivery has been made. The articles are counted on to the inspection table. „Shorts“ are noted and entered on the next day's laundry list. In some large hotels the laundry sends a checker to count with one of the linen room maids, the soiled linen going to and the clean linen returning from the laundry. In this way time is saved and there is less likelihood of misunderstandings arising over numbers of articles sent to and returned from the laundry. Ideally, after the clean linen has been counted, and before it is put on the shelves, it should be inspected for:

- repairs,
- stains, very bad creasing,
- articles belonging to other hotels.

This means that each article has to be opened out and, if necessary, put aside for mending or for return to the laundry for exchange or re-wash. Badly torn articles or „light“ linen, ie. Linen worn thin, are put on one side for the housekeeper or linen keeper to condemn or discard, to enter in the „condemned“ book and later to mark off in the stock book. Skilled workers can inspect large articles alone by holding them to the light, or by placing them flat on the table, but it is often quicker if two linen maids work together, and when inspecting

large numbers of small articles, eg napkins, it is less tiring if the maids are provided with chairs.

If inspection is carried out thoroughly on all articles, assuming there is sufficient staff, a high standard of linen is maintained and the chance of a guest having a napkin with a stain on it or a sheet with a hole in it is less likely. It means also that the linen has a longer life owing to a stitch in time saving nine. Work study experts have observed that in some situations the „inspection; of the linen could be omitted. They suggest that it could be made the responsibility of the users, eg waiters and room maids; however, housekeeper and linen keepers, who take pride in their line, argue that if inspection is omitted then standards must be lowered because careless workers will either use the damaged article, or put it with the soiled linen so that it goes to the laundry again and room maids will waste much time when there is no floor linen stock in going to exchange faulty articles. Time and labour may be saved in the linen room by the laundry returning the linen in packs, a single pack consisting of two sheets, two pillowslips and towels according to house custom. In this way counting packs is easier than counting individual articles and inspection time is cut in the linen room.

Where a laundry operates on the premises, the inspection could be the responsibility of the laundry workers and linen for repair could then be kept separate and sent direct to the repair department. However, each situation must be considered on its own merits and linen standards must be balanced against savings in time and wages. There are establishments which hire their linen instead of buying it and in these cases there is less stock, no inspection and no repairs, and so less work in the linen room. As a result of this fewer staff are needed.

Storage of linen: Storage is important so that the linen may air and rest before re-use. The shelves on which the linen is stored should be firmly fixed, as the weight on them may be considerable, particularly the weight of large linen table cloths and sheets, and the shelves should be clearly marked for each type of article. They should reach to the ceiling and there should be room to mop or vacuum clean under the bottom shelf. In order for the linen to be kept aired, the room should be warm and the shelves slatted to allow free circulation of air.

During storage linen must be kept free from dust but it is inevitable that where linen is being handled dust and fluff will occur and so all linen should be covered. Linen in constant use may be covered by curtains which draw across the shelves, or stored in cupboards with sliding doors. In the case of less frequently used articles, eg special banqueting cloths, curtains and extra blankets, linen covers (often condemned sheets) may be used to wrap round them.

Linen was better and lasts longer if it is allowed to rest and so a good stock of linen should be kept and always used in rotation. This means that all freshly laundered articles should be put at the bottom or back of the pile. To make counting easier, linen is stacked with the folds outwards and small articles, eg napkins, are placed in tens and secured with a rubber band, often nine with the

tenth wrapped round. As well as the storage of linen kept in normal use a reserve stock needs to be kept and this is frequently stored in its original packing paper in a cupboard under lock and key. The cupboard may or may not be in the actual linen room and a list must be kept of this stock. Many articles may be issued new and unlaundered but tea towels and glass cloths are always laundered before issue and a good linen keeper will have some of these stored ready laundered.

Stocktaking: This is done at specified intervals in order to check the amount of linen, to know when to order new linen and, if possible, to check on losses. It may be done at three or six monthly periods or at any frequency in between. In order to prevent discrepancies it is better if all stock is taken on the same day. Every piece of linen throughout the establishment should be counted, and the number at the laundry, according to the laundry book, added. Stock is taken by responsible people in each department on the same day, and the lists handed in to the linen keeper who makes up the stock book.

| Month : _____ Year: _____ | | | | | | | |
|---------------------------|---------------|-----------------|-------|----------------|-------|------------------------------|---------------|
| Article | Stock in hand | New Stock added | Total | Less condemned | Total | Actual stock at stock taking | Discrepancies |
| Sheets : | | | | | | | |
| Single | | | | | | | |
| Double | | | | | | | |
| Cot | | | | | | | |
| Pillow slips | | | | | | | |

Each page in the stock will show the alterations in the linen stock for that particular stocktaking period, and if there are serious losses, the matter should be investigated and control tightened.

Repairs: For economy, mending should be carried out before laundering, but dealing with soiled and perhaps wet articles is not pleasant so mending is done on clean linen. Due to the high cost of labour little hand sewing is done in the linen room but a great deal of machining takes place and thus a sewing machine gets much use and needs to be kept in perfect order. Machines should be dusted and oiled by the operators, and an arrangement should be made for the regular servicing of them on contract. Good light for machining is essential as well as the necessary tools and equipment, such as needles, scissors, cotton and a suitable chair. Any articles not quite up to standard for guests use in an hotel may be marked for staff or renovated and the last use of all linen is for rag, which will be used for many cleaning purposes. Renovating is not always economical as used to be thought, owing to the high cost of labour, and so in some linen rooms far less is done nowadays. This places, small holes and cuts frequently occur in towels, table and bed linen, and these are repaired by

machine darning. For this work it is necessary for the operator to use both hands, so an electrically powered or treadle machine is essential.

Machine marking may be carried out in the linen room or labels may be sewn or ironed on to articles to denote the name of the establishment or department.

Other means of marking include:

- marker pens;
- iron-on or sew-on labels;
- heat-seal machines;
- embroidery;
- woven

When marking linen it is usual to mark on the right side of the article and marking may be done on any linen except perhaps jackets, aprons, kitchen cloths, dusters etc., which are more usually stamped.

Guest's personal laundry: In an hotel it is usual to put a laundry list and sometimes a container, such as a large paper bag, as well as a dry cleaning list in all bedrooms for the guests personal laundry. The guest is asked to complete the list and to fill in the service required, eg normal or „express“, and the room maid or valet takes the parcel to the linen room. The linen keeper enters the particulars into a guest laundry or dry cleaning book and the van driver collects the parcels. On its return, the parcel is sent to the guest's room via the valet, room maid or hall porter, according to the custom of the house, and the amount to be charged on the guest's bill is given to the bill office or reception. In some cases dry cleaning is not sent via the linen room but via the valet or hall porter.

Staff uniforms: Articles such as waiters' jackets, aprons and cleaners' overalls, are treated as normal linen room stock, and exchanged over the counter. But where the staff is provided with individual uniforms, this is treated as personal laundry, and may be sent as individual bundles to the laundry and returned a week later. There are certain members of staff (amongst whom may be the assistant)

- Stock taking and maintaining records.
- Repairs and alterations.
- Monogramming
- Packaging

5.6 Linen Hire

Owing to the high cost of laundering and upkeep of linen many hotels have a policy of hiring line.

Advantages of linen hire

1. There is no heavy initial investment
2. No purchasing of new linen for replacement is required
3. No laundry is required
4. No mending has to be done
5. Less storage space required

6. Less staff required
7. For a seasonal hotel there is no cost during the off season.

Disadvantage of linen-hire

1. Less choice of quality and style
2. standards and quality controls cannot be maintained
3. No rags available form condemned linen
4. Contract price is fixed, even if there is lower occupancy
5. In case of bad weather, strikes or offs the supply of linen may be affected.

5.7 Equipment Used in The Linen Room

1. Wardrobes and shelves to store linen. These should be scattered for air circulation.
2. Work table for a minimum of two persons to work on. The surface cover should be in contrast to the white linen.
3. Sewing machine for mending and marking of linen.
4. Ironing equipment. This should be close to the power point.
5. Linen keeper's table near the issuing and receiving point.
6. Bins and basket for transportation.
7. Trolleys for clean and soiled linen.
8. Things required most often should be kept close to the door. Heavier articles on the bottom shelf and emergency stock on the top shelf properly covered. The timing of the linen room varies from hotel to hotel but generally it is open from 8.00 am to 8.00 pm or 7.00 am to 7.00 pm. In case of emergencies only an authorized person can open the linen room at night. The linen room is locked and the keys are handed over to the security office.

5.8 Linen Par Stock-Rooms

Linen par refers to the number of linen sets that should be available for each guestroom; one par should constitute a day's supply of linen. Pars vary from hotel to hotel.

Linen par requirement for a twin bedroom

- Single bed sheets – 4
- Night spread- 2
- Pillow covers – 4
- Blankets – 2
- Bed covers- 2
- Bath towels- 2
- Hand towels – 2
- Bath mat – 1
- Face towels – 2
- Bathrobes – 1

Linen par requirement for a double bedroom

- Double bed sheets-2

- Night spread – 1
- Pillow covers – 4
- Blankets – 1
- Bed covers – 1
- Bath towels – 2
- Hand towels - 2
- Bath mat – 1
- Face towels – 2
- Bathrobes – 1

The housekeeping department has to be aware that linen reserves will vary over time, depending on many factors. The most typical ones are noted below.

- Linen being rewashed
- Loss or discard linen
- The number of rollaway beds or extra pillows being supplied.
- The frequencies of laundry deliveries
- The level of double occupancy rooms.

Linen par stock – Food & Beverage services

Linen par for F&B services refers to the number of linen sets that should be available for each table. One par stock for a restaurant outlet is based on a 24-hour supply requirement. For a typical operation, one par stock includes linen for each meal served in the restaurant. The inventory par factors vary for each hotel's food and beverage service; depending on such factors as laundering schedule, the number of covers served, and the restaurant's opening hours.

A three par stock would be sufficient for circulation: One in the room, one in the laundry being washed, and one set in the linen room ready for use. However it is not sufficient if the laundry works only six days a week and the weekends are generally busy. Therefore five par stock is considered appropriate keeping in mind any emergencies, such as fire, full occupancy, strikes etc. Another reason for having a par stock of five is to allow resting of linen, because linen that has adequate rest lasts longer.

5.9 Linen Control

Linen control refers to the control of linen in the hotel. By implementing good linen control procedures, the housekeeping department can ensure a steady supply of linen to service normal, business and occasional peak periods. Good housekeeping practices can prevent damage of linen. A list of guidelines to be followed to avoid damaging linen is given below.

1. The control of linen should begin right at the linen room with proper storage of linen.
2. Damp linen should not be allowed to lie on concrete or iron as these stains are very difficult to remove and they spoil the fabric.
3. Good linen should not be used as cleaning rags as cleaning solution often contains corrosive substances that damage and stain linen.
4. Damp towels must not be used to clean windowsills or other areas where soot accumulates.

5. Beds, carts, laundry chutes and linen room should be checked for sharp points that can snag and tear linen.
6. Tumblers should be checked regularly for pins, paper clips etc., that can cause holes.
7. The laundry should not use excess bleach to remove stains and grease, as this makes the linen weak.
8. Improper levels of flat beds in the laundry also lead to tears.
9. Insufficient linen par in circulation leads to overuse.
10. The pieces, which need mending, should always be knotted up at the point required and sent to the linen room.
11. Timely care of fresh linen can save the piece from getting ruined totally.

DISCARD: Discard is anything that is cast aside or discarded. Before discarding any linen, the following points should be kept in mind:

- Separate containers labeled condemned should be placed in the linen room and food and beverage outlets.
- Housekeeping attendants, restaurant and banquet personnel should be instructed to deposit torn, stained linen in these bins.
- Only clean linen should be put in these bins.
- Periodically, linen should be brought to the linen room from these bins and sorted. Stained linen should be given to the laundry.
- Items that cannot be reclaimed or converted should be discarded and reused.

The deputy housekeeping or the linen keeper is responsible for condemning any linen, which cannot be retrieved. She/he has to personally screen every single item and then decide whether the discarded pieces are going to be used and for what reason. All condemned linen must be stamped with a condemned linen stamp the housekeeping tailor then cuts edges towels with colored piping to distinguish them from room linen (these are used as wiping cloth). Old bed sheets are used as dustsheets for rooms under repair. Bed sheets in good condition are converted into pillow slips. waiters' dusters etc. Bits and pieces are used by the maintenance department for cleaning and polishing.

Discard Record: The deputy housekeeper/linen room supervisor is responsible for deciding if any item has to be discarded. She is also responsible for maintaining the records. A register is usually maintained in which the number of each item and the reason for discard is written. The executive housekeeper reviews the discard record periodically.

INVENTORY

An inventory is a detailed list of all the items in stock. The types of inventory taken in housekeeping are:

1. Linen inventory
2. Guest supplies, inventory
3. Furniture inventory
4. Uniform inventory

Usually, inventories are taken one in a month in the housekeeping department for linen, uniforms and guest supplies, and once in the months for furniture

depending on the hotel policy. The department fixes a date, usually at the end of the month and all the concerned people and departments like the laundry department, linen room F&B outlets, floor supervisors and des attendant are informed. Each and every item is counted physically and submitted to the linen keeper or the deputy housekeeper who does the final tabulation and gives it to the executive housekeeper.

5.10 Functions of The Uniform Room

This is the place in a hotel where the staff uniforms are kept and maintained. Each hotel has an established uniform policy of the par levels to be maintained, which can be two or three. Ideally three pars should be kept. The executive housekeeper is the only person authorized to initiate the purchase of uniforms. The executive housekeeper is also responsible for maintaining the hotel uniform policy. The functions of the uniforms room are :

- To issue new uniforms and keep a record of the same duly signed by the employees.
- Labeling of uniforms and sorting them out department-wise.
- Daily issue of clean uniforms and receiving soiled uniforms.
- Maintenance and repairs of uniforms.
- Sending soiled uniforms to the laundry and receiving the clean ones from it.
- Maintaining records of uniforms stolen or misused.
- Maintaining records of discarded uniforms (given to charity etc.)
- Carrying out a uniform inventory every month and submitting it to the executive housekeeper.

FUNCTIONS OF THE TAILORING ROOM

The tailoring room is usually situated in the linen room or laundry. Its functions are as follows:-

- Repair and maintenance of uniforms.
- Repair of any clothes requested by a guest.
- Stitching items made from discard, like pillowslips waiter's cloths etc.
- Repair of linen, e.g., frayed edges.
- Any other small stitching or repairs required by any department of the hotel but the request has to be routed by housekeeping.

5.11 Functions of Uniform Room

When drawing up a budget for uniforms, consideration should be given to the staff turnover, life expectancy of the garments, seasonal requirements, anticipated changes in decor, and laundry requirements. As a general rule, staff should be supplied with at least 2-3 sets of outfits. Kitchen staff require at least 4 sets of whites, and more if they enter the restaurant. When deciding the number of sets of uniforms needed by staff, the following factors are to be considered.

Uniform material: The life expectancy of a uniform is between 12-18 months of cotton for example, a chef's coat and trousers or utility workers' uniforms-

will need to be changed daily. Terrycot and polyester may need to be changed after every 2 days, whereas for silk it may be 3 days. Nature of job Some jobs in hotels are strenuous in nature. These jobs include those of GRAs, housemen, utility workers, the maintenance crew, and so on. These workers may require a change of uniform more often. Similarly, staff coming into contact with food as well as those in the „front of the house“ areas would require a change more often than the others. Uniforms for executives are dry-cleaned only periodically. Frequencies of laundering Depending on how often uniforms are sent to the laundry and whether the laundry is in-house or a contracted service would influence the number of sets required as well.

Calculating par Stock Quantity for Uniforms:

If uniforms are normally changed every alternate day, the number of pairs required is three-on any given day, one is with the employee (in use), one is in the linen and uniform room, and one is in the laundry. If uniforms are changed every day, as for cooks, five sets are required. More sets may be required if laundering takes more than 24 hours. The following information is required if stocks are to be established:

- Total number of uniformed employees in the hotel, their departments, and their designations.
- Man-woman ratio
- Staff turnover patterns
- Frequency of laundering
- Time taken for laundering.

STORAGE OF UNIFORMS: Fresh uniforms received from the laundry by the linen room are stored according to department and designation of the staff. Each uniform should bear the department's name, the employee's designation, and a serial number on the collar of the shirt or equivalent garment. The linen room storage area should be properly aired. The humidity of the room should be less than 20 percent. In many hotels, members of staff are not allowed to take their uniforms outside the hotel. Instead, the employees are provided with lockers to keep their uniforms in at the end of the shift.

ISSUING AND EXCHANGING OF UNIFORMS: In this section, we shall discuss the process of issuing and exchanging of uniforms for employees. Issuing of Uniforms for New Employees. In case of new employees, uniforms are issued against a specific authorization letter received from the personnel department. The employee is required to sign for his or her particular uniform. A uniform issue slip (see Exhibit 18.1) is also provided to the employee by the personnel department to let him/her prove that he/she is a new employee and is part of the organization. The uniform is then issued from the linen room, where the name of the department and the items issued are entered in the register and the signature of the employee is taken.

Issuing Uniforms for Regular Employees: Uniforms are usually given to employees on a one-for-one basis, that is, one fresh uniform for a soiled one. One leaving the organization, an employee has to get a signature for „uniform clearance“ from the linen room supervisor, failing which the last pay cheque is withheld.

| | |
|--|-----------------------------------|
| Uniform Issue Slip | |
| Name of employee..... | Date..... |
| Token Number..... | Date of joining..... |
| Designation..... | Department..... |
| Uniform..... | No. of sets..... |
| Uniform issued on..... | Uniform issued to..... |
| | |
| Personnel Manager | Linen and uniform room supervisor |
| I accept responsibility of the uniform's issued to me. I understand that the uniform should not be taken out of the hotel premises. On leaving the organization, the uniform/s shall be duly returned to the uniform room. | |
| | |
| Signature of the employee. | |

Uniform Exchange Procedure: A uniform register (see exhibit 18.2) is maintained by the linen and uniform room supervisor in which the movement of uniforms is recorded. The procedure is as follows:-

- For regular employees, ensure that they have arrived for uniform exchange at the stipulated time.
- Check the uniform being returned for any damage.
- Issue a fresh uniform strictly on a one-for-one basis, ensuring the uniform is of the correct size and name (if the uniform is specially tailored for a person).
- Make out the uniform exchange slip (see exhibit 18.3) in duplicate only when the employee deposits is soiled uniform and takes the clean one on the following day. In order to put forth his/her claim, the employee has to produce the uniform slip, authorizing his/her entitlement to the uniforms. The original uniform slip is given to the employee and the duplicate retained in the uniform exchange slip book.
- If the soiled uniform is found to be damaged such that it can be mended, warn the employee. If the uniform cannot be mended, report the matter to the supervisor.
-

| Uniform Register | | | | |
|--|-------------|--------------------------|---------------------------|----------------|
| Date | Laundry No. | Time Received at counter | Time cleared from counter | Remarks if any |
| | | | | |
| | | | | |
| Linen and uniform room supervisor..... | | | | |

5.11 Check Your Progress

1. Discuss the planning and layout of the linen and uniform room and activities carried out there.
2. Discuss how the linen control can be maintained in a hotel.
3. Discuss about the uniform exchange procedure.
4. Explain the following terms : [key terms]

- (a) Soiled Linen (b) linen Chute (c) Linen par
5. What are the functions of uniform room?

5.12 Summary

The successful management of linen depends to a large extent on the par stock of linen maintained by the house keeping department. Another aspect of linen management is linen control. Maintenance of the quality and quantity of line, stock taking and proper documentation are vital to the control of linen. The uniform room is essential to maintain the uniforms of the staff. The procedure in the uniform room depends on whether the hotel has on premises laundry or contracted laundry.

KEY TERMS

1. **Linen chute** – A sloping channel or slide for conveying soiled linen from the upper floors to the laundry, usually situated on the ground floor or in the basement.
2. **Linen par**- A par stock of linen refers to the amount of each type of linen required to make up all the guestrooms of the hotel at a given time. One par of linen is also referred to as the „house-set-up“ quantity.
3. **Soiled linen**: Dirty and stained linen that require laundering.
4. **Stock-taking (of linen)** : The physical verification by counting of stocks of all lines items anywhere in the linen cycle, taking place at periodic intervals or at the time of closing of books, for evaluation process.

5.13 Bibliography

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5.14 Terminal Questions

1. Draw the lay- out of linen room .
2. Name the Food & Beverage linen . .
3. What are the responsibilities of linen room ? .
4. What is a linen chute ?
5. Why is inspection done of soiled linen after collection ?
6. How is laundered linen stored in linen room ?
7. What is stock – taking and who is responsible for it ?
8. What are the advantages and disadvantages of linen – hire?
9. List the equipments used in linen room .
10. What is par? What is the par requirement for a twin bed – room?

UNIT: 6

LAUNDRY, STORE AND ROOM SUPPLY

Structure

- 6.1 Introduction
- 6.2 Objectives
- 6.3 Types of Laundries
- 6.4 Planning an OPL
- 6.5 Layout of an OPL
- 6.6 Steps Followed In Gues Laundry
- 6.7 Laundry Equipment
- 6.8 Characteristics of Laudable Fabrics
- 6.9 Cleaning Agents Used In Laundering of Clothes
- 6.10 Laundry Flow Chart
- 6.11 Summary
- 6.12 Check Your Progress
- 6.13 Key Terms.
- 6.14 Terminal Questions

6.1 Introduction

Efficient laundry management ensures that large volumes of soiled linen are washed and treated so as to look neat, smell fresh, and feel crisp and that they are disbursed at the right time and to the right place. Linen may be cleaned either on or off hotel premises. Hotels whose laundry output is sufficiently high and which have adequate space opt for non-premises laundry (OPL).

6.2 Objectives

After reading this unit the learner will be able to :

- Understand the types of laundries and the planning and lay-out of an on premises laundry.
- List the essential laundry equipment aids and materials and discuss the laundry process.
- Discuss the various aspects of handling of guest laundry.

6.3 Laundries

A hotel may operate its laundry services through the following types of laundries:

- Commercial/off-site/contracted laundries
- On-premises/on-site/in-house laundry

COMMERCIAL/OFF-SITE/CONTRACTED LAUNDRIES : These cater to hotels on a contract basis. The contract specifies the rate for laundering

different articles of linen, the time taken for laundering, and so on. Usually the soiled linen are laundered and delivered back to the hotel within 24-48 hours. The laundries may, however, hold back 3-5 percent of the soiled linen for stain removal and other special treatments. Contract laundries are a good option if the hotel does not want to make a heavy investment in setting up its own laundry nor has space constraints.

Advantages of Off Site Laundry to the Hotel: The advantages of contract laundries are as follows:-

- No capital outlay.
- Little technical expertise required.
- Labour costs are saved.

Disadvantages: The following are the disadvantages of contract laundries.

- Less control over standards.
- Delivery and collection delays.
- Higher stocks required as it takes a longer time for the whole process to complete a single laundry cycle, including transportation.
- Extra costs for special treatments.

ON-PREMISES/ON-SITE/IN-HOUSE LAUNDRY : An on-premises laundry (OPL) is the hotel's own laundry, situated on its premises. It may be run by the management or managed on a contract. Many hotels make this heavy investment to provide quality service to guests. More care is taken while laundering in-house since it is the direct responsibility of the hotel. Services are faster (a maximum of 8 hours to return laundered articles), hence part stocks are reduced. There is better supervision, better control, and hence a longer life for linen. There are fewer chances of pilferage since the linen do not leave the premises. However, a contingency plan must be made, to be implemented in case of equipment failure.

Advantages of OPL to the Hotel: The advantages of OPLs are as follows:-

- No losses or „shortfalls“ of missing articles are likely to occur.
- Less stock required as the cycle is quicker.
- Can cover emergency requirements.
- Is a capital asset.

Disadvantages: The following are the disadvantages of OPLs.

- The initial capital investment is high.
- Higher labour costs.
- Technical expertise or special management is required.
- High cost of maintenance, repairs, and overheads.

Laundromats: These are self-service laundries usually found in motels. Laundromats may be utilized by using coin slots to pay by the load or by making a fixed monthly payment. In some resorts, long-stay guests too can use the equipment.

6.4 Planning an OPL

The decision of whether to include a laundry on the premises should ideally be made during the initial planning stages for the facility. If this is not done, considerable costs may be incurred to change the plumbing and electrical systems later. Hot water, cold water, steam, gas, large sewer drains, and water lines are essential plumbing considerations. Hot water of temperatures between 160°C to 180°C should be available for sanitizing the machines. Both 110 volts (for equipment manufactured in Europe) and 220 volts (for equipment manufactured in India) grounded electric outlets should be provided in strategic locations for the operation of laundry equipment.

Location – The location of the laundry must be strategic enough to obviate transportation problems and because of the noisy and humid nature of the area. The laundry should, if at all possible, be easily accessible from the linen room so that heavy bundles of laundry can easily be transported from one location to another. It should be located away from guest areas, however, because of acoustic reasons, vibration, and humidity problems anticipated in a laundry. It should preferably be along the outside wall of the building to provide adequate venting. Moreover, the laundry should be located so that it can be operated and/or used by both men and women.

Size – The rule of thumb for hotel laundries is 7 sq. ft per room (not including soil storage). For soil storage, 1 cubic foot for every 3.6 kg (upto a height of 4 feet) is usually allotted, though it is difficult to state an optimum size because of individual institutions needs.

Ventilation: This is essential to exhaust moisture-laden air from the dryers out of the laundry room. Laundry rooms also require adequate ventilation through regular doors or windows to take in a supply of fresh air equal to the amount of air removed from the room through exhaust fans or similar. Without ample intake through regular doors or windows, or at least a separate forced dry-air supply, dryers will not operate at their specified efficiencies.

Equipment selection – Laundry equipment must be considered in relation to initial cost, life expectancy, maintenance, and depreciation. Overhead costs of utilities such as electricity, water, and gas need to be considered. Generally it is wise to install two washers instead of one because :

- It takes less time to accumulate a full load for a smaller machine.
- There will be some back-up if one machine needs servicing.
- Small, odd lots can be handled more efficiently.
- It will be possible to wash two different kinds of goods concurrently, for example, heavily soiled uniforms and lightly soiled sheets.
- Small machines impose less of a shock load on the hot-water and electrical systems.

Wet laundry must be moved from the washer-cum-extractor to the dryer, while dry laundry must be moved to storage shelves and thence to shower areas and „equipment issue“ areas. To facilitate these transfers, utility baskets, hampers, and carts must be provided. A worktable (4ft ×6ft) with castor wheels on the legs is very convenient for folding towels and other laundry. It can readily be

moved about the room as needed too. There should be cupboards or bins as well, for the storage of detergents, soaps, bleaches, and other cleaning agents.

Labour – The rule of thumb for a small institutional laundry is that one person should be able to handle a weight of about 36 kg an hour.

Other costs: Costs of laundry aids such as soap, bleach, detergents, and other chemicals should be estimated and consideration should be given as to how bulk quantities of these supplies will be stored. Decisions have to be made as to who will maintain and supervise the laundry and what workforce will be utilized.

6.5 Layout of an OPL

The layout of the laundry in terms of positioning machines should be such that there is an easy flow of traffic. Pay close attention to entries, exits, columns, drainage locations, exhaust areas, ventilation, and machinery access. Separate the soiled- and clean-laundry handling areas as much as possible to prevent recontamination of clean articles. A sample layout of a laundry is presented in.

Doors - These need to be large enough to initially get the equipment into the room as well as to effectively enter and exist with utility carts and/or laundry baskets. Swing doors are good for cart movement. They should have windows for safety and bumpers or guards to protect their appearance. The thresholds should be flush with the floor.

Ceilings – They should be impervious to moisture and have good sound-absorption properties (acoustics). An 8-10 foot high ceiling is adequate.

Floors – These are very important in a laundry. They should be level concrete slabs capable of supporting the heavy cleaning machines. The floor around the machines should be sloped and there should not be any low spots in the floor where water can pool. Concrete is the most suitable floor material and can be covered by one of the synthetic resinous materials available with a smooth yet non-slip surface.

Walls – These should be constructed of a material that is durable, moisture-resistant, and insulating. Windows should be avoided so that the wall space can be used for storage shelves and bins; however, if they are required, care should be given as to their placement in order to eliminate glare. Windows should be constructed with wire glass and be located high on the wall.

Machinery and work areas: - Allow at least 18 inches between any two machines (the same applies to a piece of equipment and a wall). Dryers can usually be placed side-by-side (allow about an inch between them), however. Provide at least a 2-foot space between the back of a machine and the wall. If space is tight, try locating machines in front of a large door to a hall or to the outside. The door can be opened for servicing the machines.

Try to locate the dryers next to an outside wall. They must be vented. Soiled storage and sorting should take place near the washers. Dryers should be

minimal distance from the washers, but they should not interfere with their loading and unloading (or sorting).

The folding table and area should be located so that finished work is moving toward its final storage area in preparation for distribution. The spotting unit should be located in a well-ventilated area.

6.6 Steps Followed in the Guest Laundry

- As soon as the soiled linen reaches the laundry, the pockets should be checked, and it should be made sure there are no tears or holes in the clothes, if so, this needs to be reported to the guests before the clothes are washed.
- The clothes are then tagged. Tagging helps in determining which items belong to which room.
- They are sorted based on the type of material, the type of cleaning they need to undergo, the degree of soil or stain, and color of clothes, and put in separate trolleys.
- If the clothes are stained they undergo stain-removal procedures, before washing.
- In the laundry, the bags in which the clothes arrived in are folded neatly and placed in the respective room number slots in the laundry (slots with the room number written).
- Once the laundered clothes are received all the pieces of laundry are put together into the respective room number slots. Then the number of pieces is checked with the number written on the laundry bag. After delivering the clothes the laundry bag is disposed of.
- Packing and presentation : Each hotel has its own way of packing the guest's laundry. It may be folded and placed in tiff paper bags or boxes. The bags usually have the hotel logo. Stiff paperbacks are usually inserted in shirts to keep them crisp. Evening dresses or suits are delivered on hangers or as per the guest's request.
- Only an authorized person, who makes three copies of the bill, does billing. One is sent to the front office cashier, and in turn is transferred on to the guest's master bill. The second copy is sent with the guest laundry to the room and the third copy remains in the book.
- The laundered items are usually delivered back to the guest on the same day by 6.00 pm or so depending on the hotel's policy. In case the guest wants his clothes laundered urgently, this request also can be complied with. Usually all hotels charge extra for urgent delivery.

6.7 LAUNDRY EQUIPMENT

1. Tumble dryer
2. Calendaring machine
3. Folding machine
4. Hydro extractor
5. Suzies
6. Steam press
7. Washing machine

8. Flat press
9. Dry Cleaning machine

6.7.1 Tumble Drier

The linen coming out of the hydro extractor is tightly packed so it is put into the tumbler to loosen it and also to dry it out further. In this process hot air is used, it is used for item like furnishings, towels etc., which do not require ironing. They are taken out from the tumbler, folded and transported.



6.7.2 Calendar or Ironing Machine

This is very large machine consisting of several heated, well padded rollers, which iron the article as it passes through. A large calendar will be wide enough to take a double bed sheet. All types of linen like bed sheets, pillow slips, table cloths and serviettes can be ironed in this machine. After ironing, the articles are folded by hand or by a folding machine.



6.7.3 Folding Machine

The term folding machine is actually a misnomer, the machine does not actually fold the linen but holds one end of the linen to be folded so that staff can fold it easily.

The most common folding machine acts as passive port providing the worker with an extra set of “hands” to assist the folding machine.



6.7.4 Hydro Extractor

The washed linen is shifted into a hydro extractor. In a hydro-extractor the motor spins rapidly inside the container to remove most of the excess water after washing is completed. The hydro extractor drains the water out of the articles leaving them very tightly packed. This makes it necessary to shake

them out in the tumbler or drier. However, some modern washer extractors with a dry weight capacity about - 400 kg can wash, rinse, hydro extract and shake out the line, all in one machine.



6.7.5 Suzie

Shaped articles, such as white coats, waiters jackets, and blazers are not ironed through a calendar but are pressed by steam inflated Suzies. A Suzie is an inflatable, e.g., a blazer is placed. It is then filled with steam, thus drying and pressing out the creases of the blazer.



6.7.7 Steam Press

Ironing is the use of a heated tool (an iron) to remove wrinkles from fabric. The heating is commonly done to a temperature



of 180-220 °Celsius, depending on the fabric. Ironing works by loosening the bonds between the long-chain polymer molecules in the fibers of the material. While the molecules are hot, the fibers are straightened by the weight of the iron, and they hold their new shape as they cool. Some fabrics, such as cotton, require the addition of water to loosen the intermolecular bonds. Many modern fabrics (developed in or after the mid-twentieth century) are advertised as

needing little or no ironing. Permanent press clothing was developed to reduce the ironing necessary by combining wrinkle-resistant polyester with cotton.

6.7.8 Washing Machine

A washing machine (laundry machine, clothes washer, or washer) is a machine designed to wash laundry, such as clothing, towels, and sheets. The term is mostly applied only to machines that use water as the primary cleaning solution, as opposed to dry cleaning (which uses alternative cleaning fluids, and is performed by specialist businesses) or ultrasonic cleaners. Washing entails immersing, dipping, rubbing, or scrubbing in water or other liquids, usually accompanied by soap, detergent, or bleach.



6.7.9 Dry Cleaning Machine

A dry-cleaning machine is similar to a combination of a domestic washing machine, and clothes dryer. Garments are placed into a washing/extraction chamber (referred to as the basket or drum), which is the core of the machine. The washing chamber contains a horizontal, perforated drum that rotates within an outer shell. The shell holds the solvent while the rotating drum holds the garment load. The basket capacity is between about 10 and 40 kg (20 to 80 lb). During the wash cycle, the chamber is filled approximately one-third full of solvent and begins to rotate, agitating the clothing. The solvent temperature is maintained at 30 degrees Celsius (86 degrees Fahrenheit), as a higher temperature may damage it. During the wash cycle, the solvent in the chamber (commonly known as the 'cage' or 'tackle box') is passed through a filtration chamber and then fed back into the 'cage'. This is known as the cycle and is continued for the wash duration. The solvent is then removed and sent to a distillation



and then fed back into the 'cage'. This is known as the cycle and is continued for the wash duration. The solvent is then removed and sent to a distillation

unit comprising a boiler and condenser. The condensed solvent is fed into a separator unit where any remaining water is separated from the solvent and then fed into the 'clean solvent' tank. The ideal flow rate is roughly 8 liters of solvent per kilogram of garments per minute, depending on the size of the machine.

6.8 Characteristics of Launderable Linen

Today, there are a wide range of fabrics, ranging from all-natural fibers like wool and cotton to a variety of synthetic fabrics like polyester and nylon. In many cases the fabric of choice is a polyester/cotton blend (sometimes called poly cotton) because it requires less care than all natural fabrics, yet offers most of its comforts. When purchasing the linen the hotel management must make sure that all the items that need laundering come with proper instructions on their care. The characteristics of some of the most popular fabrics used in hospitality operations are given below. All of them are launderable.

COTTON

- Cotton is strong and actually becomes stronger when wet.
- It is very absorbent and can be starched, which makes it especially good for napkins and table clothes.
- It can be washed and ironed at high temperatures.
- Some shrinkage from 5%-15% occurs in the first washing.
- Hard water can sometimes cause problems for cotton fabrics.

ACRYLIC

- It is lightweight and does not shrink.
- Its strength is similar to cotton but it decreases when wet. Because it holds moisture on its surface, acrylic is fairly slow drying.

POLYESTER

- It is one of the strongest common fibres ; it does not lose its strength when wet.
- it dries quickly.
- It is wrinkle resistant.
- It does not soil easily.
- The fibres tend to break down at high temperatures, so it must be ironed carefully.
- It is best for uniforms.
- It is less effective as napery (table linen).
- Very strong when wet or dry.
- Easy to wash and quick to dry.
- It is sensitive to heat.

BLENDS

- These gain strength with initial washing and are therefore very popular.

- Blends can be damaged by high washing temperatures – those greater than 180 degree F (83 deg C) and high ironing temperatures-those greater than 165 dg F (74 deg C).

COMMON PROBLEMS FACES BY HOTEL LAUNDRIES

- **Delay in collection of the laundry:** This can be avoided to a certain extent if the room attendant or housekeeping supervisor checks for laundry in rooms while making the occupancy report.
- **Mix-up of laundry:** This can happen if the identification tag comes off while laundering. This can be avoided by using tagging machines.
- **A slip up in informing** a change of room to the laundry can also result in wrong delivery.
- **Lost and damaged articles:** These are handled as per the policy of the hotel.

HOLD UP LAUNDRY

Hold up laundry is piece of guest clothing, which has been left in the hotel by a guest, on request. The guests will collect the laundry when they return, as per information given to the laundry. This information regarding hold p laundry is noted in the laundry log book and s signed by the laundry supervisor.

DRY CLEANING

Washing articles in cleaning solvents like perchlorethylene or trichlora triflure, is known as dry cleaning. Items that are usually dry-cleaned are blankets, quilts, curtains, certain staff uniforms and guest laundry. This is either done by reputed dry cleaners or within the hotel laundry itself. The items are first tagged, pockets checked and the clothes are brushed free of loose dust. Stained clothes are dealt with separately. Then pre-sorting is carried out according to whites, color, lightly soiled or heavily soiled before the clothes are put into an enclosed machine, which contacts the dry cleaning solvent. Washing, rinsing and drying are all aired out in the same tank. The solvent are hung up and aired to remove the smell. They are checked for remaining stains, which are dealt with before pressing.

A controlled amount of water and detergent is introduced into the solvent during some dry-cleaning process, this is known as „charged system“. This helps in removing water-borne soil and stains.

Advantages of Dry Cleaning:

- Solvents do not affect textile fibres in the same way as water.
- The risk of shrinkage, severe creasing and colour running is greatly reduced.

Disadvantages of Dry Cleaning:

- It is a very expensive method of laundering, as the solvent used is costly.

- If the clothes are not aired properly they can smell of the solvent.

6.9 Cleaning Agents Used In Laundering of Clothes

Following cleaning agents are used in laundering of clothes:

WATER: Although not always recognized as such, water is the major chemical used in the laundry process. Water itself is not sufficient to remove dirt from materials. Water can be soft or hard. Certain detergents do not act in hard water. Hard water can be temporary or permanent. Temporary hardness can be removed by boiling the water. Permanent hardness can be removed only by treating the water with certain chemicals.

DETERGENTS: Detergents break the surface tension of water, which helps in wetting the surface, emulsifies the dirt and removes it from the fabric. There are various types of detergents.

Synthetic ones that have synthetic wetting agents, builders or alkalis, which are often added to synthetic detergents to soften water and remove oil and grease. Synthetic wetting agents can be:

Anionic: A surface wetting agent owing its activity to a negative ion. Soap is also anionic but it has certain disadvantage.

- **Cationic:** Positively charged, usually in softeners.
- **Non-ionic:** The surface wetting agents do not ionise in solution. This is particularly useful for synthetic fabrics, which do not release the solid in anionic solution.

Built soap detergents, which use soap as a wetting agent. These also contain builders or alkalis.

Detergents that have an enzyme action, which reacts with protein stains. These detergents are usually used for kitchen and restaurant line.

Soap is a good wetting agent but it is not as effective as synthetic detergents at too high or too low temperatures. It can react with minerals in the washing machine to form a scum on the linen and inside the machinery.

FABRIC (OPTICAL) BRIGHTENERS: These are also included in most washing detergents to give the linen a fresh look. They have no cleaning function but change the wavelength of the invisible ultra violet rays, thus creating brighter looking linen.

BLEACH: This causes a strong chemical reaction, which if not carefully controlled can damage fabrics. Used properly, bleaches help remove stains, kill bacteria and whiten fabrics. Chlorine bleach can be used with any washable, natural fibre but can destroy certain synthetics.

ALKALIS: Alkalinity is desirable in a cleaner as it assists in penetration and suspension of dirt. Common alkalis used are caustic soda, silicates, sodium carbonate or phosphate.

ANTICHLOR: This is sometimes used in rinsing to remove the chlorine in the bleach. The resins in polyester fibres retain chlorine and for this reason are treated with antichlorine.

SOURS: Sours are basically mild acids used to neutralize any residual alkalinity in fabrics after washing and rinsing. Detergents and bleaches contain alkali. Any residual alkali can damage fibres and cause yellowing and fading cause skin irritation and leave an odour. Sours bring the pH factor of the linen within the range of 5 to 6.5 which is agreeable to skin.

FABRIC SOFTNERS: These make fabrics suppler and easier to finish. They can reduce flat work ironing, speed up extractions, reduce drying time and reduce static electricity in fabrics. Too much softener can reduce the fabric's absorbency.

STARCH: This gives a crisp appearance to the linen. This should be added in the final step in the washing process.

6.10 Laundry Operation Flow Chart

WASHING: It has been found that quick washing cycles using large volumes of water, broken into the following sequence are most effective:

- Flush
- Suds
- Sour and soft
- Extract
- Break
- Soak
- Soaking

Flush: This wets the linen using little or no chemicals and removes water soluble dirt. Water at medium temperature is used. This stage take 1-3 minutes, extractions also occur.

Suds: This is the actual wash cycle to which the detergent is added. The action of the detergent together with the movement of the drum and the water causes the dirt to be removed. This stage takes 5-8 minutes.

Sour and soft: Final conditioning of the linen at medium temperature. This stage takes about 3-5 minutes.

Extract: A high speed of spin removes excess moisture. The spin cycle is about 1-5 minutes. Additional cycles may be used.

Break: An additional washing cycle of 5-8 minutes, with a highly alkaline washing powder, used before the suds stage. Used on heavily soiled linen only.

Soaking: Overnight in detergent for heavy soiling.

STAIN REMOVAL

Stain Removal Agents are:

- Organic solvents
- Acids
- Alkalies
- Bleaches
- Enzymes

Organic solvents: Examples are benzene, acetone and methyl spirits, white spirit, turpentine, carbon tetra chloride and perchloro ethylene. These stain removal agents are used to dissolve grease and required care in use because some are inflammable and should never be used near a flame. Others, although non-flammable, are harmful when inhaled and should be used only in well-ventilated areas. Stains that can be removed using the above agents are chewing gum, oil, paint, ballpoint ink, lipstick etc. **Acids:** Examples are oxalic acid, potassium acid oxalate. These are sold under trade names. All these are poisonous. Dilute acids can be used on most white fabrics; acids remove metal stains, the most common of which are due to iron mould or rust and the iron stains left after washing stained articles.

Alkalies: Examples are soda, borax. They remove old and heavy vegetable stains e.g., those due to tea, coffee, wine etc.

Bleaches: The process of changing a coloured substance into a colourless one is known as bleaching. Bleaching weakens fibres, so extra care is needed in their use. Examples of bleach are hydrogen peroxide, sodium hydrochloride. Bleaching is mostly used on white fabrics for removal of iron stains and stripping of dyes.

Enzymes: An example is powdered pepsin. It works most efficiently at a temperature of 40-50 degree C and is used to remove protein stains, e.g., blood, perspiration, egg etc.

BASIC CYCLE OF OPERATION IN A LAUNDRY

The cycle includes the following steps:

- Collecting soiled linen
- Transporting soiled linen to the laundry
- Sorting
- Washing
- Extracting
- Finishing
- Folding
- Storing (Ironing)
- Transporting linen to loose area

Collecting Soiled Linen: Room attendants, who clean guest rooms should strip linen from the bed and put it directly in the soiled linen bag, attached to the housekeeping department cart. Linen should never be piled on the floor where it can be trod on, and soiled further or damaged. Putting linen directly

into the soiled linen bag also prevents room attendants from using towels, sheets and other items to clean spillage and other dirt. Misuse of linen can permanently damage items.

Transporting Soiled Linen to the Laundry: Linen can be carried by hand or in a laundry cart. If is hand carried, attendants should be careful not to allow it to drag on the floor, spoiling it further. Dragging linen is also hazardous to staff, who may trip over trailing linen. Linen carts should be free from sharp edges that could tear linen. Carts should move easily and staff should be able to load and unload linen without too much bending and stretching.

Sorting: The laundry should have a sorting area, large enough to hold and sort a day's line, without hampering other activities in the laundry. Solid linen should be sorted according to the degree of solid and type of fabric. Both types of sorting help to prevent unnecessary wear and damage to linen.

Washing: After linen is sorted, laundry attendants collect it and deliver it to washers. The laundry should weigh the load before putting it into a machine, to ensure that the machine is not overloaded. At times laundry attendants release soiled linen before washing it. However re-treating laundry takes a great deal of time and can increase labour costs. Most laundries rely on chemicals, which are used in machine to clean to line. Washing consists of nine steps :

- Flush
- break
- suds
- Intermediate rinse
- Bleach
- Rinse
- Intermediate extract
- Sours
- Extract

EXTRACTION: The extraction process removes excess water from laundered linen through a high-speed spin. This step is important because it reduces the weight of the linen and makes it easier for workers to lift the items and move them to the dryers. It also reduces drying time.

FINISHING: Finishing gives the linen a wrinkle-free appearance. A steam cabinet or tunnels are often used to dry the articles to give the fabrics a wrinkle-free look.

DRYING: Items that are dried generally include towels and washcloths. After drying, the items should be removed immediately and folded.

IRONING: Bed sheets, pillow covers and tablecloths go directly to the ironing table or calendaring machine. Irons are of various sizes and degrees. Uniforms are generally pressed using special ironing equipment.

6.11 Summary

A good housekeeping department requires the support of a good laundry. More often than not, hotels spend large amounts of money on linen (for rooms as well as bathrooms) since this makes a statement about the quality of the accommodation offered by the hotel. What is largely ignored, however, is that to maintain this quality one needs efficient and good quality linen processing by an in-house laundry.

All large hotels, especially those in the 5-Star category have in-house laundries to maintain high standards of quality, cleanliness and to keep the part stocks low. On the other hand, most small-and medium-seized hotels do not have in-house laundries, as they cannot afford them due to the cost and maintenance of equipment and the space required to house the laundry. Now matter how good the outside laundry may be, all housekeepers dream of having in-house laundries for the reasons as cited below:

- There is virtually no check on the quality of washing done by an external agency, since there is no direct supervision by the hotel.
- Housekeepers complain that on many occasions the linen is returned without going through the entire cleaning process since most of the time the linen taken out of a hotel room is visually clean. It is often returned after rinsing and ironing. This creates a serious problem in terms of hygiene and sanitation.
- By having an in-house laundry, the storage space in the linen room is reduced, as is the overall requirement for the linen inventory, which comes down by nearly 30-40%, thereby contributing to the cost of the laundry. This would also apply to other items like towels, table linen and uniforms.
- One is also never sure of what type of treatment is given to the clothes by the outside laundries, as they tend to use stronger chemicals, acids, alkaline and bleach in order to increase their production. These chemicals weaken the fabrics and the quantity of discard increases. In an in-house laundry, one is able to choose the right chemicals to ensure higher production and longer life of linen and uniforms.
- With external laundries, it is at times difficult to get the kind of output required by hotel operations; e.g., in case of back-to-back check-in of a conference or a large group.
- Since most commercial laundries cater to many establishments, the chances of the linen getting mixed up are common. Even if the hotel manages to get the same quality of linen back, there are always chances that it may be much more used than the pieces sent.

It is practically impossible for any housekeeper to supervise all the above mentioned aspects in case of an external laundry. In addition, external laundries may not be cost effective since in many cases, they charge the hotel on a „per piece“ basis instead of a lump sum contract value. Often this leads to the laundry costs going out of control.

Over a period of time one invariably finds linen of different sizes, shades and quality being stacked up in the hotel's stock, which would upset any quality conscious establishment.

If a hotel has to depend on an external laundry to meet its demands, it is necessary to periodically visit the laundry to check on the process, chemicals and detergents being used and the quality of finish and folding. It is also important to check to source and quality of water to ensure that it is soft and will not discolor or damage the linen.

It is a fallacy to think that an in-house laundry is an expensive investment in fact it can be modest if the design and requirements are kept simple. For instance, to process the room linen, one only requires a washer-cum-extractor and one flatwork-ironing machine. To process bathroom linen, a drying tumbler must be added. A few hand ironing boards can be added to press the uniforms and the guest laundry. As a rule, one requires one washer-cum-extractor of 100 lbs capacity, operating for six days in an eight hour shift, to wash the room and bathroom linen of a 100 room 4-Star hotel, with a double occupancy of 20%. The flatwork iron required for processing bed linen and pillows can be a single roll machine, electrically heated, with a 15" diameter roll of length 110" to process double sheets. If single sheets are to be processed then the cost can reduce as the length of the roller will reduce. If the hotel does not have sufficient power for the ironer then a small steam boiler will suffice. This boiler should be sized to handle the requirement of a drying tumbler to process towels. A drying tumbler with a capacity of 50 lbs, which can be steam heated will be required to dry the bath towels. This equipment and a baby steam boiler do not require much space as they can be installed in a room of approximately 400 sq. ft comfortably. If this space is increased to 600 sq. ft and two hand ironing boards with one steam heated buck press are added, one can process the uniforms and the guest laundry in the hotel. For washing guest laundry, one can buy a domestic type washer/extractor as it is ideal for washing smaller loads of 7-10 lbs. The income from the guest valet, laundry and ironing can offset the cost of washing the house linen. In most of the large hotels, the in-house laundry runs free of cost and the laundry department is a self-sufficient profit-making center. Despite this many hotels do not go in for in-house laundries. The reason being that the subject is made more complicated and expensive than it needs to be. Most of the laundry equipment required by a small hotel is manufactured in India and its cost is in the range of approximately Rs. 9-10 lakhs of Rs. 12 lakhs including processing uniforms and guest laundry. Those who want to import under the EPCG Scheme, can import a variety of equipment from Europe or the US at comparable cost to what is available locally. The imported equipment is certainly much more compact, efficient and energy saving than its local counterparts in India.

- The quality of the process line in dealing with uniforms and guest laundry.
- How compact or bulky the equipment is, as the extent of space required will depend on this. For example, one should go in for a washer/extractor combination, rather than purchasing two separate machines i.e. washing machine and a hydro extractor at cheaper prices.
- What are the efficiency and the actual production of the machine when compared to the rated capacity is what it actually produces and not what it is rated for.

- What is the consumption of various utilities such as steam, electricity, and hot and cold water? There are machines available which save more energy than others.
- What are the servicing and maintenance requirements and breakdown frequency? How expensive are the spare parts?
- Whether the machine is automated or not as the staff requirement will depend on this.
- What extent of training needs to be imparted to staff to make best utilization of the features offered by the equipment?

Once these questions are addressed when setting up an in-house laundry, one will find that it not only results in enhanced standards of accommodation, but also brings down the costs.

6.12 Check Your Progress

1. Give the advantages of in house laundry (6.3)
2. Give the diagram of laundry (6.5)
3. What are the types of laundries? (6.3)
4. Name some brands of laundry chemicals used in hotels (6.9)
5. What is the basic laundry equipment used in hotel industry? (6.7)
6. How are laundry problems handled? (6.8)
7. What is a wash cycle? (6.10)

6.13 Key Terms

OPL: On premises laundry – an in-house area in the hotel where linen and uniforms are washed, dry-cleaned and pressed.

LAUNDRY: A place where the washing and finishing of clothes and other washable articles can be done.

LAUNDRY AIDS - Substances used to improve results of laundering (soaps, detergents, bleaches, optical whiteness). Or to accomplish specific functions or other effects (pre-soaks) stain-removers, softness, stiffness).

6.14 Bibliography

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6.15 Terminal Questions

1. Enumerate the steps of laundry cycle?
2. What are the advantages & disadvantages of OPL?
3. What is the laundry agents used in cleaning the following?
 - i. Cotton
 - ii. Silk
 - iii. Wool
4. Write in details the steps of handling guest laundry?
5. Why is dry cleaning done?
6. Mention why good laundry is important?
7. Which equipments are used in laundry process? Give details?
8. Elaborate the layout of OPL.
9. What is the role of executive house keeper in laundry management?

UNIT: 7

CLEANING EQUIPMENT

Structure

- 7.0 Introduction
- 7.1 Objectives
- 7.2 Types of Cleaning Equipments
 - 7.2.1 Manual Equipment
 - 7.2.2 Mechanical Equipment
- 7.3 Selection of Cleaning Equipment
- 7.4 Summary
- 7.5 Key Words
- 7.6 Check Your Progress
- 7.7 Bibliography

7.0 Introduction

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 are some large equipments 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.

7.1 Objectives

After reading this unit you will be able to :

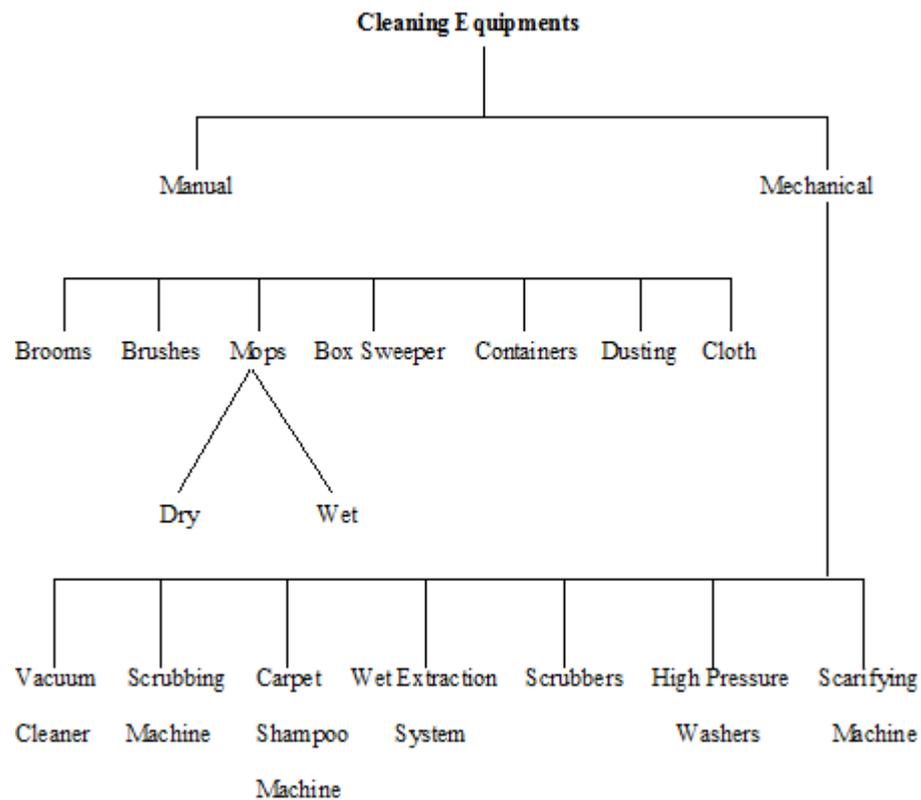
- Have knowledge about different type of cleaning equipments used for cleaning operations.
- Have knowledge about various manual and mechanical equipments.
- Have knowledge about care and maintenance of cleaning equipments.

7.2 Types of Cleaning Equipments

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

1. Manual Equipment

2. Mechanical Equipment

**7.2.1 Manual Equipment**

Manual equipment includes all types of equipment used in cleaning operations by directly using maneuver, operation and energy of worker. Some of the mechanical 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 or 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 seep 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 disperse 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
 1. downwards.
4. Soft brooms should not be used on wet
 2. surfaces.

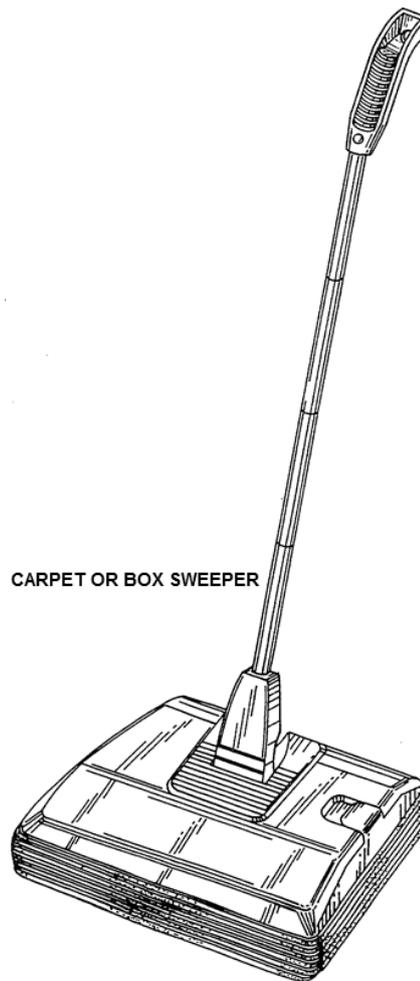
CARPET OR BOX SWEEPER

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.



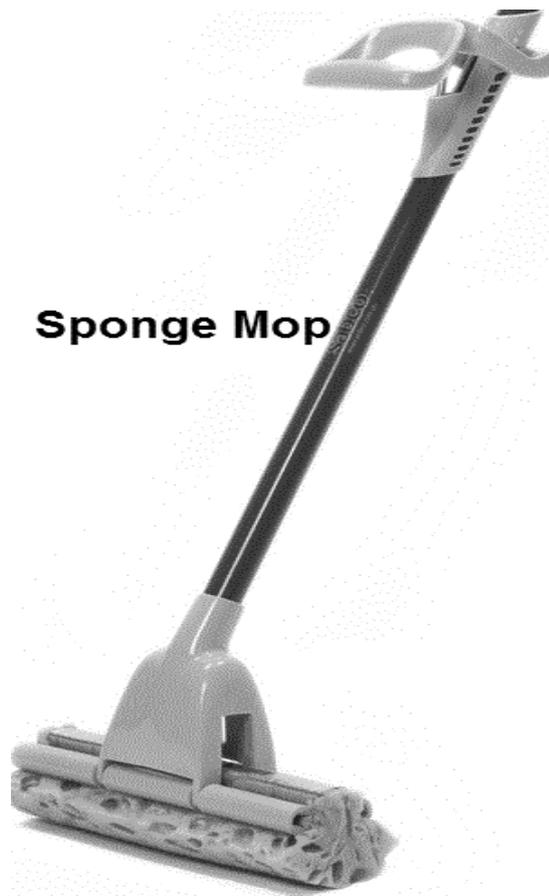
Do All Mops: These mops consist of strands of twisted cotton fixed to a circular metal plate and fixed to a wooden stock.

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

- a. floor
- b. windows .



Floor squeegees are heavier than window squeegees.

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 .
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 hanged.

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.



**Chamois
Leather**

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.

Dust Sheets: These are made of thin cotton material and are usually discarded 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.



Sani bins: 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.

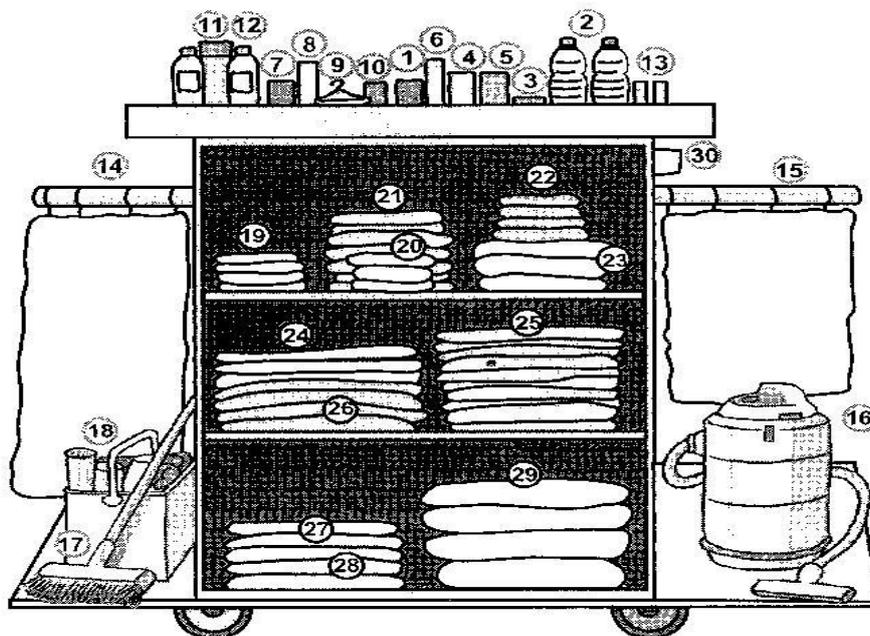
Hand Caddies/Cleaning Boxes : May be made of wood, metal or plastic, they consist of a box with a handle and fitted tray. Hand carts are used by the GRA for carrying cleaning supplies during the cleaning operation. After each shift the hand caddies are cleaned and used articles replenished.

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.



| | |
|---|---|
| <p>While stacking linen in the cart all heavy linen should be placed at the bottom shelf and light articles at the top shelf.</p> <ol style="list-style-type: none"> 1. Water tumblers and trays 2. Water bottles/jugs 3. Ashtrays and matchboxes 4. Sewing kits, Bible/Gita, shoe mitts 5. Service directories, telephone books business kits 6. Guests stationery, Ball point pens and pencils, scribbling pads. 7. DND cards, guest house rules, breakfast knob cards, „polish my shoe“ cards, room service menu, tent cards, „clean my room“ telegraph forms 8. Laundry forms, laundry bags 9. Cloth hangers 10. Light bulbs 11. Toilet rolls, toilet tissue, blade dispensers, shower caps, tooth glasses 12. Shampoo bottles, soap bars, soap suds, foam bath, loofah pads, cotton wool, dental kit, cologne, after shave 13. Toilet strips, sanitary pads 14. Soiled linen bag 15. Trash bag 16. Vacuum cleaner 17. Broom 18. Hand caddy: all purpose cleaner, window cleaner, bowl brush, cloths and sponges, rubber gloves, disinfectants, naphthalene balls, room freshener, deodouriser, Brasso, wax polish, scrubber. | <p>Linen</p> <ol style="list-style-type: none"> 19. Face towels-2/room 20. Hand towels-2/room 21. King pillowcases-2/bed (fold in pairs) 22. Standard pillowcases-2/twin bed (fold in pairs) 23. Bath towels-2/bathroom 24. Standard sheets-2/twin bed (fold in pairs) 25. Double sheets-2/double bed (fold in pairs) 26. King sheets-2/king bed (fold in pairs) 27. Mattress protectors 28. Bath mats 29. Bedspreads (a few a to replace if necessary) 30. 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.

7.2.2 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.



Vacuum Cleaner

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

- Upright vacuum cleaner
- Cylindrical 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



Carpet Shampoo Machine

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.

7.3 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.

7.4 Summary

Cleaning equipments are usually included in house keeping recycled inventories along with line, uniform guest loan item. Some of the large cleaning equipments however come under fixed assets as they are quite expensive. The cleaning daily maintenance and storage form part of the housekeeping duty.

After reading this unit the students will understand the role of cleaning agents in maintaining a hygienic and aesthetic environment. For their ease the cleaning agents have been discussed under two categories (1) manual and (2) mechanical equipment. The use care of storage of all cleaning equipments has been detailed for the convenience of the students.

7.5 Key Words

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

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.

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

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.

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.

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

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

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

7.6 Check Your Progress

The students are suggested to read this unit and attempt the following questions, hint has been given for the students to find the answer from the part of the unit containing the answer :

1. Name 5 manual equipments and give their use. Ans. in 7.2

2. Name 5 mechanical equipments and give their use. Ans. in 7.2

3. Name 5 type of brushes and give their use. Ans. in 7.2

4. What are the points to be considered when selecting cleaning Equipments. Ans. in 7.3

5. Draw a diagram of room attendants trolley and discuss its. Importance/role in housekeeping department. Ans. in 7.2

4. Dusteltes
 5. Electric broom
 6. Burnishing machine
 7. Hand caddies
 8. Hearth cloth
 9. Glass cloth
 10. Kentucky mops
7. Explain the following in 5-6 lines
1. Scrubbing brushes
 2. Carpet/Box sweeper
 3. Centralized vacuum cleaner
 4. Carpet shampooing machines
8. Draw and label the following
1. Upright vacuum cleaner
 2. Scrubbing machine
 3. Carpet/Box sweeper
 4. Wet & dry vacuum cleaner
9. Short notes
1. Care of brushes
 2. Care and cleaning of polish applicators
 3. Care and maintenance of vacuum cleaner
10. Differentiate between the following
1. Upright vacuum cleaner Cylindrical vacuum cleaner
 2. Room Maid's Trolley Linen trolley
 3. Dustbins Sani bins
 4. Dust sheets Druggets

UNIT: 8

CLEANING METHODS

Structure

- 8.0 Introduction
- 8.1 Objectives
- 8.2 Cleaning Methods
- 8.3 Cleaning Procedures
- 8.4 Cleaning Methods (Manual)
- 8.5 Cleaning Methods (Mechanized)
- 8.6 Cleaning Frequency
- 8.7 Organization of Cleaning
- 8.8 Summary
- 8.9 Key Words
- 8.10 Check Your Progress
- 8.11 Bibliography

8.0 Introduction

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.

8.1 Objectives

After reading this unit the students will :

- Will have knowledge about different cleaning methods used in hotels.
- Have knowledge about the different cleaning procedure employed.
- Have knowledge about cleaning methods mechanical as well as manual.
- Have knowledge about the cleaning frequency and the organization of cleaning.

Cleaning is carried out for the following reasons:

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

Hygiene: Effective, regular cleaning prevents the growth and reproduction of bacteria and other germs.

Maintenance: With the help of daily cleaning process, equipment, furniture, fixtures, building etc. all will have a long functional life.

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.

Oosmologically 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.

8.2 Cleaning Methods

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.

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.

Special Cleaning/Periodic Cleaning: This requires thorough 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.

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.

8.3 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.

8.4 Cleaning Methods (Manual)

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. These 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 activity is carried out clockwise or anticlockwise 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 Squeegee, 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 squeegee 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, Squeegee, 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.

CLEANING METHODS (MECHANIZED)

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 an 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.

8.6 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 thorough 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 thorough 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.

8.7 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, staisvells, 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.

9) 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.

8.8 Summary

After reading this unit the students will understand the importance of cleanliness in a hotel. A guest coming to a hotel expects it to be neat and clean at all times. Cleanliness of guest room and hotel as a whole is a important reason for hotel getting repeat guests. The cleanliness standards are set by the Executive Housekeeper and his team and all staff are expected to maintain the cleanliness standard throughout the day.

8.9 Key Words

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

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.

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.

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.

Floor Pantry: A service room provided on each floor for G.R.A.S to store cleaning agents, equipment, guest supplies etc.

4. Name 5 equipments used for manual cleaning. Ans. in 3.4

5. Name 5 equipments used for mechanized cleaning. Ans. in 3.5

6. What are the different ways of organizing the cleaning activities in a hotel?
Ans. in 3.7

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8.12 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
 - f. Short notes :
 - g. Manual cleaning
 - h. Mechanized cleaning
 - i. Cleaning frequency
 - j. Discuss any two:
 - k. Daily cleaning activity
 - l. Periodic cleaning activity
 - m. Spring cleaning activity

UNIT: 9

CLEANING GUEST ROOMS

Structure

- 9.0 Introduction
- 9.1 Objectives
- 9.2 Cleaning Process
- 9.3 Cleaning of Guest Room
- 9.4 Suggested Cleaning Methods
- 9.5 Daily Cleaning of a Guest Room
- 9.6 Weekly Cleaning of Guest Room
- 9.7 Spring Cleaning/Annual Cleaning
- 9.8 Special Cleaning
- 9.9 Deep Cleaning
- 9.10 Summary
- 9.11 Key Words
- 9.12 Check Your Progress
- 9.13 Bibliography

9.0 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.

9.1 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.

9.2 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

9.3 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’.
5. If a guest is in the room offer apology for disturbing him and enquire as to when the guest would like to be serviced.
6. 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.
7. If the room is bolted and there is no reply from the guest, the same is recorded in the room assignment sheet.
8. 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.

9.4 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 a 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.

9.5 Daily Cleaning Of a Guest

Room

Material Required : Well stocked house keeping trolley.

Method : Knock on the door with your knuckles and announce 'Housekeeping'. In case of no answer, wait for some time and then knock again.

- Use your key to gain access to the room.
- Again callout 'Housekeeping' make sure that the guest is not present in the bathroom or asleep.
- If no guest is present in the room open the room door wide open and place the



housekeeping trolley in front of the door with linen side towards the room.

- Switch off the lights, fans or air conditioner if on.
- Ventilate the room by drawing back the drapes and opening the windows.
- While drawing back the curtain check the curtain rings and trays.
- Remove all room service trays or tea trays.
- Empty out the waste paper basket, ash tray and sani bin into the trash bag on the cart.
- Damp dust the cupboard, look for any cobweb and remove if any.
- Remove all dirty articles lying about here and there and arrange all disturbed things in right order in their right place.
- Dust the windows and wipe the window panes.
- Dust all around, furniture and curtains with a furniture brush.
- Damp dust the bed.
- Damp dust and disinfect the telephone.
- 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 tuck 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 experienced 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.

9.6 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.

9.7 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.

9.8 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.

9.9 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. Thorough cleaning of walls, windows and certain tracks.
7. Thorough washing of bathroom floors, walls, fixtures, fittings, shower curtains.
8. Strain Removal.
9. Laundry of all removal soft furnishing.

9.10 Summary

By reading this unit, the students will be able to understand the various type of cleaning activities carried out in the guest room. Guest room cleaning is an important activity as the guest spend majority of their stay period in the guest room. In this unit different styles of bed making has been explained in detail. Daily cleaning of guest room has been explained in details along with other type of cleaning activities i.e. periodic cleaning and annual/spring cleaning.

9.11 Key Words

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.

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.

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.

Shams : American term for pillow cover which match the fabric and pattern used in bedspread rather than sheets.

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.

9.12 CHECK YOUR PROGRESS

The students are suggested to read this unit and attempt the following questions, hint has been given for the students to find the answer from the part of the unit containing the answer :

1. What is cleaning? State its importance to the hotel. Ans. in 9.1

2. What is the cleaning process to be followed by the G.R.A. in cleaning their block rooms? Ans. in 9.2

3. State the procedure to be followed by the G.R.A. before entering the guest room. Ans. in 9.3

UNIT: 10

HOUSEKEEPING

INSPECTION

Structure

- 10.0 Objectives
- 10.1 Introduction
- 10.2 Importance of inspection
- 10.3 Checklist for Inspection
- 10.4 Inspection Program Technology
- 10.5 Typical Areas usually neglected where Special Attention is required
- 10.6 Commonly Overlooked Areas
- 10.7 Self Supervision Techniques for Cleaning Staff and Delegation
- 10.8 Summary
- 10.9 Answers to check your progress
- 10.10 Suggested Readings
- 10.11 Review Questions

10.0 Objectives

After reading this unit, you will be able to:

- define the inspection;
- identify Check list for inspection
- discuss the Inspection Program Technology; and
- list areas usually neglected where special attention is required

10.1 Introduction

In this unit, we are going to discuss about the supervisory skills and the points on which the housekeeper must focus upon while doing room or floor supervision or inspection. Moreover, In this unit the student will be able to understand about importance of inspection, the checklist required for inspection and also discuss about those typical areas, which are essential to clean, and usually they are neglected.

10.2 Importance Of Inspection

Inspection is very necessary to ensure that the rooms are made by the room attendants up to the standards of the organization. It is the duty of the floor supervisor to check the working styles of all the room attendants and their productivity and efficiency. A very important tool for a supervisor is room checklist. In this list the items, which are to be cleaned and replaced are listed in this list. These items include both bed and bathroom amenities and supplies. The supervisor must take with him a white duster to check if he dusting of the room has been done properly. He should also inspect the room and ask the

guest about his experience. He should check the check-out rooms as soon as possible, check the carpets to see that proper vacuuming has been done or not, move the furniture to see whether the beneath has been cleaned or not. He should check the water pressure and toilet seats for sterilization.

He should inspect not even guest rooms but also the guest elevators. He should keep a close watch on maid's cart. A responsible supervisor would also make a report about the numbers of the rooms with DND sign. Inspection is the only way through which a supervisor will come to know about any sick guest and also about the par level of guest amenities and supplies. The last but the most important job of the supervisor is to assist housekeeper in making the rooms report as he has all the information about the guestrooms.

10.3 Checklist For Inspection

While cleaning the room or public area standard operating procedures are followed. Housekeeping supervisors should follow checklist.

| While cleaning the room or public area standard operating procedures are followed. Housekeeping supervisors should follow checklist. | | | | | |
|--|-----------------------------------|----------------------|-----|------------------------------|------------------|
| Room Inspection Report | | | | | |
| Room No. ----- | | Type----- | | Date inspected----- | |
| ----- | | | | | |
| Sr. | Bedroom | Condition | Sr. | Bathroom | Condition |
| 1 | Doors. | Locks, Chains, Stops | 20 | Doors | |
| 2 | Lights. | Switches. Plates | 21 | Lights. | Switches. Plates |
| 3 | Ceiling | | 22 | Walls | |
| 4 | Walls | | 23 | Tiles | |
| 5 | Woodwork | | 24 | Ceiling | |
| 6 | Drapes and Hardware | | 25 | Mirror | |
| 7 | Windows | | 26 | Tub, Grab Bar | |
| 8 | Heating and Air Conditioning unit | | 27 | Shower Heads and Curtains | |
| 9 | Phone | | 28 | Bath Mats | |
| 10 | TV And Radio | | 29 | Vanity | |
| 11 | Head Boards | | 30 | Fixture/Faucets/Drains | |
| 12 | Spreads, Bedding and Mattress | | 31 | Toilet, Flush/Seat | |
| 13 | Dressers, Nightstand | | 32 | Towel: Facial, Hand and Bath | |
| 14 | Promotional Material | | 33 | Tissue, Toilet/Facial | |
| 15 | Lamp, Shades, Bulbs | | 34 | Soap | |
| 16 | Chair, Sofa | | 35 | Amenities | |
| 17 | Carpet | | 36 | Exhaust Vent | |

forms. This information would later be read by a computer and compiled into various reports to track housekeeping and maintenance activities.

Properties using bar code inspection system; each guest room is identified with a small permanently mounted bar code tag, which is placed in discreet spot such as on the doorframe. The inspector or maintenance person is equipped with a bar code reader and a set of cards that lists items or conditions that need to be inspected, attended to or repaired. Like the guestroom itself, each of these items would have a corresponding bar code.

After entering the room the inspector scan's room bar code tag. This is automatically record the room number, time and date in the bar code scanner. The condition of each inspected item is noted by scanning the appropriate bar code or combination of bar codes or combination of bar codes on the inspection cards. For example if the AC is not working properly, the inspector would scanthe "call back" bar code next to that item --indicating that the maintenance has to make it in order .At the end of the visit, the inspector "scans out" by scanning the room bar code a second time.

Inserting the card into a special reader attached to a computer system can retrieve the information stored on the scanner. Depending on the program and property needs, the information can be presented in a summery or report format that provides management with an overview of the condition of each inspected room.

Bar code technology lends itself to a great deal of flexibility and can be customized to meet the specific needs and procedures of any property. Some properties coordinate bar code inspection programs with maintenance and engineering activities; others adapt the technology for such purposes as equipment tracking and security inspections. The information gathered and compiled can be as detailed or simple as per requirements.

10.5 Neglected Area Where Special Attention Is Required

The places or area from where the cleaning usually is neglected are known as dirty dozen. These are the places where room attendant or housekeeping attendants ignore dusting and moping, these areas which are actually not visible in first glance and require an eye for detail for the same. Housekeeping should take care of these areas and train his or her staff for locating identifying and cleaning such areas.

As it leads to a stage of unhygienic and can carry false message to the guest if at all guest reaches that area. Perhaps identify such areas, which is possible by proper training and supervision.

These areas or places are explained below:

- Toilet niche
- Above the doors
- Above the hanger rail
- Above the cupboard
- Beneath the W.C
- On TV screen

10.6 Commonly Overlooked Areas

Cords: Dust on electrical cords not only detracts from the overall cleanliness of the room it is also a fire hazard.

High Spaces: This includes the tops of furniture and picture frames.

Hard To Reach Floor Areas: These are mopboards and corners.

Hair Dryers: If the Bath Room is equipped with a hair dryer the tint screen should be checked for dust or hair.

Ceiling Fixtures: These should be checked for cleanliness and bulbs of the proper wattage.

Neatness: Furniture, Linens, and guests amenities and supplies must be properly positioned. Towels must be evenly hung.

Odours: Inspectors should check for foul odours. Checking for smoke odours in non smoking rooms is a priority and is resolved until the entire smoke odour has been removed.

Guestroom inspection helps in getting the desired results of an established cleaning system are constantly achieved. The Purpose of the inspection is to catch any problems which have been overlooked during cleaning. A well-conducted and diplomatic inspection can also lead to the motivation of the employees. Most of the room attendants take pride in their work and enjoy having the opportunity to show it off to others. Quality cleaning jobs should be noted during inspections and the appropriate personnel recognized. Inspection programs can be of different types. In some properties, rooms are stop-checked randomly. Whereas, in some properties every room is checked on a daily basis. Inspections should be done by the personnel on the supervisory level such as floor or shift supervisor, section supervisor, executive housekeeper, or even a manager from outside the housekeeping department. Each inspector is usually responsible for a certain number of rooms and should know the current status of each room he is responsible for. As a general rule, checkout rooms are inspected soon after attendant's report about their cleaning. Rooms that are occupied or have refused service are inspected on varying schedules. For these, the executive housekeeper or inspector will contact the guest to arrange a convenient time for guestroom cleaning. Vacant rooms should also be inspected on a varying schedule based on the number of days the room remains empty between sales.

Inspection of a room does not only help to identify ordinary problems with cleaning but also help to identify areas in the room needing deep cleaning or maintenance. A room inspection report should be completed which notes such items as the condition and proper operation of furniture, fixture and equipment; the appearance of ceilings and walls; the condition of carpet and floor coverings; and the cleanliness of windows interior and exterior. Depending on the property's policies and procedures the inspector may also be responsible for filling out any work orders or maintenance requests that are needed. An

inspection programme is never better than the follow up than is given to an identified problem.

The manager who is directly responsible for that area should initial maintenance request. As a general rule, this should occur not later than 24 hours after the inspection.

10.7 Self Supervision Techniques for Cleaning Staff

Inspection is an important part of all carpet and floor care programs. Housekeeping staffs generally inspect carpets and floors in all areas of the property each day. All hotel employees should be instructed to help preserve carpets and floors by promptly reporting spots and spills to the housekeeping department. Good maintenance depends on immediate removal of spots and spills.

Housekeeping supervisors should routinely review the properties carpet cleaning procedures and make sure that employees follow these procedures properly. At many properties, supervisors routinely inspect cleaning equipment to make sure that all items function efficiently and safely.

Guestroom inspection: bedroom

Equipment

- Room inspection report
- Pen or pencil

Procedures

Step 1

Check guestroom entrance door.

- Note any scratches, marks, smudges, or dust on surface.
- Check for "do not disturb" sign on inside the knob of the door.
- Check proper operation of locks, chains, and doorstops.

Step 2

Check condition and cleanliness of light switches, plates, and surrounding wall, area.

Step 3

Scan ceiling, walls, woodwork, and trim for any damage, dirt, or dust.

Step 4

Check drapes for tear or stains. Check that hooks are in place and that traverse rods work correctly.

Step 5

Check windows sills and windows for cleanliness and freedom from streaks. Make sure that windows are locked and the locks work correctly.

Step 6

Make sure that heating and air-conditioning, unit is free from dust and dirt, operates correctly, and it is set according to the property standard.

Step 7

Make sure that telephone is clean and works properly.

Step 8

Check the bed:

- Make sure that the bed has fresh linen.
- Check condition and appearance of bedspread; check edges for fray or tears.
- Check headboard for dust.
- Look under the bed for trash or guest item.

Step 9

Check room furniture for scratches, damages, and dust. Check tapestry for stains or tears.

Step 10

Check lamps for scratches, damages, and dust. Make sure that light bulbs work and are of proper wattage.

Step 11

Turn on television set and radio set to check for proper operations and reception. Turn off and check for scratches, damage, and dust.

Step 12

Check carpets and baseboards for dirt, stains, dust and streaks.

Step 13

Check that closets are clean and have the proper amount of hangers.

Step 14

Check pictures and mirrors for dust and streaks.

Step 15

Check that bedroom amenities such as stationery and matches are properly stocked.

Step 16

Make sure that all items are well positioned, and that all areas from ceiling to floor are. Clean and well maintained during the final check around.

Step 17

Complete a work order request and /or notify the appropriate department for any item needing attention or repair.

Guestroom inspection: Bathroom**Equipments**

- Room inspection report

- Pen or pencil

Procedures**Step 1**

Check bathroom door for scratches, marks, or dust on surface.

Step 2

Check condition and cleanliness of light switches, plates and surroundings wall area. Check out vent fan for dirt and dust.

Step 3

Scan ceiling, walls, and tiles for any damage, dirt or dust

Step 4

Check shower area:

- Check tub and fixtures for watermarks, soap films and hair.
- Check fixtures for correct position and operations. Make sure that they do not leak.
- Check shower curtain for mildew and for proper position.
- Make sure that a clean bathmat is placed.
- Check caulking between tub and tiles for cracks or dirt.

Step 5

Inspect vanity and sink area:

- Check sink and counter area for watermarks, soap films, and hair.
- Check mirror for streaks and spots.
- Make sure that fixtures operate correctly and do not leak.

Step 6

Check toilet for cleanliness. Flush to check proper operation.

Step 7

Check floor and baseboards for dust and dirt.

Step 8

Make sure that towels, face cloths, and washcloths are clean and neatly arranged on towel

Step 9

Check towel and facial tissue supply.

Step 10

Check that ballroom amenities such as soap, shampoo, and mouthwash are properly stocked.

Step 11

Make a final check of bathroom to make sure all items are well positioned, and that all areas from ceiling to floor are clean and well maintained.

- Georgina Tucker and Madelin Schneider, The professional Housekeeper.

10.11 Review Questions

1. What do you understand by the term importance of inspection?
2. Write down the checklist of inspection for cleaning a guest room?
3. What are the dirty dozen? Explain.
4. Write down the self-supervision techniques for cleaning staff?
5. Explain the purpose of inspecting the guest rooms and some typical items that may be covered on an inspector's checklist.

UNIT: 11

STAIN REMOVAL

Structure

- 11.1 Introduction
- 11.2 Objectives
- 11.3 General Procedure For Stain Removal
- 11.4 Stain Removal Equipments
- 11.5 Procedure For Removing Common Stains
- 11.6 Stain Removal From Different Surfaces
- 11.7 Check Your Progress
- 11.8 Summary.

11.1 Introduction

In the earlier units you have studied in detail about the cleaning process, putting the amenities in the guest room, and proactive services to attract the guest to the hotel. You have also learnt about the cleaning of various surfaces by different cleaning methods and using different kind of cleaning material.

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. The two main factors to be borne in mind while attempting to remove a stain are :

- The composition and colour of the fabric.
- The nature and age of stain.
- All stains must be dealt as soon as they occur or as soon after as possible.

After reading and understanding this particular unit which is designed in such a way that the student will understand the various kinds of stains and the ways to remove it, it will of great help for reference and using the same in different stain removal process in the house, hotels or any place and making that place spotless clean without discoloring the garments, linen, surface etc.

11.2 Objectives

After studying this unit, on will be able to understand:

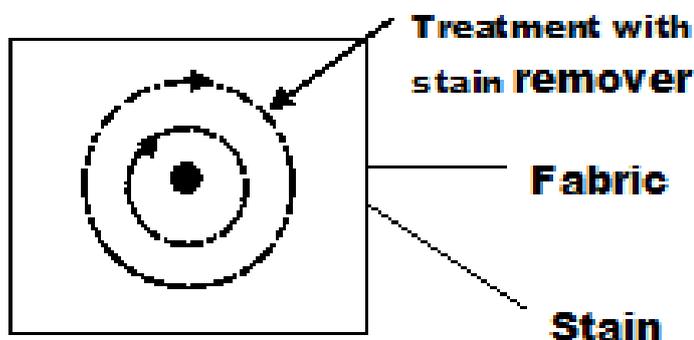
- What are stains and the special treatment done to remove it.

- Highly skillful job done by experts.
- Different chemicals to remove common stains from different fabrics and carpets.

Stain removal procedure has to be done carefully by experts who have thorough knowledge about the action of different chemicals on different kinds of stains. The job has to be done with great precision as any mistake can damage the fabric which might be irreparable. Fabrics and linen used in hotel is a costly investment and hence any damage is a great loss to the hotel. Small hotels generally hire stain removal staff or give it on contract basis. This is because they cannot afford training of staff for stain removal. Thus this topic encompasses scientific knowledge, common sense and clarity of hands.

11.3 General Procedure for Stain Removal

1. When removing stains, it is worth remembering the following:
2. Treat stains as soon as possible.
3. Consider the fibers of which fabric is made.
4. If a colored article, check the reaction of remover on an unimportant part if possible.
5. Use the weakest methods first.
6. Use a weak solution several times, rather than one strong one.
7. When using chemicals always place the stained area over an absorbent part of clean cloth.
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, coca-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. **T**

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; metalloid 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. Tannin, 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.

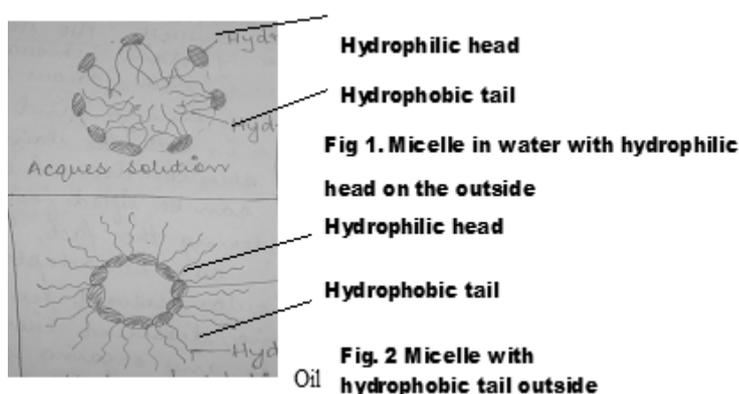
Miscellaneous: Some stains such as mud mildew and scorching do not fall into any of the above classes.

| SELECTION OF STAIN-REMOVERS CLASS | SUB-GROUP | EXAMPLES |
|-----------------------------------|---|--|
| Solvents | Hydrocarbons chlorinated hydrocarbon petroleum based Alcohols, others and ketenes | Benzene, toluene CCl ₄ , tri chloroethylene kerosene, turpentine amyl alcohol, acetone, |

| | | |
|-------------|-------------------------------------|--|
| Bleaches | Reducing agents Oxidizing agents | H ₂ O ₂ , Sodium perborate, potassium permanganate sodium hydrosulphite, sodium bisulphate |
| Oils/Fats | Fatty 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 (PO₄³⁻). For eg. the red-coloured stain of blood is due to Iron Oxide (Fe₂O₃). 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 contain (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 a reducing agent as well as an acid – solvent. Stains 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 are inflammable while others are poisonous.

1. ORGANIC SOLVENTS

- | | |
|---|---------|
| a. Benzene | |
| b. Acetone | |
| c. Amyl acetate | Group a |
| d. Methylated spirit | Group A |
| e. White spirit (turpentine substitute) | |
| f. Carbon tetrachloride | |
| g. Perchloro ethylene | Group b |
| h. Trichloroethylene. | Group B |

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 per oxide 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: <input type="checkbox"/> Specification <input type="checkbox"/> Absorption by absorbent powder. <input type="checkbox"/> Dissolution in solvent <input type="checkbox"/> |
| GREASE | Any one of the following process : <input type="checkbox"/> Absorption by an absorbent powder. <input type="checkbox"/> Dissolution in a solvent <input type="checkbox"/> Emulsification Oxidation (bleaching) |
| NATURAL DYES & PIGMENTS SYNTHETIC DYES & PIGMENTS | Any one of the following process : <input type="checkbox"/> Reduction followed by oxidation. <input type="checkbox"/> Acidification followed by reduction. <input type="checkbox"/> Oxidation followed by reduction. <input type="checkbox"/> 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. |

11. Old stains are difficult to remove and may be soaked in glycerin to soften.
12. The nature and texture of the fabric should be borne in mind while selecting the reagent for stain removal.
13. The reagent and the fabric must be in contact for a minimum time required for effective stain removal.
14. The reagent bottle must always be sealed after use.
15. The room for stain removal must be well ventilated.
16. 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.
17. 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 allowed to absorb the grease. It can also be done by applying a paste of absorbent powder, stand for a while and then scrape off the paste.

11.4 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.

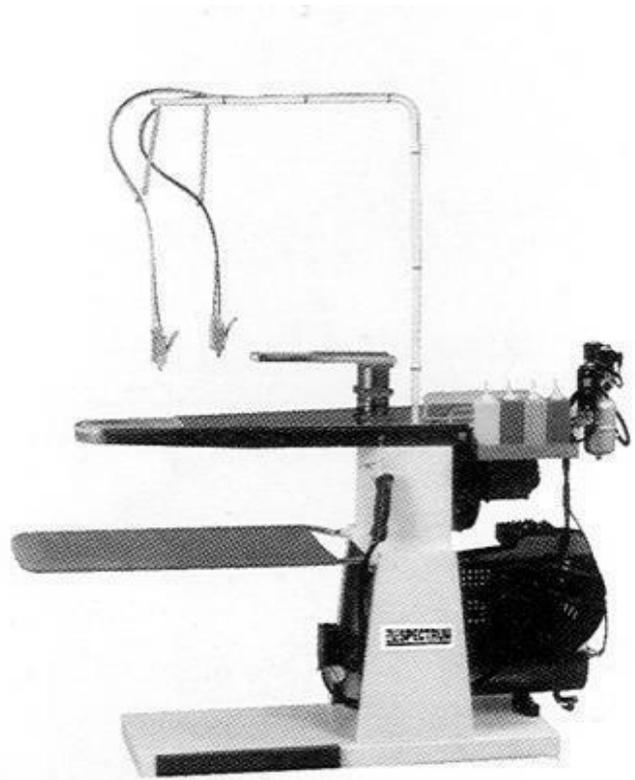
The steam gun must be carefully chosen as its design greatly influences the



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.

- a. Brushes used for woollens should be large – about 11 inches
- b. Silk spotting brushes are usually smaller about 1 ¼ inches in length.
- c. 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.

11.5 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) Dry | 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. 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. Neurralize with ammonia solution. |
| 4. Betel leaf (Paan) | 1. Bleach the stain with 1% potassium permanganate (fabric turns bornw) |
| 2. Soak in 1% oxalic acid or 1% sodium bisulphite (brown colour disappears) Launder. | |
| 5. Candle Wax | 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 | 1. Remove surface gum with a knife. 2. Apply ice to the stain. 3. Allow to soak in ice-cold water for few minutes. Launder. |
| 7. Chocolate | Treat same as blood stain. |
| 8. Coffee, tea (fresh) (Dry | 1. Pour boiling water, wash and boil fore white cotton fabrics. 2. For other fabrics, steep at once in warm water. 1. Soak in glycerine overnight 2. Soak in hot solution of borax on stain and |

| | |
|--|---|
| | pour boiling water through. |
| 9. Curry (Turmeric & oil) | 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) (Dry) | 1. Cover stain with salt. Pour boiling water through. Wash boil. White fabrics may be bleached with sodium hypochlorite. Coloured fabrics may be soaked in warm borax solution. Launder. |
| 11. Ghee, Oil | 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 | 1. Soak in glycerine. 2. Soak in methylated spirit. 3. Bleach with hydrogen per oxide if required. 4. Launder |
| 13. Grease (a) Solid | 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 fish oils) | 1. Wash with hot water and a detergent. 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, west 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. Lay 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 cellulose 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.

11.6 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:** mop 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.
- iv. **Shoe-polish:** scrape off if possible and then apply a grease solvent.
- v. **Urine:** Sponge with salt water, followed by a weak solution of ammonia and rinse well or a squirt from a soda water siphon.

b. Polished Wood

- a. **Ink:** mop up as quickly as possible with fine dry steel wool or glass paper or wash with a hot solution of weak acid and rinse. Then rub with linseed oil or shoe-polish to darken and buff well.
- b. **Scratch marks:** Cover with iodine, potassium permanganate solution or shoe polish according to the colour of furniture.
- c. **Alcohol:** Rub with finger dipped in silver polish, linseed oil or cigarette ash. Repolish.

c. Wood with oil finish

- (i) **Small burns and heat marks:** rub with emery cloth or fine sandpaper followed by boiled linseed oil.

d. Marble, terrazzo

- a. **Ink:** apply sodium perborate, precipitated whiting and water. Leave to dry.
- b. **Rust:** apply sodium citrate crystals, glycerine, precipitated whiting and water leave to dry.

11.7 Summary

Stain removal or spotting is an important function in the laundry stain-removal is exhaustive, as this is a specialized skill. A trial and error method does not work here and there can be no short cuts for stain removal.

11.11 Terminal Questions

1. What are the steps followed for stain removal?(11.3)
2. How are stains classified?(11.3)
3. Write the difference between inorganic and organic stains?
4. What is the role of water in stain removal?(11.3)
5. What is the role of phosphate group in removing red colour of blood stain? (11.3)
6. Give the list of chemicals in organic solvents in:
Group A and Group B.
7. What are the bleaches and classify them?(11.3)
8. How to remove the following specific stains : (11.3)
 - a. Ball –Point ink
 - b. Chewing Gum
 - c. Coffee/Tea
 - d. Blood
 - e. Grass
9. How to remove stains from following surfaces : (11.6)
 - a. Carpets and upholstery
 - b. Polished wood
 - c. Marble

UNIT: 12

INTRODUCTION TO PUBLIC AREA

Structure

- 12.0 Introduction
- 12.1 Objectives
- 12.2 Public areas defined
- 12.3 Public area cleaning
 - 12.3.1 Cleaning of lobby
 - 12.3.2 Cleaning of public rest rooms
 - 12.3.3 Cleaning of elevators and escalators
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 - 12.3.5 Cleaning of banquet halls
 - 12.3.6 Cleaning of front desk
 - 12.3.7 Cleaning of swimming pool and spas
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- 12.4 Role of public area supervisor
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- 12.6 Job specification of public area supervisor
- 12.7 Summary
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- 12.10 Bibliography

12.0 Introduction

We know that the public areas on a Hotel comprises the „front of the house“ areas such as entrances, lobbies, lounges, the front desk, guest corridors elevators and restrooms, functional areas like the restaurants, banquet halls, bars, waiting rooms, leisure areas such as swimming pools, the spa and health club.

In this unit we will learn about the public areas which include all areas of the hotel which are in constant view/frequented by guest/visitors. A neat and clean public area shows the cleanliness standards of the entire property because public area is the area first seen by the guest. We will also know about the importance of cleaning in the lobby, rest room, banquets, front desk, swimming pool, spas, health clubs etc. and the various ways in which it is carried out.

After a thorough study of this unit you will know that the guest forms their first and most important impression about the hotel cleanliness standard from the visit to the public area. Whatever may be the size of the property, the guest and visitors expect every inch of the property to be sparkling clean. For many guest who come to hotel only for meals or attend social functions the public

area is the only basis on which they judge the cleanliness standards of the hotel. A survey carried out by Market Facts found out that nearly 63% of travellers rated cleanliness and appearance as the first priority in their quest for hotels.

12.1 Objectives

After reading this unit you will:

- Have information about public areas.
- Cleaning methods carried out in the public area.
- Have information as to role of public supervisor in public area cleaning.
- Have information about the duties and responsibilities and qualifications required for a public area supervisor.

| Table Showing Result of Survey Carried out by Market Facts Reasons for Returning | For all Travellers (%) | For frequents travellers (%) |
|--|------------------------|------------------------------|
| Cleanliness/appearance | 63 | 63 |
| Good Service | 42 | 45 |
| Facilities | 35 | 41 |
| Convenience/Location | 32 | 38 |
| Price/reasonable rates | 39 | 35 |
| Quiet and Private | 9 | 8 |

Usually it is the House Keeping department which is responsible for cleanliness and maintenance of the public areas in the hotel. In very large hotels casinos that have an enormous amount of public space, there may be a need for an entirely separate department devoted to cleaning, often referred to as public areas department. The administrator of that department is usually called the Director of public areas and is considered to be on the same level as the Executive House Keeper.

In a full service hotel, there is often one other department whose main task is to clean and that is the stewards department in the kitchens. This department is usually administered by a person who is known as the kitchen steward.

12.2 Public Areas Defined

Whereas most Executive House Keepers are involved only in the guest room portion of the hotel and related public areas it is not unusual to be assigned the nightly cleaning of kitchens, banquet halls, swimming pool and other similar tasks.

However in smaller properties there are many public areas which are under the Executive House Keepers umbrella of responsibility i.e.:

- **Public Areas:** Associated with sale of guest rooms the front desk main entrance, public through fares, public restrooms, storage areas and other similar locations.
- elevator landings, stairwells, storage areas.
- **Recreational Areas:** Indoor and outdoors pools, health clubs, saunas game rooms, public restrooms, storage areas.
- **Restaurants:** Dining areas and service areas.
- **Cocktail Lounges:** Bar areas, service areas, liquor storage areas.
- **Meeting Rooms:** Each by name indicating the number of square feet in service and storage areas.
- **Banquet and Bathrooms;** Each by name including, indicating the number of square feet in service and storage areas.
- **Kitchen Areas:** Main kitchen, banquet kitchens, salad preparation areas, refrigerators, freezers, holding boxes food store rooms.
- **Employee Areas:** Includes locker rooms, employee restrooms, employee cafeteria.
- **Offices:** All offices such as sales, reservations executive rooms.
- **Maintenance Shops:** Main enquiring work area : TV workshops, electrical, plumbing, refrigeration and point shops.
- **Building Exterior**
- **Landscaping**
- **Lighting**
- **Laundry**
- **Other areas**

Many of these public areas require daily if not hourly attention. Hotel lobbies, public rest rooms, employee locker rooms and assorted service areas require scheduled cleaning and maintenance. Public areas are under constant scouting and must look their best at all terms. Guest leaving a grand party in the Hotel ballroom at midnight expects the same standards of cleanness in the lobby, corridors or public rest rooms as new arrivals checking in during the busy day shift.

The Housekeeping department has round the clock responsibility for keeping the public areas spotlessly clean and in good repair. Unlike guest rooms it is not possible to take public areas „out of service“ for the purpose of cleaning, therefore, all cleaning and maintenance activities for the public areas are scheduled for low traffic hours/night.

The demands for cleaning the public areas are different from the challenges involved in cleaning of guest rooms. Unlike guest rooms, where design and layout are fairly standardized to control costs, public area space feature dramatic design intended to create an impression on the mind of the public. The Executive Housekeeper may need to find ways to clean antique chandeliers, keep artificial palm trees dust free, or erase constant smudging of fingerprints from brass handrails. Heavy foot traffic and the size and scope of the public space generally require heavier equipment to meet cleanness needs, as well as the physical ability to clean high, hard to reach places.

Many hotels hand over public area cleaning on contract to private contractors. Cleaning routine for public area is also divided into daily weekly, monthly and annual basis. Daily cleaning involves dusting, emptying of ashtrays and dust bins, vacuum cleaning of all upholstery, mopping hard floors, cleaning of all glass surfaces, flower arrangement, cleaning of gentleman clock room and ladies powder room.

Such functions usually come under the supervisory responsibility of the public area weekly task may include scrubbing of floors, dusting walls, dusting and wiping of lighting fixtures, cleaning and polishing of floors, vacuuming of carpets.

Creating workable schedules, conducting regular inspections and providing staff with the right tools are essential for managing public area cleaning. Maximizing the performance of contract cleaning services also plays an important role in maintaining and extending the design life of the public areas. The straightening and repositioning of furniture, emptying of ash trays, cleaning of marks from glass doors and mirrors, and servicing of public restrooms can require attention as little as once every eight hours and often as once every fifteen minutes depending upon circumstance.

All staff functioning under the Public Area supervisor must be trained to respond to these needs without immediate and direct supervisor. Special initiative might be expected of the Public Area supervisor to modify the cleaning procedure based on observations of guest/visitors as they move around the hotel, eg lack of activity in the lobby during morning would indicate that less attention is required in that particular area once the area has been properly serviced on the other hand during times of heavy movement in the lobby may require continuous attention of the lobby staff until the traffic minimizes.

12.3 Public Area Cleaning

Public Area cleaning is different from cleaning of guest rooms. It is not possible to take public areas „out of service“ for the purposes of cleaning so

all cleaning activities are scheduled for low traffic hours and for night. Usually the day shift concentrates on keeping the public areas neat and tidy in appearance. More thorough cleaning of the public areas is carried out during the early hours/morning shift which start at 4 AM or 5 AM, depending on the category of the hotel and areas to be cleaned, or during the night/graveyard shift.

Public Area cleaning is generally scheduled on a basis of labour analysis, i.e. it shows an average for how many labour hours it takes to complete a task. The design of the public area is also taken into consideration in calculating the number of labour hours. A team concept with each worker assigned to a particular task may work best in a large open area i.e. one worker dusts, the other empties waste baskets and a team of two workers vacuum clean the area.

A lobby may be divided into bays/sections defined by architectural elements such as sunken or raised floor areas, partial walls or columns – is more easily cleaned by one person assigned to all duties within each bay. Rest rooms should be permanently assigned to one attendant who will become expert in using the special chemicals and equipments required for restrooms.

All supplies and equipment should be suitable and where necessary specialized for the job. A specially designed cart stocked with all necessary supplies i.e. vacuum cleaners, dusting materials, micro fiber floor mops etc. is standard equipment for the lobby staff.

12.3.1 Cleaning of Lobby

Lobby is a area provided as common meeting point near the front office. Its appearance can play a vital role in creating a favourable impression on a new arrival or a conference planner/tour operator who is deciding on a venue for the conference or a group of tourist.

The lobby area is subject to the most wear and tear. Lobby floor/floor covering must withstand a steady stream of foot walls and the effects of snow, rain, sand or mud. Suitcases and luggage trolleys roll through all day. Guest and visitors leave behind crumpled newspaper, paper waste and empty cups of tea and coffee.

It is the duty of the Housekeeping staff deputed for cleaning of the lobby to carry out all cleaning activities without disturbing the guest or visitors.

Day Cleaning: The following activities are carried out during the day cleaning operations:

- Cleaning/emptying of ash trays, sand urns and waste paper baskets. Removing of all debris from a lightweight basket.
- Cleaning of the entrance throughout the day. Mopping, dusting of the entrance should be carried out at regular intervals throughout the day.
- Straightening of furniture moved by guest as and when required.
- Placing of flower arrangement at appropriate locations at the front office/lobby.
- Emptying of waste paper basket as and when required during the day.

Overnight Cleaning: Most of the cleaning activities in the lobby are carried out during the night time when traffic is low. The night cleaning activities include the following:

- Dusting, vacuuming and cleaning of elevators/escalators after taking them out of service.
- Vacuuming cleaning of all carpeted areas.
- Spot cleaning of carpets/shampooing of carpet.
- Dusting of all furniture and front office area.
- Emptying and cleaning of all ash trays
- Polishing of all guest elevators, cleaning of elevators floors and walls.
- Cleaning of all glass surfaces/mirrors.
- Removing of fine marks and spots from walls and woodwork.
- Polishing of metal handles, rails and door knobs.

8.3.2 Cleaning of Public Rest Rooms

Public restrooms must be cleaned and sanitized throughout the day depending on the traffic flow in the hotel. A gentleman clock room attendant and ladies powder room attendant are deputed to take care of the public rest room throughout the day. The following activities are carried out at the public rest rooms:

- Cleaning of the rest rooms after placing a sign, tape or plastic come at the entrance notifying that cleaning activity is under progress.
- Replenishment of public rest room supplies i.e. toilet paper, tissue paper, soaps towels etc.
- Emptying of hampers placed for collecting dirty towels.
- Emptying and cleaning of ash trays at regular intervals during the day.
- Mopping the floor dry at regular intervals, washing of tiles at regular intervals.
- Damp dusting the door and floor fixtures, toilet roll holder.
- Cleaning the mirror/wiping dry of mirror at regular intervals.
- Cleaning and wipe drying of toilet seat, outside and inside.

To carry out the above activities there is a cupboard close to the locker room. It is stocked with all materials required for cleaning and maintaining the public rest room i.e. towels, paper towels, tissue paper, soap liquid soap, toilet paper, disinfectant, moisturizer etc.

8.3.3 Cleaning of Elevators and Escalators

Like the lobby these are in regular use throughout the day and are cleaned thoroughly each night. Elevator floor carpets are usually the most difficult areas to clean/keep clean. They are subjected to constant wear and tear. Most hotels are now using carpets which can be removed and washed or cleaned thoroughly rather than carpet cleaning in situ. The following cleaning activities are carried out in the elevator during the day and night. While the cleaning activity is being carried out the elevator is taken out of service and a notice/sign board placed conveniently displaying the same:

- Damp dusting of steel doors inside out using a mild detergent. Wiping dry with a clean duster.
- Vacuum cleaning of carpet.

- Damp dusting of ceiling and light fixtures.
- Cleaning of air conditioning/ventilation duct.
- Removing of finger marks from walls using a damp cloth.
- Suction cleaning of door tracks using a crevice cleaner attachment.
- Regular servicing of elevator as recommended by the manufacture.

Escalators: Escalators are cleaned during the night/graveyard shift:

- Tar and gum are removed from step off plates.
- Metal grids are cleaned regularly.
- Railings must be dusted at regular intervals.
- Glass shields are polished once a week.

8.3.4 Cleaning of Restaurants

In many hotels, the housekeeping department is responsible for maintaining the front of the restaurant area while the F & B dept. (Kitchen stewarding dept) clean the kitchen. In some hotels, cleaning of restaurant and kitchen may be let out to contract services.

The bulk of the cleaning activities are carried out after the closure of the restaurant. The housekeeping staff assigned to cleaning duty use a housekeeping trolley stocked with trash bag, vacuum cleaner, cleaning chemicals, dusters, mops, micro fibre cloth, etc. It is better to employ two members of the Housekeeping staff to carry out the work efficiently.

- The following cleaning activities are carried out by the housekeeping staff during the night:
- Moving out of chairs, tables, removing of all crumbs on the seat and back of the chair using a whisk broom or a vacuum cleaner.
- Vacuum cleaning of carpets.
- Spot cleaning of any stains using suitable detergents.
- Damp dusting of all furniture, polishing of wooden furniture on regular intervals.
- Wiping of all glass surfaces with a proprietary glass cleaner.
- Wiping of window ledges, tables legs, metal floor vents with a damp cloth.
- Wiping of side boards, hostess desk, cashier's desk with a microfibre cloth.
- Wiping and disinfecting of telephones.
- Dusting and polishing of metal chairs, removing of finger marks from chrome fittings.
- Polishing of foot rail and metal train on the bar.
- Washing/of bar stools, bar front with appropriate cleaner cleaning.
- Spot cleaning of carpets.
- Cleaning the front of restaurant counter including counter tops.
- Cleaning the foot plate which opens the restaurant door.
- Cleaning and checking of lighting fixtures.
- Cleaning and wiping dry of dance floors.

During the day the cleaning activity is limited to cleaning of tables, replacing of table cloths and napkins, resetting of tables for next service, picking up of debris using a small broom and dustpan. During the day the primary assignment of the day shift is to keep the floors of the restaurant as neat as possible.

The first priority is dealing with spills. Liquid spills of oil based foods such as gravies, sauces, salad dressings; wine spills especially of red wine and coffee must be attended to immediately. The stains should be diluted immediately before they set in. Stain removal kit should be stored in a cupboard near the restaurant.

Spot treatment of carpets immediately after the stain occurs helps to prevent a permanent stain on the carpet. Any spilled bite of food should be swept up before they are stepped on and ground into the carpet pile. This makes vacuuming and shampooing easier and more effective. Complete stain removal is carried out during the lean period is night or graveyard shift.

8.3.5 Cleaning of Banquet Halls

Meeting and functions held at Banquet Halls are meticulously planned. Each event is planned weeks/months in advance. Each department of the Hotel has prior information as to when the function will begin, the number of people attending the function and when it will conclude.

This information is vital for the Housekeeping department as cleaning after a large function requires a large number of cleaning staff who have to be scheduled for the cleaning activity. In many hotels, banquet cleaning is a joint effort between the F & B department and the housekeeping department.

Banquet house attendants are responsible for sweeping of large pieces of debris and breaking down of banquet wet up while the House Keeping department is responsible for cleaning the shell of the room i.e. walls, windows, floor and ceiling. The following cleaning activities are carried out during the cleaning of Banquet Room:

- Sweeping and mopping the floor.
- Vacuum cleaning of carpet, removal of stains from carpet. Carpet shampooing at regular intervals.
- Damp dusting of all furniture.
- Replacement of all dirty linen including table cloth, chair covers etc.
- Wiping of all light fixtures with a microfibre cloth. Checking of all light fittings to see that they are functioning properly.
- Periodic cleaning of walls. Spot removal of stains where necessary.
- Arrangement of flowers at appropriate places.
- Removal of all glasses and bottles. Replenishment of mineral water bottle and glasses.

8.3.6 Cleaning of Front Desk

The front office is one of the most important departments in a hotel. It is the hub of activity since all check in guest is registered at the front desk. All the time there are guest or visitors soliciting information or making a request. All cleaning activities have to be carried out during non peak hours so as not to interrupt the flow of business. Front Office is



part of the lobby and cleaning activity is generally the same as for lobby. The following activities are carried out during the cleaning of the front office :

- Cleaning/emptying of ash trays, sand urns and waste paper baskets.
- Cleaning of all entrance, mopping, dusting the entrance at regular intervals.
- Straightening of furniture moved by guest as and when required.
- Placing of appropriate flower arrangement at the front desk.
- Damp dusting of counter. Care should be taken to remove any scuff marks from guest shoes.
- Damp dusting of telephones, computers with a disinfectant solution.
- Damp wiping of furniture. Suction cleaning of all upholstered furniture.
- Vacuum cleaning of carpeted area, Shampooing of carpet at regular intervals.
- Removing of fine marks and spots from walls and wood work.
- Polishing of all metal finishes, rails and door knobs.

8.3.7 Cleaning of Swimming Pool and Spas

Cleaning of swimming pool and spas on a regular basis is very important from the point of hygiene. If they are not cleaned on a regular basis these areas are liable to become carriers of water borne infections swimming pool water gets contaminated with sweat, saliva, wine, airborne dust particles etc. Ideally swimming pool water should be as pure as drinking water.

The daily cleaning of the swimming pool is usually done by the Housekeeping department while any repair or maintenance is carried out



by the engineering and maintenance department. The two important points taken under consideration in cleaning of swimming pools is water clarity and water chemistry control. Water clarity results from effective filtration to remove all particulate matter. When filters are not effective they may need cleaning by a backwash cycle, in which a reversed water flow is created through the volves. This force the discharge of debris into the sewer system.



Water chemistry control implies the chemical safety of harmful bacteria in the pool water. This is done by using ozone for treatment of pool water. Ozone is injected into the water supply at the entry point. It also makes the pool water clear, sparkling and attractive and does not affect the neutral ph of water. Ozone is odourless and possesses no health hazard to swimmers. Spas and jacuzzies are cleaned in the same way as swimming pools. The following activities are carried out during the cleaning of swimming pool, spas and jacuzzies :

- 1) Skimming the surface of pool water for floating debris with the help of a skimmer net.
- 2) Cleaning of any glass surface.
- 3) Damp dusting of metal furniture.
- 4) Sweeping and mopping of floor surfaces.
- 5) Spot cleaning of walls.
- 6) Wiping of all light fixtures, checking to ensure all lights are functioning.
- 7) Removal of all soiled linen, its replacement with fresh stock.
- 8) Replenishment of all guest toiletries.

8.3.8 Cleaning of Health Club

All star category hotels have a Health Club for their guest to exercise and work out with exercise equipment. The equipment found in the health club

includes treadmill, bench presses, rowing machines, cycling machines. The floor in health club should not be slippery and should not be polished to a very high shine to prevent anti skid properties. The walls usually have mirrored panels on all sides. Health club should also have shower cubicles and locker facilities. The cleanliness of the health club is usually the responsibility of the House Keeping department. The following activities are carried out doing the cleaning of Health Club:



1. Damp dusting of all exercise equipment.
2. Damp dusting of all furniture, polishing of furniture on a periodic basis.
3. Cleaning, wiping of all windows, glass surfaces, mirrors.
4. Spot removal of any stains.
5. Wiping of all light fixtures, checking to ensure all lights are functioning.
6. Sweeping and mopping of floor using a disinfectant.
7. Removal of all soiled linen, its replacement with fresh stock.

12.4 Role of Public Area Supervisor

The public areas supervisor is responsible for supervising the cleaning and maintenance of all public areas of the hotel. He/she reports to the Assistant night and the coordination with night supervisor is very important.

12.5 Job Description of Public Area Supervisor

Report to:

1. Assistant Housekeeper
2. Executive Housekeeper

Responsibilities:

- Inspect staff turnout of the team assigned.

- Lead, train and motivate a public area team to clean and maintain public areas according to hotel standards.
- Inspect all public areas against a public area checklist ensuring that hotel standards are met.
- Remove furniture, curtains and other fixtures which require repairs, mending, spotting, washing etc..
- Follow an advanced renovation program of public areas after it is approved by the Executive Housekeeper, in a timely manner.
- Prepare a chandelier cleaning schedule and have it followed by the cleaning crew.
- Ensure that staff follows housekeeping systems, procedures and standards.
- Prepare a carpet shampoo schedule and ensure it is followed in timely manner.
- Ensure the safety and hygiene of the public area crew.
- Maintain discipline and conduct performance appraisal of PA personnel.
- Check all safety systems in public areas and follow up on faults.
- Liaise with security personnel on security.
- Account for the movement of all furniture and fixtures in public areas.
- Follow up on all maintenance orders and sign for work that is completed according to his satisfaction.
- Liaise with the Housekeeping Control Desk on all matters concerning the public areas.
- Check and control all equipments ensuring that they are used correctly and stored appropriately after use.
- Check the serviceability of all floor equipment.
- Supervise the pest control schedules in public areas.
- Ensure that internal plants and floral arrangements are watered and recycled by the horticulture department.
- Report all lost and found items and ensure that the prescribed procedures are followed.
- Ensure that all cloakroom attendants keep public cloakrooms clean and fresh.

Supervises:

- Public Area Housemen and Cloakroom Attendants.

Authority:

- Evaluates performance of public area housemen and cloakroom attendants.
- Maintains discipline of staff.
- Can declare a room out-of-order.

Coordinates With:

1. **Engineering** – On matters of maintenance.
2. **Security** – On matters of security in Public Area.
3. **Control Desk** – For coordination.

4. **Horticulture** – For maintenance of indoor plants in public areas.
5. **Florist** – For supply and maintenance of floral arrangements in public areas.
6. **General Stores** – For requisitions.

Minimum Educational Qualifications: Diploma in Hotel Management

Experience: Minimum 1 year training in housekeeping.

Skills and Competencies:

- Knowledge of housekeeping
- Training skills
- Leadership and motivation skills
- Well-groomed and physically fit
- Eye for detail

12.6 Job Specification of Public Area Supervisor

| | | |
|--|---|--|
| Job Specification of Public Area Supervisor | : | Minimum graduate, preferably in Home Science, senior room, hotel management, senior room attendants may also be considered provided they have six year experience and craft course certificate in housekeeping |
| Educational Qualification | : | |
| Age limits | : | 26-35 years |
| Equipment Skills | : | Must be able to handle all mechanical and manual equipments. |
| Physical Qualification | : | Healthy and sturdy |
| Mental Qualification | : | Ability to do simple calculations |
| Personality | : | Should display leadership skills |
| Consideration | | |
| Language Skills | : | English, Hindi and preferably local language |
| Previous Experience | : | Three years in a similar capacity |
| Special requirement | : | Must have an eye for detail. Social skills to meet guests |

12.9 Check Your Progress

The students are suggested to read this unit and attempt the following questions, hint has been given for the students to find the answer from the part of the unit containing the answer:

1. Explain the following in 2-3 lines. Ans. in 12.7
 - Public area
 - Lobby
 - Spa
 - Public Restrooms
 - Jacuzzis

2. How does public area cleaning differ from cleaning of guest room? Ans. in 12.3

3. Explain in detail the process of cleaning the lobby. Ans. in 12.3.1

4. Name ten public area of the hotel. Ans. in 12.2

5. What is the importance of cleaning of public areas? Ans. in 12.1

6. Give five important duties and responsibilities of the public area supervisor. Ans. in 12.5

12.10 Bibliography

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12.11 Terminal Questions

1. Explain the following terms:

- a. Damp dusting
- b. Spa
- c. Public Restrooms
- d. Kitchen Steward
- e. Lobby

2. Name the public areas of the hotel. What is the importance of cleaning and maintaining of public areas?

3. Discuss in detail the role of public area supervisor in maintaining of cleanliness of the public areas of a hotel.

4. Explain in brief the annual cleaning operations carried out in the public area.
5. Why is public areas cleaning considered to be a more difficult task compared to guest room cleaning?
6. Explain in detail the process of cleaning of public rest rooms.
7. Short Notes:
 - a. Co-ordination of public area supervisor with other departments.
 - b. Qualifications for the position of public area supervisor.
 - c. Cleaning of elevators.
8. Explain step by step the complete process of cleaning of restaurant.
9. List 5 activities during the cleaning of following :
 - a. Front Office
 - b. Banquet Hall
 - c. Health Club
 - d. Swimming Pool
10. Discuss the main responsibilities of the house keeping department during the cleaning of public areas.

UNIT: 13

PUBLIC AREA CLEANING

Structure

- 13.1 Introduction
- 13.2 Objectives
- 13.3 Work Flow of Public Area Cleaning
- 13.4 Summary
- 13.5 Key Terms
- 13.6 Check Your Progress
- 13.7 Bibliography
- 13.8 Terminal Questions

13.1 Introduction

The public areas in a hotel comprise the „front of the house“ areas to as public areas. Such ns entrances, lobbies, lounges, the front desk, guest corridors, elevators, and restrooms; functional areas such as restaurants, banquet halls, bar, and waiting rooms; and leisure areas such as swimming pools, the spa, and the health club. In other words, the areas of the hotel those are in constant view and frequently by guests are referred to as public areas.

A neat and clean public area is reflective of the cleanliness standards throughout the hotel property, because guests see these areas first and form an overall impression of the hotel based upon these. The housekeeping department is responsible for the cleanliness and maintenance of these public areas in the hotel. It is impractical to take public areas „out of service“ for the purpose of cleaning, hence all cleaning and maintenance activities for these areas are scheduled for low-traffic hours and for the night.

The cleaning of public areas involves cleaning hard-to-reach areas and may involve the use of ladders. While using ladders, the housemen should take all safety precautions.

Many hotels get their public areas cleaned by contractors. Like cleaning in other areas of the hotel, the cleaning routine for public areas can be divided into daily, weekly, monthly, and periodic tasks. Daily cleaning tasks include dusting, emptying ashtrays and“ bins, suction-cleaning upholstery, mopping hard floors, cleaning glass surfaces, arranging flowers, and cleaning toilet areas. Weekly tasks include scrubbing floors, dusting walls, dusting and wiping lighting fixtures, cleaning and polishing hard surfaces, and vacuuming carpets. Monthly tasks cover such activities as the spray-cleaning and buffing of floors and the polishing of furniture and other woodwork. Periodic tasks include washing walls, stripping and re-polishing or re-sealing floors, shampooing carpets, and washing windows.

A systematic way to accomplish the cleaning of public areas consistently is to plan area inventory lists and frequency schedules for all tasks in the public areas.

13.2 Objectives

After reading this chapter, you should be able to :

- Understand the meaning of the term „public areas“ and list the public areas in a hotel.
- Appreciate the importance of cleaning and maintaining the public areas.
- Discuss the cleaning processes for the various public areas.

13.3 Work Flow of Public Area Cleaning

ENTRANCES: The guests get their first impression of the hotel from the entrance lobby. For this reason, some hotels may have elaborate or dramatic design features at the entrances, cleaning which may be a difficult proposition for the housekeeping department. Entrances, if not cleaned and maintained daily, can easily acquire a neglected look due to the heavy traffic and exposure, which can be very unappealing for an arriving guest. The preventive maintenance of floors at the entrance is important, since this is the inlet point for dust and dirt trekked in by all the guests“ shoes. If the dirt and grit are not prevented from entering the establishment at this stage, they will eventually become embedded in the floor and deteriorate the surface.

FLOORING AND MATS: Key features here are the doormats and runners that act as the reservoirs for dust and dirt, rubbed away from the shoes. One doormat or runner should be placed just outside the entrance, to prevent most of the dirt and soil being brought in with the guest“s shoes. Another doormat or runner must be placed just inside the entrance, to remove any remnants of dust from the shoes so that they do not leave any footprints on the floor. Others cleaning and maintenance tasks for this area are listed below:

- The doormats and runners must be vacuum-cleaned daily to remove dust and grit.
- In the rainy season and during times of heavy traffic (such as in the high season), cleaning the mats twice a day or even more often may be called for.
- The floor at the entrance has to be mopped frequently throughout the day.
- Plants at the entrances should be watered when required.

DOORS: Many entrances are arches without doors. But very often, the main entrance to the property may have glass or wooden doors. Glass doors may be of the push/pull, sliding, or revolving type. Glass doors easily develop streaks as guests place their fingers on the surface. Hence doors and door tracks are usually cleaned thoroughly early in the morning, when the entrance lobby is relatively free of traffic. This and the cleaning tasks for a few other fixtures are listed below:

- Glass doors should be cleaned twice a day, and where public traffic is high, the frequency of cleaning may have to be even three or four times daily. A proprietary glass-cleaner may be used for the cleaning or a vinegar-and-water solution may be used for glass that is not too soiled.
- Dirt, grease, and scuff marks (from shoes knocking against the threshold) on the door frames should be damp-dusted with an alkaline detergent and water, and re-wiped with clean water to remove all traces of the detergent.
- Wooden doors should be damp-dusted once daily. A neutral detergent should be used with water for damp-dusting once a week to avoid the build-up of layers of dust.
- Brass knobs and handles should be polished weekly, and in case of lacquered brass, only damp-dusting is sufficient.
- Lights and lighting fixtures should be checked daily and cleaned weekly.

LOBBIES: These are areas provided as a common meeting point for guests near the reception. Many lobbies are carpeted, while others have hard flooring. Cleaning processes for the two kinds of flooring will be different. Floors in the lobbies need to be cleaned frequently since these are spaces where guests interact, relax, and check in. Like entrances, these are also heavy-traffic areas. Hence cleaning should be scheduled for the night or early morning, when there are fewer people around. Lobbies may have high ceilings, elaborate chandeliers, and other feature that are difficult to clean. In many hotels, these features are cleaned and maintained by contractors. It is important to note that hotel lobbies and lounges are cleaned in the same way.

Periodic Cleaning: Some cleaning tasks need not be carried out daily. These should be scheduled on a periodic basis, for once in a week, once in a month, or once in a year:

- High-level dusting, to clean ceilings and other hard-to-reach areas such as tops of fans and cornices, should be done once in a week. Very high ceilings may be dusted once a month.
- Elaborate chandeliers may be brought down and cleaned once in six months.
- Upholstered furniture should be suction-cleaned with an upholstery attachment once a week.
- Wooden furniture should be polished once a week.
- Blinds and curtains should be suction cleaned weekly.
- Carpets should be shampooed once a month; but in case of heavy traffic or heavy soiling, the cleaning frequency could be once a week.

FRONT DESK: The front desk is the hub of activity in the „front of the house“ part of the property, since all arriving guests are registered to their rooms from here and many enquiries are made here. Hence the cleaning should be done at non-peak hours so as not to interrupt the flow of business. When guests approach the front desk during the cleaning process, cleaning should be stopped momentarily and the employee doing the task should step aside. Cleaning tasks should in no way hamper the flow of work at the front desk. Front desks may be elaborately designed or be simply practical in

design-in the latter case, they will be easier to clean. The front desk in most hotels is a part of the entrance lobby, so that all cleaning tasks for the lobby apply to the front desk as well.

Specific Cleaning Tasks: The front desk calls for some exclusive cleaning tasks as well. Empty wastepaper baskets as and when required in the day.

- Damp-dust the desk, taking care to wipe under the telephone wires and computer cables. The front panel of the desk should be damp-dusted and a neutral detergent should be used to remove scuff marks from guests' shoes.
- Any railings and fixtures should be damp-dusted. If made of brass, they should be polished according to a schedule.
- Damp-dust all the telephones with a disinfectant solution and wipe with a dry duster twice daily.
- Damp-dust the computer components and fax machines and then wipe with a dry duster daily. Any smears on the computer screen may be wiped with a proprietary glass-cleaner. It should be ensured while cleaning the computers that the machines are switched off. Suction-clean the carpet under the desk. If the floor is uncarpeted, mop the hard floor. Damp-wipe the furniture. Upholstered furniture should be suction-cleaned with an upholstery attachment.

ELEVATORS: These too must be cleaned at the time of day when they are least used. They should always be taken out of service for cleaning. The necessary signboards indicating that cleaning is being carried out must be displayed prominently. Elevator doors are usually made of steel and sometimes they may be covered with wooden panels. Steel doors show grease marks from fingers easily. Elevators should be cleaned daily and a more thorough cleaning may be done on a periodic basis. The tasks here are as follows:

- Damp-dust the steel doors, inside and out, using a neutral detergent solution and then wipe clean using water. Dry with a clean duster.
- Damp-dust the inside wall panels, door panels, and control panel. A neutral detergent may be used for the purpose and the residue removed with a duster dampened with clean water.
- Suction-clean the elevator floor if carpeted. If it is hard flooring, mop the floor.
- Suction-clean the door tracks on all the floors using a crevice-cleaner attachment on the vacuum cleaner.
- Lightly damp-dust the ceiling and light fixtures. These may be thoroughly cleaned periodically.
- Clean any air-conditioning or ventilation ducts using a suction cleaner.

In addition, the company that installed the elevator must regularly service the elevator, checking for any technical faults.

STAIRCASES: Like any other public area, staircases should be cleaned when there is least traffic. The appropriate way to clean staircases is to divide them

into half lengthways and clean one half at a time. This is required not only to prevent dirty footprints on a wet floor, but also as a safety precaution so that there are no accidents due to slipping on wet steps. Here, too, the various cleaning tasks may be carried out at different periodicities-daily, weekly, or less often. While cleaning staircases, care should be taken that dirt and debris do not fall downwards through the gaps in banisters and railings. Any kind of sweeping should be directed towards the wall. The specific tasks are the following:

- Carpets should be suction-cleaned daily and any stains should be attended to immediately. Due to practical reasons, a backpack type of vacuum cleaner is best for suction-cleaning staircases.
- Hard-floored staircases should be suction-cleaned and then damp-mopped. They can be scrubbed weekly with a deck scrubber, using a neutral detergent, if a floor sealer has been applied, however, scrubbing should be avoided, use of excess water should be avoided on wooden stairs.
- While cleaning the floor, the vertical risers of each step should be cleaned as well as the treads.
- Damp-dust the wall skirtings weekly.
- Damp-dust the banisters and handrails daily. If they are ornately carved, a vacuum cleaner with a crevice-cleaning attachment should be used.

GUEST CORRIDORS: A long corridor should be divided into sections for cleaning. As for staircases, the corridor should be divided into half lengths so that the other half is open for use while one half is being cleaned. Appropriate cautionary signs should be used to indicate that cleaning is in progress. Many hotel corridors are fully carpeted. These carpets should not only be attractive, but also sturdy and durable to withstand everyday wear and tear. The cleaning tasks for guest corridors are listed below:

- The carpet should be vacuum-cleaned daily. It also needs to be shampooed once in six months-this may/ be scheduled as a special project in the off-season periods.
- The wall skirtings or baseboards all along the corridor should be cleaned.
- Any finger marks or smudges on the walls should be spot-cleaned. Thorough cleaning of walls may be done weekly.
- Sprinklers installed as part of a fire-fighting system should be checked and cleaned. Fire extinguishers should be checked and cleaned. Fire extinguishers should be dusted. Fire buckets should be dusted daily and filled with fresh sand once a month.
- Lights and lighting fixtures should be checked and damp-dusted.
- Air-conditioning vents should be cleaned weekly.
- The exit and entrance doors on the corridor should be damp-dusted on both sides and the tracks cleaned. Brass knobs and handles should be polished once a week.

PUBLIC RESTROOMS: This refers to the washrooms and toilets meant for use by the general public, and not restricted to guests registered at the hotel. Washrooms may have elaborate mirrors, other ornate fixtures, and some

pieces of upholstered furniture. The sanitary fittings commonly found in washrooms are WCs, urinals, sluices, bidets, and vanity units or pedestal-type wash basins. Public restrooms need to be cleaned thoroughly twice a day at the minimum; when guest traffic is more, the frequency will have to be higher. In lower traffic periods, frequent but light tidying may be required. The general cleaning of sanitary fittings. Some of the primary areas of concern are enumerated below:

Cleaning vanity units or wash basins and bidets: The daily cleaning procedure for vanity units. Bidets are cleaned in the same way as wash basins.

Cleaning WCs, shower cabinets, and baths: The daily cleaning processes for these are the same as followed in a guest bathroom. The weekly cleaning of WCs involves the use of an alkaline detergent. In case of heavily soiled and stained WCs with a lime-scale problem, acid cleaners need to be used.

Cleaning urinals: These may require the use of an acid cleaner more frequently. Toilet cleaner should be applied to all the inner surfaces of the urinal and allowed to stand for 10 minutes. Any debris from the drainage channel should be removed. While the cleaner is left to sit, clean the surrounding surfaces, walls, and the outer part of the urinal. Then, using a toilet brush, scrub the urinal bowl thoroughly and flush to rinse away the cleaner.

BANQUET HALLS: These may be used for dinners, conferences, conventions, exhibitions, and so on. For conventions and conferences, hotels provide audio-visual aids that may include overhead projectors (OHPs), liquid crystal displays (LCDs), digital laser projectors (DLPs), and other presentation devices, as well as appropriately arranged tables and chairs. When banquet halls have bookings for several functions on the same day, cleaning them becomes more of a challenge. A larger workforce and good organization will be required on such days. The cleaning process includes daily cleaning tasks and weekly cleaning tasks.

- Sweep and mop the floor area well before the event. If the area is carpeted, a vacuum cleaner should be used. Spot-clean the carpets if any stains are present.
- Assemble and arrange the furniture and audio-visual equipment required. In many hotels, the assembling of audio-visual equipment comes under the purview of the maintenance department.
- Damp-dust or suction-clean the furniture.
- Table cloths, chair covers, and decorative bows should be replaced if dirty.
- Lighting fixtures should be checked. (They may be cleaned weekly. Chandeliers may be brought down and cleaned once in six months.)
- The walls only need to be spot-cleaned in case of stains; otherwise they may be washed periodically.
- Flower arrangements, mineral water, glasses, and other specific requirements such as notepads and pencils should be provided and arranged neatly in place.

- In case another event has just concluded before the one scheduled to follow, take care to remove and replace all bottles and glasses. Replenish stationery and generally tidy the room up; then rearrange the furniture according to the requirement of the next event.

DINING ROOMS: These need to have visual appeal as well as meeting sanitation standards. In many properties, housekeeping may be responsible for maintaining the dining areas in conjunction with the service staff of the dining room. In such properties, the housekeeping department takes on the tasks of the thorough weekly cleaning, whereas the service staffs are responsible for the daily cleaning and maintenance. Housekeeping is also responsible for the supply of clean table linen and for the collection of dirty linen. The cleaning tasks here include:

- Vacuuming the carpeted areas, moving out the dining chairs to clean under the tables; spot-cleaning any stains.
- Damp dusting the furniture daily; polishing wooden furniture once a month; vacuuming upholstered furniture.
- Wiping all glass surfaces with a proprietary glass-cleaner.
- Spot-cleaning the walls.
- Checking and cleaning the lighting fixtures.
- Following the regular schedule of pest control.

LEISURE AREAS: Leisure areas in hotels include the health club, saunas and solariums, swimming pool, spas, and changing areas. These are areas meant for the recreation and relaxation of guests.

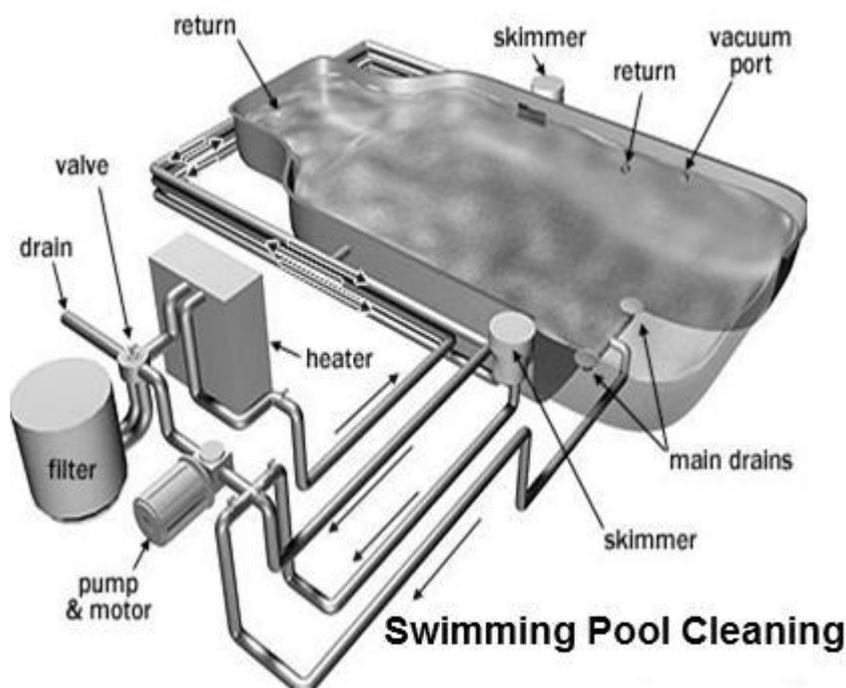
HEALTH CLUB: All hotels have an exclusive area for guests to exercise and work out in, perhaps using exercise equipment. Many airline crews and other groups sign contracts with hotels for their employees' stays only if they have some gym facilities with trained staff. The equipment found in health clubs includes treadmills, bench presses, rowing machines, cycling machines, dumbbells, and so on. The flooring in health clubs should be non-slippery and should not be polished to a very high shine, or else it will not provide good friction for anti-skid properties. The walls will usually have several mirrored panels. Health clubs also have shower cubicles and lockers. The cleanliness of the whole area, including the equipment, is the housekeeping department's responsibility. The tasks involved are:

- Damp-dusting equipment, after first making sure that they are switched off.
- Damp-dusting all furniture. Wooden furniture should be polished monthly.
- Cleaning all glass surfaces, including windows and mirrors.
- Remove any stains from the walls by spot-cleaning as soon as noticed.
- Checking and damp-dusting all lighting fixtures.
- Sweeping and mopping (or suction-cleaning) a hard floor.
- Removing soiled linen such as bath towels, hand towels, and so on, and replacing with fresh ones.

SAUNAS AND SOLARIUMS: Saunas are steam-bath cubicles made of wood or glass. Solariums are enclosed glass areas for the enjoyment or therapeutic use of sunrays.

Cleaning saunas: The insides of saunas are prone to mould, as they are warm and moist over long periods. Moss may collect outside too, where there is a lot of moisture. To clean saunas, bleach should be added as a cleaning agent to the water and a nylon scrubber needs to be used. A concentrated solution of bleach should be used in the most badly affected areas. After cleaning with the bleach, the sauna should be rinsed thoroughly with cold water to remove all residual bleach. The sauna should then be left open to dry so that the fumes from the bleach dissipate. A deodorizer may be used to counteract the smell of the bleach too.

Cleaning solariums: This primarily involves cleaning the glass panels. A proprietary glass-cleaner or a solution of vinegar in water may be used for the purpose. Refer to Chapter 8 for more on the cleaning of glass surfaces.



SWIMMING POOLS, SPAS, AND CHANGING ROOMS: Regular cleaning and disinfecting of swimming pools is important from the point of view of hygiene, if not cleaned to a regular schedule, swimming pools may become carriers of waterborne infections. Swimming pool water becomes contaminated with body fats and oils, sweat, saliva, urine, cosmetics, and airborne dust particles. However, ideally the pool should contain as few bacteria as drinking water. Any repair and maintenance work needed in the swimming pools is done by the engineering and maintenance department. The daily cleaning of the swimming pool usually comes under the purview of the housekeeper department. The primary concerns in cleaning swimming pools are water clarity and water chemistry control. Water clarity results from effective filtration to remove all particulate matter. When filters are not effective, they may need cleaning by a backwash cycle, in which a reversed water flow is created through the valves. This forces the discharge of debris into the sewer system. Water chemistry control implies the chemical safety of

the water for swimming and involves the maintenance of a neutral pH to control the growth of harmful bacteria in the pool water. If the water is too alkaline, the sides and bottom of the pool will become slippery and prone to black algae. If the water is too acidic, it may deteriorate the pool finish and damage the pump. Chlorine or bromine were earlier used for this purpose, but now are discouraged because of certain health hazards such as eye irritation, hair loss, and skin rashes resulting from exposure to these. Nowadays ozone is increasingly being used instead for the treatment of pool water.

Ozone is injected into the water supply at the point where it enters the pool. Ozone treatment also makes the pool water clear, sparkling and attractive. It does not affect the neutral pH of water. Moreover, ozone is odorless - unlike chlorine - and does not pose any health hazard to swimmers.

Spa baths are small pools of warm water with the temperature maintained at a maximum of 39°C. Jacuzzis are small pools in which alternate jets of warm water bring about therapeutic effects. They are cleaned in the same way as swimming pools.

The daily cleaning tasks of the housekeeping department with regard to swimming pools, spas, and changing rooms also involve. Skimming the surface of the pool water for floating debris, using a skimmer net attached to a along pole.

- Sweeping and mopping floor surfaces.
- Suction-cleaning any carpeted areas.
- Spot-cleaning the walls.
- Checking and cleaning lighting fixtures.

*Cleaning any glass surfaces.

*Emptying wastepaper baskets.

*Damp-dusting any furniture.

*Removing soiled linen and surfaces, replacing with fresh ones.

* Replenishing toiletries, areas

SHOPPING ARCADE: The responsibility for cleaning the shop varies in different hotels and is usually dependant upon the type of rental arrangement in existence between hotel and shop lessons. The housekeeper should check with management to determine the area of responsibility and the housekeeping procedure necessary for the proper maintenance of these areas. In instances where the responsibility rests with the shops, management has the right and obligation to insist that cleanliness and order of these shops is at least equal to the stand and prescribed for other areas of the hotel. The types of concessions include casinos, Barber shops and beauty Parlor, Gift shops, Travel bureaus, offices and show rooms.

SERVICE ELEVATORS: Most hotels give the responsibility of clearing service elevators to the kitchen stewarding department. However, some hotels may give the responsibility to Housekeeping in which case the same cleaning procedure as that of guest elevators will apply to service elevators

with the additional stipulation that floor cleaning must be carried out after meal service.

FLOOR LINEN CLOSETS: One maid/House is assigned daily on a rotating basis to be responsible for each floor linen closet. This procedure is carried out to ensure that the linen closet is kept clean and neat at all D times. This assignment includes floor cleaning, dusting and arrangement of shelving and freedom from dishes, silverware, bottles and trash of all kinds.

MOPS AND JANITOR'S CLOSETS: The floor houseman is assigned the responsibility for the maintenance of mop closets. This responsibility includes to total cleanliness of these areas - wall, ceiling, floor, sinks and light fixtures. No accumulation of bottles or trash is permitted at any time. No mops should be permitted to remain in these areas unless they have been thoroughly washed, rinsed and dried.

BAND STANDS AND STAGES: These areas should be cleaned by housekeeping personnel assigned for the purpose. Cleaning procedures vary with individual area but standards should be same as those prescribed for other public areas of the hotel. Cleaning of stage lighting fixtures, light troughs, sky lights and indirect lighting is to be the responsibility of Maintenance department personnel who are familiar with the care of such equipment and inherent danger working with water around electrical equipment.

UNIFORM ROOMS: These areas are the direct responsibility of the personnel employed in them. Uniform racks should be kept clean and in order. Shelving is to be kept free of uniform parts and pieces unless such material is wrapped and clearly labelled.

TAILOR ROOMS: The housekeeping department assigns personnel to keep these rooms clean. Cleaning is to be accomplished at the end of each working day. Sewing machines should be covered when hot in service particular attention must be paid to the floor to prevent the accumulation of scraps, lint and thread.

UPHOLSTERY SHOPS: The upholsterer is responsible for the maintenance, cleanliness and safety in the shop. Upholstery fabrics must be kept in closed cartons. Loose filling materials are not be permitted in the upholstery shop at any time. Scraps, waste and discarded materials should be kept in covered metal containers and removed from the shop at the close of each working day.

CARE AND STORAGE OF OUT OF SERVICE FURNITURE: Each hotel has large quantities of furniture which are not always in service. This furniture is most often associated with food and beverage department and is required for banquet and special functions. Upholstered chairs and sofas, dressers, desks, cribs etc. complete the supply. As this furniture's cost a large amount of money, few simple rules must be observed.

FLOOR LINEN CLOSETS: One maid/houseman is assigned daily on a rotating basis to be responsible for each floor linen closet. This procedure is carried out to ensure that the linen closet is kept clean and neat at all D times.

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SHOPPING ARCADE: The responsibility for cleaning the shop varies in different hotels and is usually dependant upon the type of rental arrangement in existence between hotel and shop lessors. The house keeper should check with the management to determine the area of responsibility and the housekeeping procedure necessary for the proper maintenance of these areas. In instances where the responsibility rests with the shops, management has the right and obligation to insist that cleanliness and order of these shops is at least equal to the stand and prescribed for other areas of the hotel. The types of concessions include casinos, Barber shops and Beauty Parlour, Gift shops, Travel Bureaus, offices and show rooms.

SERVICE ELEVATORS: Most hotels give the responsibility of cleaning service elevators to the kitchen stewarding department. However, some hotels may give the responsibility to housekeeping in which case the same cleaning procedure as that of:

- The storage area should be out of the weather and in a clean ventilated location.
- No furniture should be placed in the storage area if it requires repair.

13.4 Summary

Public areas serve to showcase a hotel. Guests form their first impression of the hotel, its cleanliness and maintenance standards, from the condition of the hotel's public areas. This chapter deals with the importance and cleanliness of the various public areas of a hotel. Like cleaning in all other parts of the hotel, public areas also are cleaned on a daily, weekly, and periodic schedule. Area inventory lists and frequency schedules play a vital role in the cleaning of public areas. Entrances lobbies, and the front desk may have to be attended to by housekeeping staff several times a day, depending on the inflow of guests and the occupancy level of the hotel. These areas need to be cleaned at non-peakhours of the day, when traffic is low, since taking them out of service is impractical. Elevators, however, do need to be taken out of service while cleaning and therefore should be cleaned at night or early in the morning. While cleaning all public areas, appropriate signs should be displayed indicating that cleaning is in progress. Guest corridors and staircases need to be divided in two longwise while cleaning, so that there is space available for passage while the other half is being cleaned. In public restrooms, various sanitary fittings need cleaning and disinfecting. Banquets and convention halls may require a large carpeted area to be cleaned, as well as furniture to be arranged according to special layouts. Ornate lighting fixtures here also need to be regularly cleaned. In dining rooms, housekeeping assists in cleaning on a

weekly or periodic basis for the removal of stains from carpets and walls, polishing of furniture, and pest control. Leisure areas include swimming pools, spas, health clubs, saunas, solariums, and the associated changing areas. In the health club, health equipment, floors, and mirror panels on the walls need to be cleaned regularly. Maintenance and cleaning of swimming pools primarily entails the maintenance of water clarity and water chemistry control. Many hotels hire contractors for droning the public areas, since many specialized cleaning tasks are involved. The most important work of public area is diversion of labour which in values assigning tasks to the staff.

13.5 Key Terms

Area inventory lists : A list of all items and surfaces within a particular area that require the attention of housekeeping personnel.

Bidets : Sanitary fixtures meant for the thorough washing of the genitals and anus.

Buffing : Polishing the floor with a low-speed polishing machine.

Convention : A formal assembly of representatives sharing a common field of interest to air their views.

Damp-dusting : A method of cleaning where the item to be cleaned is wiped with a damp cloth.

Frequency schedule : A schedule that indicates how often the items listed in the area inventory list are to be cleaned o/ maintenance tasks carried out. /

Jacuzzis : Whirlpools; small pools in which alternate jets of warm water bring about therapeutic effects.

Lobbies : These are the areas provided near the reception as common meeting points for all guests.

Lounge : A place in a hotel where guests can sit back and relax, it is a public area, suitably furnished for relaxation.

Preventive maintenance : A systematic approach to maintenance in which situations are identified and corrected on a regular basis to control costs and keep larger problems from occurring.

Public areas : The areas of the hotel that are in constant view of guests and that are frequently by guests.

Public restrooms : The washrooms and toilets in a hotel meant for the general public, and not restricted to the guests registered in the hotel's guestrooms.

Runners : In this context, lengths of matting made of synthetic or natural fibres, placed at entrances to prevent dirt and dust from entering the building, (Another use of the term „runner“ in housekeeping is for a person who is

6. Why is the cleaning in swimming pool ,spas and changing rooms necessary ?(13.3)
7. What are the precaution taken while cleaning swimming pool?(13.3)

UNIT: 14

HOUSEKEEPING CONTROL

Structure

- 14.1 Objectives
- 14.2 Introduction
- 14.3 Housekeeping control desk
- 14.4 Function performed by housekeeping control desk
- 14.5 Key and Key Control
- 14.6 Types of Keys
 - 14.6.1 Emergency Key
 - 14.6.2 Master Key
 - 14.6.3 Guest Key
- 14.7 Guiding Principles in Key Control System
- 14.8 Limitations of Metal Keys
- 14.9 Key Cards
- 14.10 Lost and found articles
- 14.11 Lost and found procedure
- 14.12 Lost and found enquiries
- 14.13 Disposal of article not claimed
- 14.14 Summary
- 14.15 Glossary
- 14.16 Check your progress-1 Answer
- 14.17 Check your progress-2 Answer
- 14.18 Check your progress-3 Answer
- 14.19 References/Bibliography
- 14.20 Suggestive reading
- 14.21 Terminal Questions

14.1 Objectives

At the end of this lesson, students should be able to demonstrate appropriate skills, and show an understanding of the following:

- Importance of control desk and activities performed in control desk.
- Emergency key, master key and guest keys
- Guiding principles in a key control system.
- Explain the procedure for dealing with lost and found items.

14.2 Introduction

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.

14.3 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.

14.4 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-I

1. Define control desk.

2. Name five register maintained in control desk.

3. Where is the control desk section situated?

14 .5 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.

14.6 Types of Keys

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

- Emergency keys,
- Master keys, and
- Guestroom keys.

14.6.1 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.

14.6.2 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.

14.6.3 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

14.6.4 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.

14.6.5 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.

14.6.6 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.

14.7 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

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

Exhibit 14.1 Format of a sheet in the key control register

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

14.8 Limitations of Metal Key

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.

14.9 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 from 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

14.11 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 14.2) 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 in Exhibit 14.3

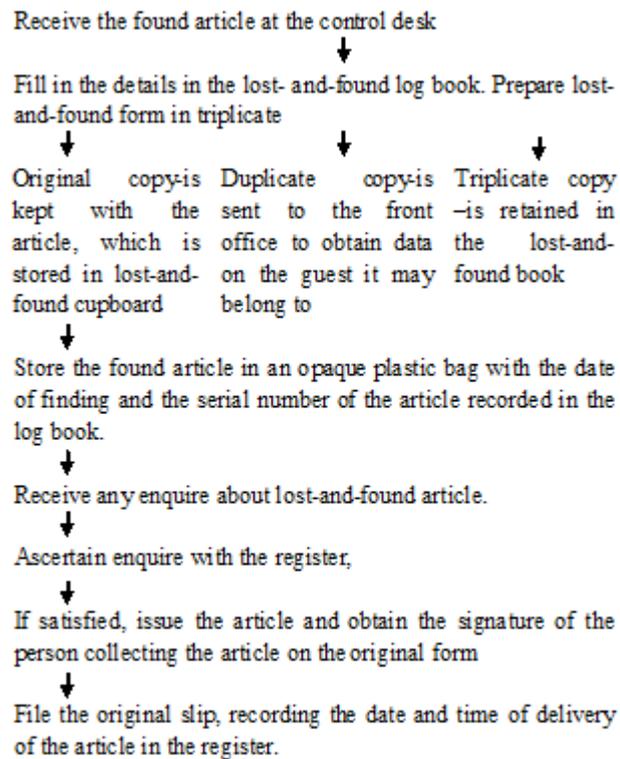


Fig14.1 Flow chart depicting the lost and found procedure

| 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----- | | | |

Exhibit 14.2 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
 sending 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

Exhibit 14.3 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 14.4

| 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 |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Exhibit 14.4 Sample format of lost-and-found register

14.12 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 14.5. To the finder

To the finder

Dear Sir/Madam,
 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.
 Thank you for your action in handling the article.

Exhibit 14.5 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.

14.13 Disposal of articles 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 14.6.

| |
|---|
| <p>To the finder ----- -----</p> <p>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.</p> <p>Desk control supervisor-----</p> |
|---|

Exhibit 14.6 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 14.7

| 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----- | | | |

Exhibit 14.7 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 14.8

| |
|---|
| To ----- ----- 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----- |
|---|

Exhibit14.8 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-III

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?

14.14 Summary

This chapter describes the need to provide control system of housekeeping department. The housekeeping control desk is the nerve center 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 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. 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.

14.15 Glossary

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

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

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

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

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

Gate passes an authorization given to the employee to let him or her take guest or hotel property out of the hotel.

Burglar A thief who enters a building with intent to steal

Fortify Make strong and secure

Weary Causing fatigue; tiresome

Sanctuary Something that physically protects, especially from danger

Asset A valuable item that is owned

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

VIP Very important person

14.16 CHECK YOUR PROGRESS – ANSWER1

1. 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.
2. Key control register, Baby sitting register, Carpet shampoo register, Lost-and-found register, Departure register.
3. It is generally situated near the office of executive housekeeper.

14.17 Check Your Progress – Answer2

1. A key is a device which is used to open a lock.
2. Emergency keys, master keys and guestroom keys.
3. Grand master key, floor supervisor's master key and housekeeping staff master key.
4. Key consists of two parts. They are the blade and the bow.

14.18 Check Your Progress – Answer3

1. Perishable, valuable, invaluable.
2. Lost-and-found articles are handled by control desk supervisor in the presence of executive housekeeper.
3. Lost-and-found articles should be kept for 3-6 month according to their classification.

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14.21 TERMINAL QUESTIONS

1. What is the role of control desk in hotel housekeeping? Why it is called as nerve center of housekeeping?
2. Write a short note on control desk activity.
3. Name 10 forms and forms and formats present housekeeping control desk.
4. What are the guiding principles in key control systems?
5. Discuss about the existing key types and key control systems operational in your place of work.
6. Enumerate different types of keys.
7. Draw a format of key register used to control over key.
8. What part does housekeeping play in a property's key control efforts?
9. Enumerate the procedure for lost-and-found with proper flow diagram.
10. Classify in brief the lost- and-found articles with their characteristics.

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. ()

Fill in the blanks:

1. Metal room keys are being replaced by ----- coded key-cards. A room status All the lost and found articles should be stored in the lost- and-found, ----- which is always kept locked.
2. ----- key that opens all locks in a hotel (including laundry and linen rooms).
3. Key-cards have the capability of being randomly coded at the point of-----, which re-emphasizes the guest perception of room security.
4. Key operates all sections on the floor/ floors supervised by the particular supervisor. Is called -----.
5. The efficiency and potential of housekeeping department basically evaluated based on the operational performance of housekeeping -----
