

# Food and Beverage Service

## Level-II

Based on March 2022, Curriculum Version II



**Module Title: Housekeeping and Laundry Operation**

# Module code: CST HLS2 M05 1122

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## Acronym

TVET	-----	Technical vocational education and training
TTLM	-----	Teaching training learning material
LAP	-----	Learning activity performance
SOPs	-----	Standard operating procedure
V.I.P	-----	Very important person
ATM	-----	Automatic transfer machine
PPE	-----	Personal protective equipment
DVD	-----	Digital video display
V	-----	Vacant
O/D	-----	Occupied and dirty
O/C	-----	Occupied and clean
V/D	-----	Vacated and dirty
OoO	-----	Out of order
V/MIN	-----	Vacated and maintained
OOS	-----	Out of service
V/C	-----	Vacant clean
R	-----	Ready
R/B	-----	Reserved booking
R/ready	-----	Reserve ready
N/S	-----	No show
HDMI	-----	High – definition multimedia interface
LCD	-----	Liquid – crystal display
SDS	-----	Safety data sheet
EPA	-----	Environmental protection agency
F&B	-----	Food and Beverage service

## Introduction to the Module

In Food & Beverage Service Field; Housekeeping and Laundry Operations is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings. Laundry a place where the linen articles washed cleaned and finishing should be done. In hotel dry linens accumulates in the various units and departments. It is essential to ensure a continuous supply of linens, which is well laundered, so that operations can be carried out smoothly and efficiently. This module is designed to meet the industry requirement under the Food & Beverage Service occupational standard, particularly for the unit of competency: **Apply Housekeeping and Laundry Operation.**

**This module covers the units:**

- Housekeeping and Laundry Operation
- Guest Room and Amenities
- Structure of Housekeeping and Laundry Department
- Cleaning Equipment and Agents
- Provide Lost and Found Facility
- Provide Valet Service

### Objective of the Module

- Identify housekeeping and laundry operation
- Identify Guest Rooms and Amenities
- Prepare Structure of Housekeeping and Laundry Department
- Use Cleaning equipment and Agents
- Apply Lost and Found Facility policy
- Perform Valet Service

### Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

## Unit one: Housekeeping and Laundry Operation

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Importance and functions of housekeeping
- Standard operating procedure (SOPs)
- Relationship between Housekeeping and Other Departments
- Duties and responsibilities of housekeeping and laundry
- Layout and functions of department sections

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Identify importance and functions of housekeeping
- Apply standard operating procedure (SOPs)
- Understand relationship between Housekeeping and Other Departments
- Identify duties and responsibilities of housekeeping
- Know duties and responsibilities of laundry
- Understand department Layout
- Identify functions of all sections

### 1.1 Importance and Function of House Keeping

#### 1.1.1 Definition of housekeeping



Housekeeping is an important and integral part of the guest experience and satisfaction. Other things such as security are important, but what guests really want is to feel at home, to feel comfortable. Although the staff providing this service do not necessarily interact directly with the public, the quality of their work is critical in shaping guests' pleasant memories of their stay. The impact of the housekeeping function on the success of a hotel's operations cannot be underestimated, since large revenue for hotel industry is generated mainly from the sale of rooms. Good housekeeping is the foundation of good infection prevention. The general cleanliness and hygiene of a facility are vital to the health and safety of guests, staff, and visitors. Pleasant work environment contributes to staff members' satisfaction, making them to be more productive. A more pleasant environment improves guest satisfaction and can increase guest's use of services and frequent visits.

### 1.1.2. Importance of housekeeping

#### A. Comfort:

Achieve the maximum efficiency possible in the care and comfort of the guests and in providing support services for the smooth running of the hotel. Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner if applicable, attached bar etc. The comforts must be regularly maintained and should be

Properly functioning It is the duty of the housekeeping department to ensure comfort and a welcoming atmosphere to the guests as well as strive to extend courteous, reliable and satisfactory service from staffs of all departments.

#### B. Cleanliness and Hygiene:

Ensure a high standard of cleanliness and general upkeep in all areas. Clean and well maintained areas and equipment's create a favorable impression on the guest. Hygiene is maintained especially in the wash rooms, toilets, pool changing room, health club, etc.

#### C. Privacy:

The prime concern of any guest, irrespective of whether rich or poor, common man or celebrity, is privacy. Room windows are provided with curtains. Windows could normally overlook good scenic view, away from the prying eyes of others in the hotel or outside

public. Housekeeping staffs ensure the privacy of the guests and they should be trained with proper procedures to enter the room.

#### **D. Safety and Security:**

Security is one of the prime concerns of a hotel guest. The housekeeping department staffs should ensure the safety and security of the guests with the help of security services. They should also make sure that firefighting equipment and emergency alarms are functional at all times. They should also ensure peace, quiet and noise free atmosphere in the area.

#### **E. Décor:**

Creating a pleasant and classy ambience is also one of the major concerns for a guest. This is not easy and requires a Hotel Housekeeping good eye for detail. This work is an art and the housekeeping staff is mainly responsible for creating a pleasant atmosphere.

### **1.1.3. Functions of housekeeping**

Housekeeping department holds the responsibility of cleaning, maintenance and admirable upkeep of the hotel. The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guests as well as the infrastructure and interior decoration. All this ensure the ambience and promotes a congenial environment. The basic function of the housekeeping is explained briefly:

#### **A. Cleaning Rooms and Public Areas**

Housekeeping department cleans the rooms and toilets and wash basins in the room. Apart from cleaning the guest rooms, housekeeping department is also responsible for cleaning floor, terraces, elevators, elevator lobbies, corridors of guest floors, floor linen closets, mop and janitor's closets, service lobbies and service stairways, function rooms, shopping arcade, cabanas, bars, dining rooms, offices, uniform rooms, tailor rooms, upholstery, shops, store rooms and swimming pools. To be concise, the housekeeping department is responsible for the total cleanliness of a hotel

#### **B. Bed Making**

A guest requires a comfortable bed to take rest, relax and enjoy. A bed that is well- made will provide the required comfort. Bed making is a skill that requires to be developed by the housekeeper, as it not only provides comfort to the guest, but also adds to the pleasant ambience of a guest's room. Guests should not able to tell if anyone has slept in the room, so a clean environment and perfect bed making is major consideration of this department.

### **C. Linen Management**

One of the important jobs of the Housekeeping Department is clothes and linen management. This involves all functions from purchase of linen to laundering, storage, supplies and to condemnation. In a hotel different types of clothes and linen are used such as the bed sheets, pillow covers, napkins, towels, hand towels, table covers, curtains, cushion covers etc. All of these require regular maintenance.

### **D. Laundry Services**

It is the job of the Housekeeping Department to ensure clean and hygienic washing of all the linen items, and then distributing them to different areas of the hotel. The relationship between the housekeeping and laundry is significant for the smooth functioning of Accommodation Operation housekeeping services. One of the supporting roles of the laundry is to provide valet services to house guests.

### **E. Pest Control**

Pest Control is another major job of the Housekeeping Department. No matter how clean one keeps the surroundings, one cannot avoid the “uninvited guests” – the pests. It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. Therefore, pest control is one of the primary responsibilities of the housekeeping department.

### **F. Key Control**

Key control is one of the major jobs of the housekeeping department. The room keys have to be handled efficiently and safely before and after letting the room.

### **G. Safety and Security**

The Housekeeping Department is responsible for maintaining a peaceful atmosphere in the hotel. If the guests and staff always fear for their safety and the safety of their belongings, the atmosphere will be very tense. Hence the housekeeping department staff should be aware of ways to protect himself and others, especially the guests around him and the property of the hotel from accidents and theft. Several accidents could occur at the place of work. These include fire accidents, falls, wounds, injuries, negligence in handling electrical equipment e t c. It is important for all housekeeping personnel to know about first aid as they could be the first ones on the spot to give immediate attention to a guest and also an employee in trouble.

## H. Interior Decoration

Interior decoration is the art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishings, art, and crafts, appropriately combined to achieve a planned result or design. These arts and crafts have to be well maintained by the housekeeping department. Decorating flowers is a creative and stimulating art which often carries a message or theme. Flowers and indoor plants add color and beauty to a room.

### I. Room Maintenance

Good housekeeping department is just as responsible for the hotel's maintenance as an engineering department. In an ideal environment, the housekeeping staff and managers should act as the eyes and ears of the engineering department. If damaged or broken items are not reported, they can't be Hotel Housekeeping fixed. Proper maintenance will make the perception of cleanliness easier to maintain and reduce guest complaints.

## 1.2. Standard operating procedure (SOPs)

### 1.2.1 Housekeeping SOPs

A housekeeping SOPs is a step-by-step set of instructions on how to complete each housekeeping task. These processes are approved by management, and all housekeepers are expected to follow them to ensure consistency, accuracy, and quality.

A key component of SOPs is a set of checklists, where housekeepers can tick off each step of the cleaning process as they make their way through each room.

But SOPs are also documented workflows, which ensure housekeepers complete tasks in a particular order to ensure efficiency and safety.

### 1.2.2. The importance of housekeeping SOPs

SOPs are an essential component of any job role as it helps to set the standard for how a job is to be done. This is especially true when working in hospitality since each task has a direct impact on customer satisfaction. Each employee can interpret task requirements differently if you don't get specific. For example, "clean the shower" for one housekeeper might look like wiping down the tiles, while someone else might scrub the grout, clean out the drain, clean the showerhead, etc. Putting cleaning standards in place for your housekeepers to follow is just the first step.

## Housekeeping Room attendant Cart SOPs

### I. Description and Use of Hotel Housekeeping Trolley/Cart

The room attendant /maids/ trolley/cart can be viewed as a large tool box on wheels to aid the hotel housekeeping staff. It has a number of compartments and shelves of various sizes. This trolley is filled with the supplies from the housekeeping supplies store /floor store room/at the end of each shift so that the next shift staff can access it immediately.



**Figure 1.2.1 Housekeeping Room attendant Cart**

### II. Procedures in setting up or loading of Housekeeping Trolley/Cart

#### Preparation to load trolley

- Empty the trolley.
- Check rapidly for any broken parts.
- Clean it by dusting and wiping any stains.
- Select loading materials
- Place the items according to their weight: heaviest items at the bottom and lighter items at the top section of the trolley

#### Loading trolley

- 1<sup>st</sup> guest supply/amenities/ on the top
- 2<sup>nd</sup> bath room linens and bath robe on the 2<sup>nd</sup> shelf
- 3<sup>rd</sup> bed sheet and pillow case on the 3<sup>rd</sup> shelf
- 4<sup>th</sup> bed room cleaning tools, chemicals and detergent
- 5<sup>th</sup> vacuum cleaner and other tools on the space provided areas

### III. Guidelines in using Housekeeping Trolley/Cart

- Loading the trolley with adequate supplies depending upon the number and types of the rooms on the floor.
- Avoiding overloading the trolley that may lead to any accidents.
- Avoiding to under loading the trolley that may lead to make unnecessary trips to supplies store.
- Maintain and lubricate the leg of a trolley on time

#### 1.2.3. Do not disturb rooms SOPs

Every room has to be entered at least once a day by any housekeeping staff. The guests who do not want to get disturbed by any housekeeping service tag their rooms with a Do-Not-Disturb (DND) sign

#### Procedure

- In the afternoon, for all "Do Not Disturb" rooms, have management call the Front Desk to see if guest is staying over, or is checking out after 12 p.m. ,,
- Management calls rooms and asks if guest would like their room serviced at this time, or if they are staying over. ,,
- If no one responds to phone call, knock on the door and enter to determine the status of the room. ,,
- If occupied, continue to try to contact on PM shift. ,,
- If guest still declines service and is posting "Do Not Disturb" sign, and unable to clean room:
  - ✓ Slip card under the door
  - ✓ Note on room assignment sheet "Do Not Disturb" and time still posted

#### Standard

- All "Do Not Disturb" rooms are not disturbed and called into Housekeeping ,,
- Every room has to be entered at least once daily by a member of the staff ,,
- Any DND room that was not cleaned is noted on assignment sheet

#### 1.2.4. Enter Room SOPs

The housekeeping staff should follow the SOP given below for entering the guest room.

- Leave the DND (Do not Disturb) rooms undisturbed.
- Knock the door with knuckles and announce in pleasant voice, “Housekeeping...”.
- Wait for five seconds to hear the guest’s response.
- In case of no response, announce the same again.
- In there is no answer second time too, open the door with the key.
- Enter the room.
- If the guest is found sleeping, withdraw from the room quietly.
- In case the guest answers, ask politely when would he like to service the room.
- In case the guest wants it later, acknowledge his reply and withdraw from the room.
- If the housekeeping work is in progress and the guest returns from outside, greet him and ask if the guest would like to return in some time.

### 1.2.5. Positioning Cart SOPs

#### Procedure

- Pull the linen cart up to the door with the linen side facing the entrance. ,,
- Place linen cart completely in front of the door and flush with the wall. ,,
- Keep vacuums and other equipment in the room/on the cart.

#### Standard

- The linen cart is placed at the door, as close as possible to the room, with the linen side facing the room.
- Never leave cart, vacuum or other equipment unattended in hallways. Return items to linen room when on break.
- Outside access to room is blocked while in room cleaning.



**Figure 1.2.2 Positioning Cart**

### 1.2.6. Check out rooms SOPs

Checkout room means a guest room assigned to be cleaned by an employee due to the departure of the guest assigned to that room.





**Figure 1.2.3 Guest checkout room**

**SOPs of check out rooms:**

- Upon entering the room, open the curtains and windows
- Check for any damage, items needing repair; any unusual things, bad odor, damaged property, presence of drugs or weapons Any items causing danger must be immediately reported to the Housekeeping Manager and Security
- Remove any room service trays
- Collect any lost + found items and hand in to Housekeeping Manager
- Take out all trash from rubbish bins
- Empty ashtrays in to the special fire proof bin. Never empty ashtrays directly into the rubbish bag
- Remove all dirty linen and towels, from the bed, bathroom, around the room
- When stripping the bed, check for stains (especially blood and urine). If there is either, gloves MUST be worn to strip the sheets. The sheets must be passed on to Laundry in a separate plastic bag
- Tidy the bedroom; spacing out furniture, opening cupboards, drawers, etc.
- Start cleaning in the bathroom - clean the shower and walls
- Clean the toilet bowl (inside and outside) and surrounding fixtures, such as the toilet roll holders, towel rack, door handles
- Clean the wash hand basin and vanity area
- Polish the mirror and windows
- Mop and dry floor

- Dust and polish all furniture and fittings
- Bring in clean linen and towels – hang towels in bathroom
- Make the bed(s), according to the given procedure
- Replenish guest supplies e.g. toilet rolls, soap, etc. and replace clean rubbish bags
- Vacuum the entire room – moving the furniture around as necessary
- Sweep outside veranda, removing dust, fallen leaves, flowers, etc
- Replenish firewood as necessary
- Check the room for any maintenance problems, other issues to be addressed
- Take one last look over the room
- Ensure that there is no bad odor in the room
- Close the door. Check the area around the main entrance

### **1.2.7. Guest rooms deep cleaning SOPS**

Since this occupied room on its first day of being occupied, had been cleaned thoroughly, daily cleaning includes a short list of tasks, such as cleaning the bathroom, making the bed, and light dusting but deep room cleaning task apply according to floor supervisor schedule plan may be within a week or month periods.

#### **Procedure**

##### **Prepare room:**

- Take extra supplies (bed pads, shower curtains/liners). „
- Check room for bed type. Take in clean linen; place on nearest chair. „
- Open drapes and balcony/patio door. „

##### **Strip bed:**

- Inspect condition of pillows, bedspread and blankets and place on a chair.
- Shake bedding to look for lost and found items.
- Remove the bed pad.
- Place bed pad, soiled sheets and towels in linen bag on the cart.
- Place stained torn or ruined linens on the side of the cart and leave in the designated linen room container. „
- Empty ashtrays into trash container. Pick up all trash from bedroom and bathroom (to include coasters, flyers, etc.); deposit in trash bag on cart. „

- Pick up dirty glasses, mugs, coffee pot, ashtrays, trays; place on bathroom counter. „

**Inspect room for:**

- Change of bed skirting, bedspread or blanket
- Check under beds
- Items beyond reach behind the bureau
- Re-hooking of drapes
- Windows to be washed
- Carpet to be shampooed
- Change of chair cushions
- Damaged furniture/fixtures Make phone calls to order bedspreads and place work orders.,,
- Spray tub, soap dishes, toilet, sink, counter and glasses; allow chemicals to soak in. „
- Sweep carpet edges, including under the bed.
  1. Start from one corner and work around in a square.
  2. Remove items behind the bureau with a broom. „

**Bedroom:**

- Make beds.
- Do not make beds if waiting for bed skirts or bedspreads. Dust room, starting with closet and work your way around, creating a complete square.
- Dust louvers with dust brush and wipe with rag if needed. Test louvers.
- Wipe down all drawers with a damp rag.
- Clean safe.
- Wipe down door frames, picture frames, marks on walls.
- Dust lamps and test light bulbs.
- Clean under T.V.
- Test T.V., remote and radio.
- Wipe down air conditioner.
- Clean telephone and radio with a toothbrush.
- Clean chair rungs.
- Clean wall outlets.

### **Balcony:**

- **Clean the area:**
  - ✓ Spray walls, railing and bird droppings
  - ✓ Wipe down chairs and table
  - ✓ Wipe streaks off walls
  - ✓ Clean door tracks
  - ✓ Sweep and mop floor

### **Bathroom:**

#### **Clean the bathroom**

- Sweep floor
- Clean hairdryer; use toothbrush if needed
- Clean medicine cabinet
- Clean pipes under sink
- Clean counter, sink, ledge and amenity tray
- Sanitize glasses/mugs
- Clean shower wall
- Clean tub
- Clean toilet

- Finish glassware and sink area
- Clean spots off bathroom ceiling
- Clean mirrors
- Change shower curtain/liner (if needed)
- Replace towels, amenities and trash can liners
- Scrub bathroom floor, corners and edges; wipe dry

**Carpet:**

- Vacuum the room, starting from far end and work your way out.
- Inspect room, starting from one corner and work your way around in a square.
- Replace compendium, memo pads, matches, etc.
- Spray room with air freshener.
- Call in room status and work requests.

**Standard**

- Rooms are deep cleaned \_\_ times per month in specified 19 step sequence to maximize time.
- All deep cleaned rooms are to be inspected.
- Rooms are aired out while cleaning.
- Correct size bed linens taken in to the room.
- Clean bed linens never placed on the floor.
- Bed pads are changed when deep cleaning a room.
- Damaged linens are kept separated from dirty linens.
- All bed linens (including skirting, spread, and blanket) are free of stains, holes and frays.
- No debris is left under beds, mattresses, and chair cushions or behind furniture.
- Drapes hang evenly with all hooks firmly attached.
- Windows are free of streaks, spots, cracks and mildew. Bathroom cleaning chemicals are allowed to soak in before scrubbing surfaces.
- Dusting is done in a square sequence around the room.
- All surfaces are left free of dust, hairs, streaks and stickiness.
- Safes are empty.
- All lights function; burnt out bulbs are replaced.

- TV and remote function correctly.
- Radios are left off in all rooms, except in V.I.P. rooms only where they are turned on by the supervisor. Balcony/patio doors are closed when finished cleaning.
- Bathroom surfaces are left free of mildew, hairs, dust, streaks and dirt.
- Medicine cabinet is empty.
- All bathroom amenities are fresh, full and free of marks.
- Sheers are left closed and drapes are pulled halfway back.
- Rooms are vacuumed from farthest end to entrance door.
- Status of room is called/dialed in to Housekeeping and noted on the assignment sheet immediately as it is completed.
- All maintenance requests are called/ dialed in to Housekeeping office.

### 1.2.8. Empty trash SOPs



**Figure 1.2.4 Empty trash activities**

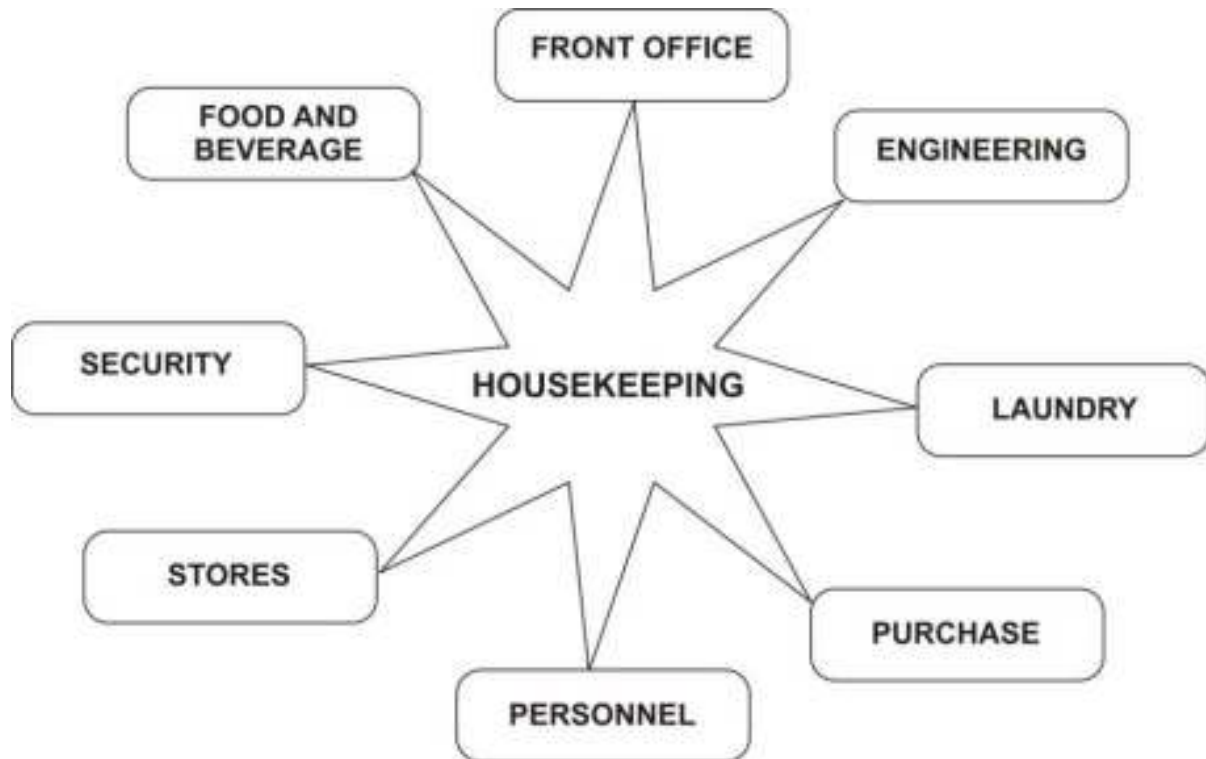
#### Empty trash SOPs

- Wear appropriate working PPE
- Know when your garbage collection day is. Prepare to collect Changeable garbage's plastic bags and get it all to the store the day before.

- Have bags handy. You can buy garbage bags from a store specifically fitted for almost any size trash container. Find the brand and size you like. Usual sizes include tall, short, kitchen, guest room, public areas.
- Get the old, full bag out of the container
- Damp on the main garbage area or city garbage track
- Wash, dry and sanitize the trash bin
- Replace the bag /Put a new bag in your can(s). Open it by unfolding it, and then open the top. Catch air in the bag by waving it around, which will open it the rest of the way.
- Slide in the bag, and fold the top of the sides over the lid of the bin to hold it in place. Replace any covering you may have on top of the bin.
- Return the trash bin on the right waste disposing area

### **1.3.Relationship between housekeeping and other departments**

The Housekeeping Department should co-ordinate and ensure maximum co-operation with other departments to provide high quality service. To be successful, a well-planned work schedule should be prepared so as to ensure minimum disruption to the guests and work flow of other departments. The senior housekeeper is responsible for ensuring this by supervising a group of staff or working closely with staff from other departments.



**Figure 1.3.1 Housekeeping departmental relationship chart**

**A. Front Office**

Co-ordination with the Front Office is one of the crucial features of housekeeping operations. As soon as there are guest departures, the Front Office rings the Housekeeping Desk and reports the room numbers of vacated rooms so that Housekeeping can take them over to clean and prepare for sale.

Once a room is clean, the Housekeeping Floor Supervisor rings the Front Office directly or through the Housekeeping Desk and hands over the room to front office for sale. Rooms received by Housekeeping for cleaning are called “departure rooms” while cleaned rooms handed over to the Front Office for sale are called “Clear rooms”. The promptness with which the above duty is performed enables the Front Office to have rooms ready to sell to a waiting customer. This is especially critical in hotels with high occupancies.

**B. Personnel**

Housekeeping co-ordinates with the Personnel Department for the recruitment of housekeeping staff, salary administration, indiscipline, grievance procedures, identity cards for staff, induction, transfers, promotions and exit formalities



### C. Purchase

The Purchase Department procures out-of-stock items for Housekeeping such as guest supplies kept in rooms, stationery, linen of various types, detergents, etc.

### D. Engineering

The Housekeeping Department and the Engineering Department literally control about 90% of the energy consumed in a hotel. The two departments can create a synergetic effect to increase operational efficiency and better control of energy consumption. A close co-ordination is necessary with engineering which actually carries out the task of fixing out-of-order furniture and fixtures. As Housekeeping personnel are constantly spread throughout the hotel, checking on various things, they originate maintenance orders for the Engineering Department to attend to. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guest rooms or public bathrooms, air-conditioning not working, broken fixtures, etc. To be able to ‘clear’ a room for sale to the Front Office, it is necessary that all malfunctioning items in a guest room are attended to promptly by Engineering. Hence close co-ordination / co-operation is necessary. Housekeeping would also hand over rooms to Engineering for major repairs or renovation. The latest trend among both large and small hotels is to have one manager in charge of both engineering and housekeeping.

### E. Laundry

This is a department that can enhance the quality of housekeeping services. The responsibility of laundry to housekeeping is two-fold:

- To wash and dry clean linen and staff uniforms to a very high standard of cleanliness.
- To supply clean uniforms and linen to Housekeeping on time.
- Housekeeping has to ensure that clean linen is issued to guest rooms, restaurants, health clubs, etc. as this directly reflects the quality and image of the establishment. If these are not received on time from the laundry, rooms would not be ready or restaurants would not open, etc. The co-Hotel Housekeeping ordination becomes crucial in view of the large volume of linen and uniforms that is involved.

### F. Food and Beverage

The restaurants and banquets constantly require clean table clothes, napkins, etc. Their staff, as well as those in the kitchen, require clean uniforms- the former because they are in guest contact and the latter due to strict standards of hygiene required in the kitchens by most governments.

## **G. Security**

The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling. Housekeeping has to be alert to these goings-on, and seek the security department's intervention, if necessary.

## **H. Stores**

Larger hotels have a House-keeping Store that stocks housekeeping linen and supplies independently. Smaller hotels may stock them in the general store except for linen which should be issued to the housekeeping department. The co-ordination with the stores would ensure the availability of day-to-day requirements for housekeeping.

# **1.4. Duties and Responsibilities of Housekeeping and Laundry**

## **1.4.1 Duties and responsibilities of Housekeeping**

Housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. From the time a guest checks-in in a hotel till he checks out, it is the housekeeping department which takes care of the guest by making his / her stay pleasant and comfortable.

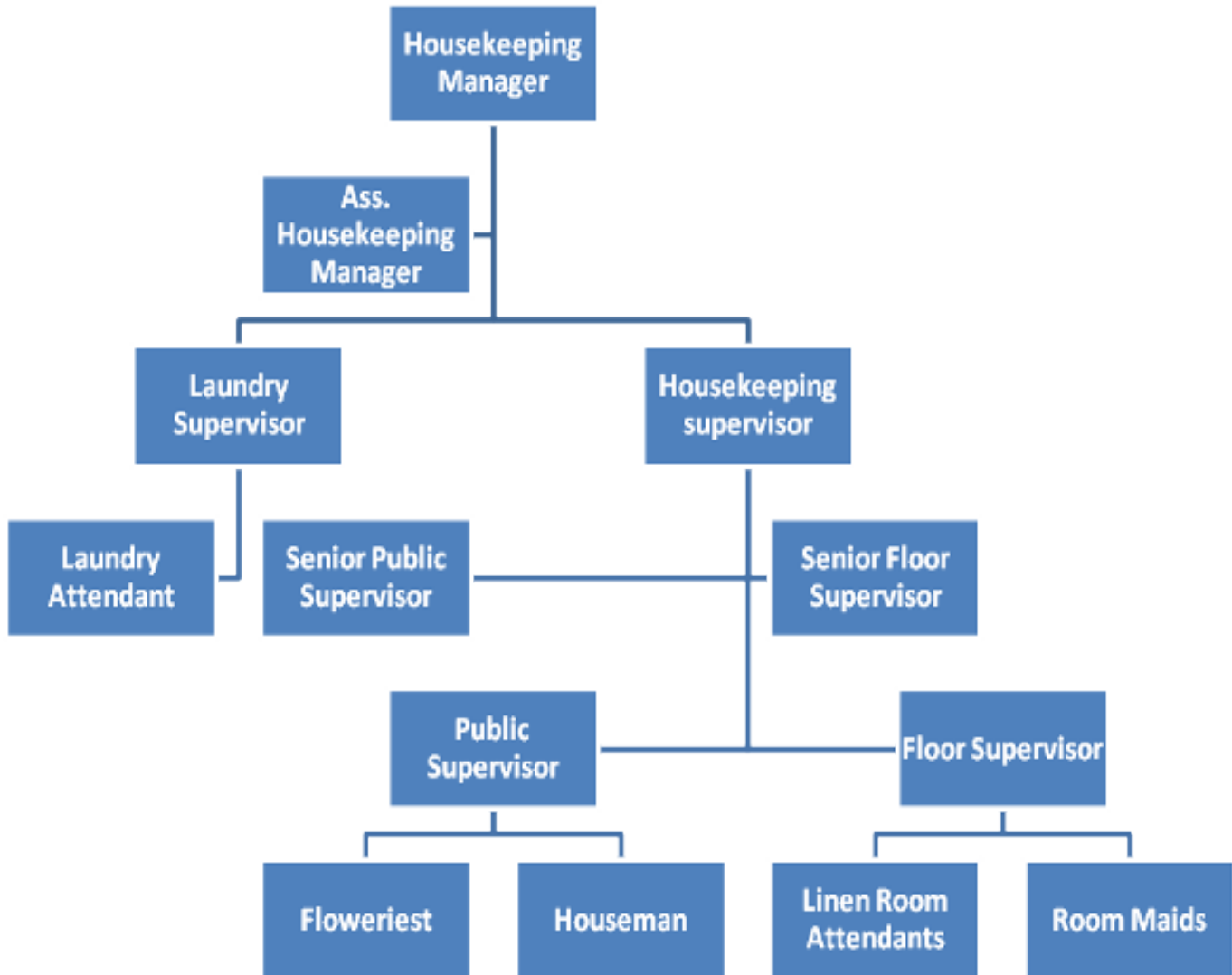
In general, the housekeeping crew is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and in some instances, guest laundry. Housekeeping also performs a minor security function by providing a "first alert" to potential guest problems while staff undertake daily guest bedroom cleaning.

## **1.4.2 Duties and responsibilities of Laundry**

The laundry department provides laundry, dry cleaning and pressing services to guests. Some hotels maintain their own laundry, while others rely on commercial operators. In either case, close teamwork is necessary to assure a steady flow of linen back and forth for restaurants, banquet areas, floor pantry and recreational areas.

## **1.4.3 Organizational structure of housekeeping department**

The organization chart shows hierarchy and Responsibilities along with authority which is who reports to whom, who is senior, what is the duty, Responsibilities etc. It shows organization culture and tradition. It also shows our structure i.e. how we operate and functions. Executive housekeeper is the head of housekeeping department with deputy Housekeeper or assistant Housekeeper below him. There are linen and uniform supervisor, desk control supervisor, floor supervisor, night supervisor, public area supervisor and horticulturist below assistant or Deputy Housekeeper. The organizational structure of housekeeping department briefly stated and defined under Unit Three: Structure of Housekeeping and Laundry Department in content 1.3



**Figure 1.4.1 Structure of housekeeping department**

#### 1.4.4 Duties and Responsibilities of Housekeeping Staffs

##### I. Housekeeping Manager

- Manage the daily activities of the Housekeeping department to include appropriate Cleaning of all offices, concourses, seating areas, washrooms, restaurants, Concession Stands, suites, and all public spaces
- Planning, organizing and directing team members to ensure the highest degree of Guest Satisfaction.
- Daily supervision of the housekeeping staff, including the day, event and post-event Crews.
- Recruit, schedule and train all new housekeeping staff members.
- Maintain the housekeeping budget, providing billing summaries and expenses for all Pre and post events

##### II. Assistant Housekeeping Manager

- Assist the housekeeping manager daily duty in their absence.
- Assist the housekeeping manager in training, disciplining, and evaluating the entire housekeeping staff.
- Train and supervise housepersons and linen supply agents with daily rounds, follow – up
- Ensure that adequate supplies (cleaning, guest and office) are available through proper ordering and planning by using the supply management system
- Ensure the cleaning and maintenance of all vacuums and floor machines. Records and arranges appropriate job and safety training for all housekeeping staff positions, in conjunction with the office assistant. Participates in job training of all positions

##### III. Housekeeping supervisor

- Coordinates work activities among departments.
- Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment
- Inventories stock to ensure adequate supplies

- Evaluates records to forecast department personnel requirement.
- Makes recommendations to improve service and ensure more efficient operation.
- Prepares reports concerning room occupancy, payroll, and department expenses.
- Selects and purchases new furnishings.

#### IV. Laundry Supervisor

- Assists in standardizing the method in which laundry tasks will be performed.
- Makes recommendations to Assistant Housekeeping manager
- Responsible for proper running of equipment and proper amounts of chemicals
- Ensures that Established infection control and universal precaution practices
- Assigns schedules and duties to laundry staff.
- Attends and participates in in-service education classes, on-the-job training programs, etc.

#### V. Floor Supervisor

- Report any damage or problems with the guest room and room equipment using a Maintenance work order and routing the work order to the Maintenance department
- Evaluate Room Cleaners on their job performance according to the hotel standards. When Necessary takes appropriate action (retraining, etc.) to ensure that their job performance is at a high quality level.
- Communicate to the Front Desk all vacant and clean rooms, the completion of guest Requests and room status discrepancies. The Front Desk will give the Inspectors
- Public Area Supervisor
- Monitor and maintain cleanness, satisfaction and organization of assigned work areas.
- Ensure that assigned staff has reported to work; document any late or absent employee.
- Coordinate breaks for assigned staff
- Prepare and distribute assignment sheet to assigned staff and review properties.

- Check supply level in shortage of closets
- Complete requisition for additional supplies needed and submitted to manager.
- Check public space cleaners carts for proper supplier , neatness ,cleanness and mechanical problems
- Inspect public areas/bathrooms, restaurant, fitness centre, pool area, offices and service.

#### **VI. Room Attendants**

Room Attendants report directly to the Floor supervisor and are responsible for the general cleanliness of rooms. They will be expected to clean and prepare guest rooms, supply the rooms with the correct amenities, and deliver required items to guest rooms when necessary

#### **VII. Houseman**

Public Area Attendants report directly to the Public area supervisor and are responsible for keeping the grounds, offices, etc clean. They can also be called on to assist Front Office staff in escorting guests to their rooms. Additionally, they are expected to assist Room Attendants whenever necessary.

#### **VIII. Laundry and Linen Attendants**

- Laundry Attendants report directly to the Laundry supervisor and are responsible for the collecting, cleaning, drying, ironing, folding, and issuing of hotel, recreation centre and guest laundry:
- Inform Laundry supervisor of daily purchase requests
- Pick up all guest laundry from guest room when available and record according to Guest Laundry Form
- Assist room and spa attendants in gathering dirty room linen and towels
- Separate hotel and guest laundry as is required for appropriate washing (by hand, hot temperature, cold temperature, dry-cleaning)
- Dry and iron all linen as is appropriate

- Issue linen to various departments appropriately; or deliver back to guest room

## IX. Florist

- The Florist reports directly to the Public area supervisor and is responsible for all floral arrangement required on the property.
- Whenever necessary, is responsible for the ordering of floral plants (if they are not available on the property)
- Ensures that all floral products supplied to the establishment are of high quality and deal with suppliers as necessary
- Ensures that all floral arrangements for all departments are done as necessary on a daily basis

### 1.5 Layout and Functions of Department Sections

The layout is dependent on the size of the hotel as well as physical space available. Factors taken into consideration while planning the layout are

- Total number of guest rooms
- Number of food & beverage outlets as well as function rooms
- Amount of manpower required
- The volume of business anticipated
- Number of jobs contracted out
- The flow of traffic ( people and equipment)



### 1.5.1 Lay out of the departments

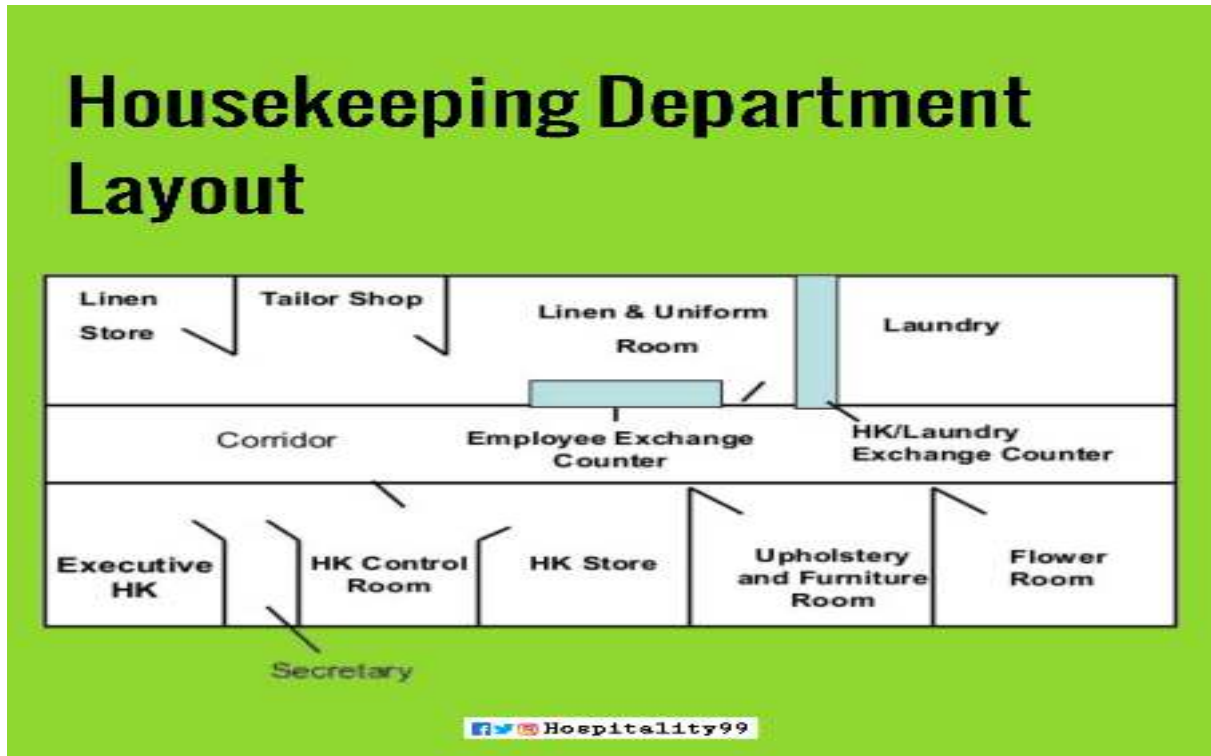


Figure 1.5.1 House keeping department Lay out

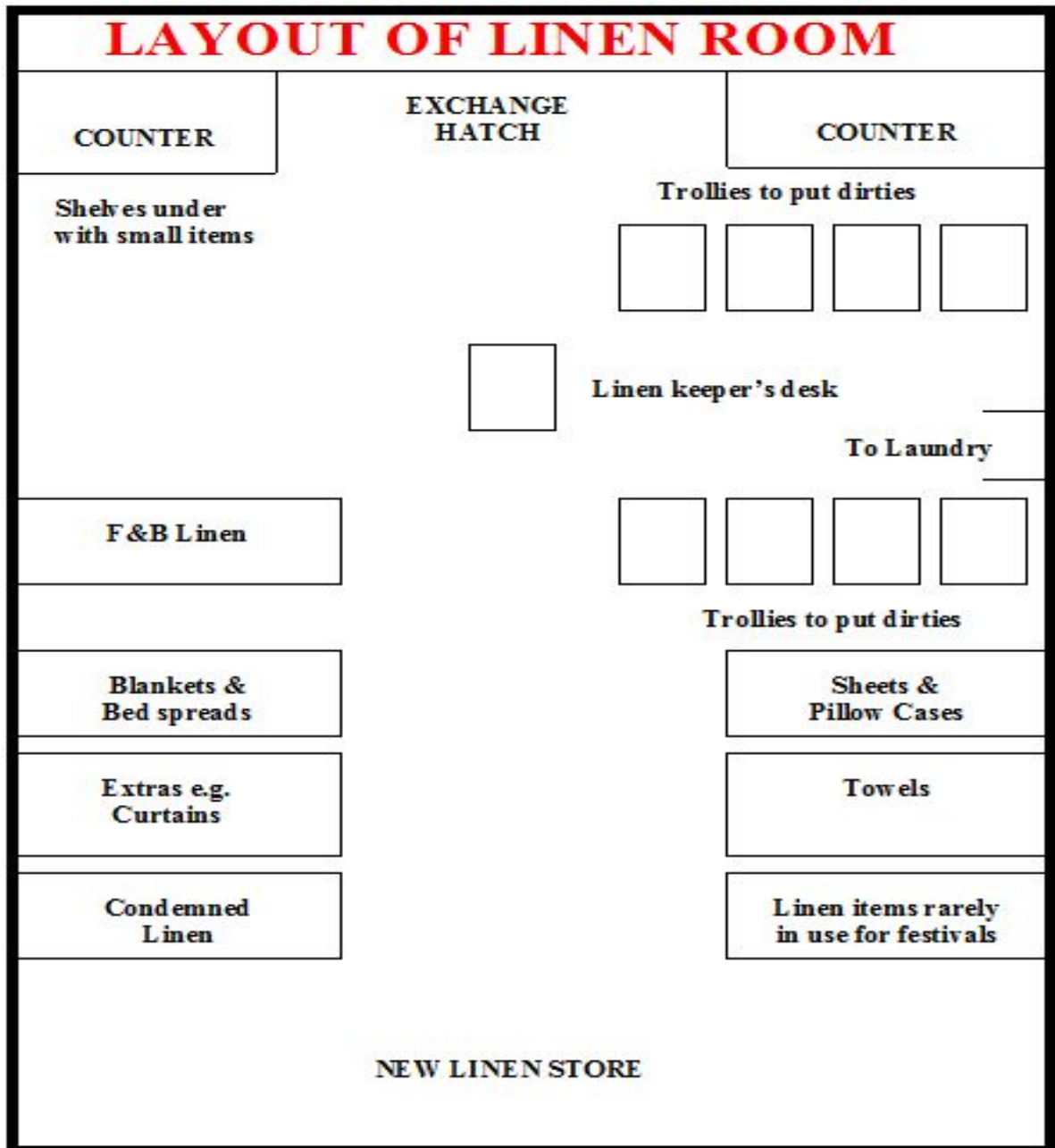


Figure 1.5.2 Lay out of linen room



**Figure 1.5.3 laundry section Lay out**

## 1.5.2 Function of housekeeping department sections

### I. Linen room

The linen room is the center 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 center for clean linen.

### II. Public area

First impressions are very important in the hospitality industry. If the public areas of a business are clean, visitors will be able to relax and enjoy themselves. They will want to return or recommend the venue to others. If any areas are not clean, guests will see this straight away and not want to stay or recommend the hotel to other people. Public areas are every area that is not a guest room or the kitchen and where a visitor or guest can go.

### III. Guest room

Standard hotels have more or less uniform pattern of arranging the rooms with single, double (suitable for two) and twin beds (two single size beds), etc... equipped with comfortable furniture, fixtures and equipment's. The room has got two separate room such as, bed room and bath room. In hotel industry guest use those rooms for accommodation service during they stay.

### VI. Laundry washing Section

Laundry is one of the most daunting household tasks that we don't look forward to that much. Thankfully, an innovative washing machine is always to the rescue. With the help of a washing machine or a washer, you don't have to exert as much physical effort in doing your laundry as you do with manual hand washing. A washer with a dryer makes the process even more of a breeze. Still, this home appliance isn't magic. You need to understand how to properly use your machine to achieve the best results. Hand washing it may sound time-consuming, but hand washing laundry can be relatively quick and easy if you know the right steps. Hand washing is gentler on beading, embroidery, colors and delicate fabrics than machine washing. So it'll help to keep your clothes in tip-top condition for longer.

## A. Washing section

### 1. Machine wash

This process is designed to perform three basic functions:

- removal of soil / dirt
  - suspension of soil
  - discharge of the soil from the machine to the drain
- In the wash process, the following factors must be considered

#### Hand-washing:

Hand washing your clothes is a good fallback if you only need to wash a few items or can't locate any other viable solutions. For example, you can wash shorts and underwear by hand while traveling until recently.

### 2. Dry cleaning Laundry section

This is a process by which textiles are cleaned using a solvent other than water. This solvent is usually an organic liquid that acts first to remove the layer of grease which bonds most grease particles to the surface and then to carry this dirt away. The solvents used are

- ✓ Perchloroethylene
- ✓ Tri-chloro-tri-fluoro-ethane

The solvent is removed first by centrifugal action and finally by evaporation. The solvent being expensive is filtered and recycled. Darker colored articles are dry-cleaned after the lighter colored ones. All articles require to be aired after the dry-cleaning process.

#### a) Ironing

There are certain items of clothing and linen that need to be ironed while others do not; you can wear a shirt or finely embroidered blouse that isn't ironed, but you can live without linens or sheets being ironed-although that can be one of life little luxuries.

#### b) Pressing

Delicate fabrics should be pressed rather than ironed to prevent them getting crushed, stretched, damaged or becoming shiny. Tailored suits as well as garments made from wool, silk, rayon, netting and pile fabrics should all be pressed rather than ironed.

**c) Finishing section**

For those articles that require a pressed finish, ironing and pressing are usual, but there is also other finishing equipment. Articles like blankets, towels, candlewick bedspreads, hosiery, etc. that do not require a pressed finish are only tumble-dried.

**d) Mending and minor repairs section**

The sewing room is essentially a part of linen room operations and may be located in the linen or uniform room or serve both these areas. Due to the high cost of labor, very little actual sewing is done in this section of the linen room, but a great deal of machining is carried out. A well-run sewing room can definitely be an economy for a large organization. Monogramming may be a function of the sewing room. Certainly, mending and alterations are done here. This preserving of linen and creative use of condemned articles can contribute greatly to saving costs.



## Unit Two: Guest Room and Amenities

This unit to provide you the necessary information regarding the following content coverage and topics:

- Types of guest rooms
- Guest room amenities & facilities

This Unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning Unit, you will be able to:

- Understand types of guestrooms
- Identify room amenities and facilities



## 2.1. Types of guest rooms

### 2.1.1 Hotel guest room

The size and furnishing of a room solely depends on the type of the hotel and the classification of rooms.

#### a) Single room

A room with a single bed, occupied by one Person

#### b) Twin room

It has two separate beds and sleeps two people only



Figure 2.1.1 Twin bed room

#### c) Double room

It contains one massive king or queen bed suitable for couples, siblings, or friends in most hotels



Figure 2.1.2 Double bed room

**d) Double- double**



**Figure 2.1.3 Double- double bed room**

It is only guaranteed to sleep two people, and that could be on one double or queen-sized bed

**e) Family room**



**Figure 2.1.4 Family bed room**

A room with at least one double bed, with one or more single beds; it is designed to accommodate one small family

**f) Connecting room**

Have two or more rooms with door entrance doors from the outside and a door between them through which guests can get through each bedroom without going out of their rooms



**Figure 2.1.5 connecting bed room**

- g) Studio** The studio room is the room for the guest with option of self-catering. It has a queen size bed, air conditioning, fan and screens. There is also a dining area and a seating area.
- h) Penthouse Suite**  
A penthouse suite is mostly on the highest floor of hotel building. Penthouses are typically differentiated from other room's by luxury features. A penthouse suite may also provide occupants with private access to the roof space above the suit, instead of or in addition to terrace space created by an adjacent sit back.
- i) Cabana:** Cabana is generally a shelter on a beach or at a swimming pool used as a bathhouse. But now some hotels provide cabana with contemporary beauty, comfort, protection and privacy with all basic facilities alongside the swimming pool, on the beach, in the garden and in any lounging area to individual guests for occupation. The rent for cabana is usually less as they would not have luxurious décor.
- j) Sico:** Sico room is a smart solution to space efficiency. Sico rooms usually have special beds which can be folded according to the guest's need. Guests get a meeting room by day and a sleeping room by night, with the comfort of a real mattress. With most meetings today consisting of ten people or less, Sico rooms offer the flexibility to accommodate small meetings without tying up large meeting rooms.

## 2.1.2 Bed room size

- Single bed- a bed approximately 36 inches by 75 inches
- Double bed- a bed that can accommodate a couple or two individuals
- Queen Bed- an extra-long, extra wide bed, about 60 x 80 inches in size
- King Bed- an extra-long, extra wide bed, about 78 inches by 80 inches
- Roll Away Bed- a portable bed
- Pull out Beds- Bed that is inserted in to a bed and pulled-out when used. It is advisable for small rooms as it is space saving.



**Figure 2.1.6 Roll away and Pull out bed**

- Sofa Bed – a couch that is convertible to a bed



**Figure 2.1.1 Sofa bed**

## 2.1.3 Bed room Facilities, Price and Amenities

### A. Economy room

A room designed for an economical rate, usually short of standard facilities like air-condition, television, and other amenities.

## B. Standard room

A room sold at moderate rate, equipped with standard facilities and amenities like air-condition, private toilet and bath with toiletries, TV, bed with complete linen, night table etc.

## C. Deluxe or enchanted guestroom

Is usually more spacious and more elegant in design than the standard room and is provided with more amenities that are more sophisticated or elegant. It is sold at a higher rate than standard rooms.



**Figure 2.1.2 deluxe bed room**

## D. Suite

Is as much larger room with superior amenities and facilities the layout usually provides for a parlor or living room connected to one or more full size bedrooms.



**Figure 2.1.3 Suit bed room**

#### 2.1.4 Room status

- ✓ Vacant & ready (V/Ready) – room is vacant and ready for check-in.
- ✓ Occupied & clean (O/C) – room is occupied and cleaned by the housekeeping.
- ✓ Occupied & dirty (O/D) – room is occupied and yet to be cleaned by the housekeeping.
- ✓ Vacant & dirty (V/D) – room is vacant and dirty.
- ✓ Vacant & maintained (V/MIN) or out of order (OOO) – room is vacant due to maintenance works, refurbishing, extensive cleaning, etc.
- ✓ **Out of service** (OOS) – temporary blocking of room due to small maintenance issues.
- ✓ **Vacant & clean** (V/C) – room is vacant and cleaned by the housekeeper.
- ✓ **Reserved & ready** (R/Ready) – room is reserved and ready for check-in.
- ✓ **Reserved/booking** (R/booking) – room is booked.
- ✓ **No show** (NS) - a guest who made a room reservation but did not register / check-in

## 2.2. Guest room amenities & facilities

### 2.2.1 Guest room amenities

Amenities are a service or item offered to guests or placed in the guest room, bathroom and kitchen etc. for convenience and comfort and at no extra cost.

#### A. Standard room amenities

- Bed
- Bed Pad
- Bed Linen
- Make up and DND (do not disturb sign) hang on the door knob
- Closet for hanging clothes with at least 2 hanger per occupant
- Dresser table with vanity mirror and other amenities



**Figure 2.2.1 Standard Room amenities 1**

- Night table with lamp and chair
- Thermo Jug filled with cold water, with 2 covered glasses
- Safety materials- Fire exit, directional signs placed at the back of the entrance door, safety handbook and fire sprinkler
- Information Materials- Directory, menu, house rules, guest comment form



**Figure 2.2.2 Standard Room amenities 2**

- Laundry list with prices, laundry bag
- Garbage can, underlined with plastic liner
- Air condition and telephone
- Bathroom Amenities-bath towel, bath mat, soap, toilet tissue, sanitary bag



**Figure 2.2.3 Standard room amenities 3**

### B. Common luxury amenities

- Refrigerator, usually with mini bar inside
- Sofa set or Lounge set
- Shoehorn and brush
- Guest folder or compendium for placing information



**Figure 2.2.4 Common luxury amenities 1**

- Coffee table and two easy chairs
- Ashtray and match on top of the table
- Floor lamp and side table





**Figure 2.2.5 Common luxury amenities 2**

**C. Additional bathroom amenities:**

- Hand towel/ face towel
- Hair shampoo and conditioner
- Shower cap
- Facial tissue
- Shaving kit
- Morning kit(tooth brush and tooth paste)



**Figure 2.2.6 Additional room amenities 1**

- Bath robe
- Hair dryer
- Bubble bath
- Hand and body lotion
- Cologne
- Body scrub



**Figure 2.2.7 Additional room amenities 2**

- slippers and sewing kit
- water heater with 2 cups and saucer, teaspoon and sachet of coffee, tea, creamer and sugar
- Fruit basket
- DVD player and video games, clock, radio alarm
- Safety deposit box and cabinet inside the room



**Figure 2.2.8 Additional room amenities 3**

## 2.2.2 Guest room facilities

- High speed Wi-Fi internet connectivity in all suites
- Offers luxurious studio, one, two and three-bedroom apartment suites
- Master bedroom en suite bathroom features a long bath, vanity area and spacious shower
- Exclusive elevator access to suite floors with security key card system
- Daily cleaning and turndown services by housekeeping

- Luxurious bathrooms
- Bath amenities
- Bathrobes and slippers
- Iron and ironing board
- Hair dryer and weighing scales
- Selection of pillows
- Alarm clock
- Entertainment system : 42 LCD TV's with HDMI and DVD capabilities
- Wide selection of local and satellite television channels
- Dual line telephones with voicemail and data-line capabilities
- Executive working station
- In-room digital safety deposit box
- Fully fitted kitchen with refrigerator, microwave oven and electric induction cooker
- Fully equipped kitchen with cooking utensils, chinaware, glassware and cutleries
- Complimentary drinking water and tea/coffee machine facilities

### 2.2.3 Guest room supplies

Guest Supplies Guest supplies include all items that are conducive to the guest's material comfort and convenience. They are grouped as

**1) Guest amenities:** this refers to all the luxury items that a hotel provides to the guest at no extra cost. e.g. coffee maker, bathrobe, flowers, bathroom amenities like bubble bath essence, moisturizer etc.

**2) Guest Expendables:** Guest Expendables are those supplies that are expected to be used or taken away by the guest on leaving the property. E.g. laundry bags, match box, toilet tissue, face tissue, bath soaps, etc.



### Unit Three: Structure of Housekeeping and Laundry Department

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

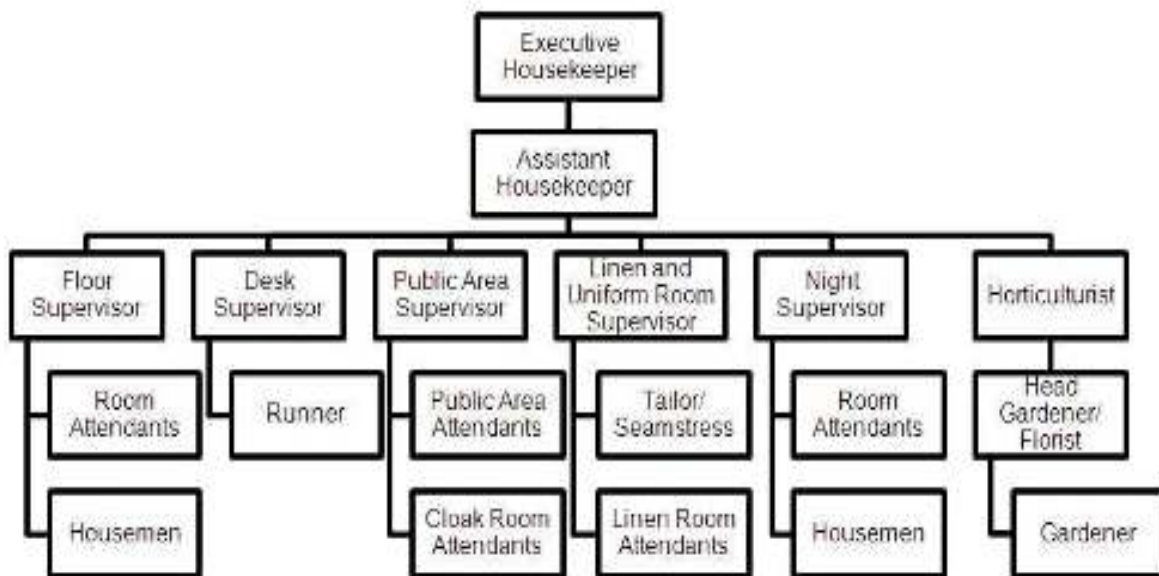
- Organizational structure
- Attributes of the departments
- Job description and specifications

This Unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning Unit, you will be able to:

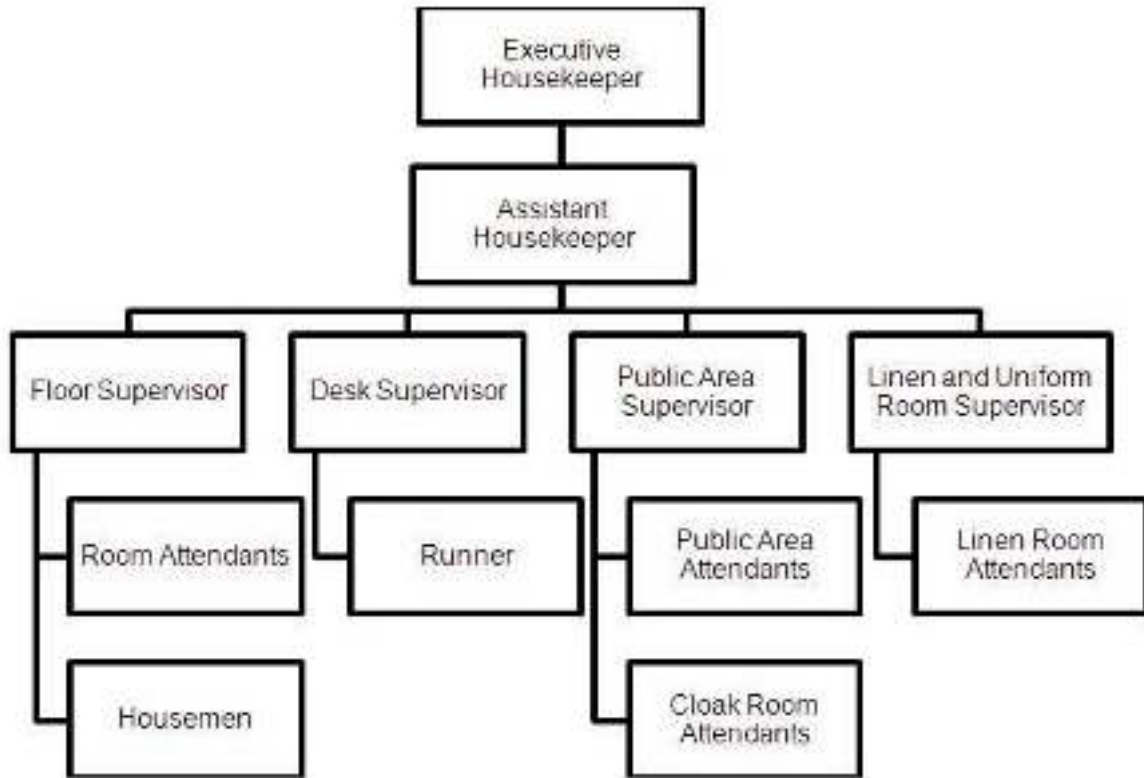
- Identify organizational structure house keeping
- Understand attributes of the departments
- Identify job description and specifications

### 3.1. Organizational structure of housekeeping

The organizational structure of the housekeeping department mainly depends on the activities and the size of the hotel. The charts below show the organizational of structure of the large and medium sized hotels. In the small hotels one or more jobs are integrated and handled by the few housekeeping personnel's.



**Figure 3.1.1 Organizational chart of a large hotel**



**Figure 3.1.2 Organizational chart of a medium sized hotel**



**Figure 3.1.3 Organizational structure of small hotel**

### **A. Executive Housekeeper**

Responsible and accountable for the total cleanliness, maintenance and aesthetic upkeep of the hotel and This is achieved with the resources of manpower, materials, machines, money, space and time available to him

### **B. Assistant Housekeeper**

May be one for each shift of a large hotel, He may be the housekeeper of a small hotel or the only deputy to the Executive Housekeeper of a medium-sized hotel. He manages the resources given by the Executive Housekeeper to achieve the common objectives of cleanliness, maintenance and attractiveness in a given shift.

His accountability normally ends on the completion of his shift.

### **C. Uniform Room Supervisor**

A non-management person solely responsible for providing clean serviceable uniforms to the staff of the hotel, As the hotel staff are all practically in uniforms his / her task is enormous and demanding as h e / she has to keep an inventory control on various stages of use, such as, when sorted ones are handed over, or those which are being washed or dry-cleaned in the laundry.

### **D. Uniform Room Attendants**

The uniform supervisor is assisted by attendants who actually do the issue of uniforms in exchange of or soiled ones for onward transmission to the laundry. These attendants are in actual contact with the staff.

### **E. Linen Room Supervisors**

A non-management person solely responsible for the acquisition, storage, issue and cleanliness of linen in its various forms, His job is a mammoth task because he keeps track of all linen as they would number in thousands.

### **F. Linen Room Attendant**

Assists the supervisor by actually issuing linen and filling such records as necessary

### **G. Tailor / Seamstress**

Tailor or seamstress personnel are responsible for stitching and mending the linen and up holsters.



## **H. Helpers**

They are to be found both in Uniforms and linen Rooms and do the physical work of transporting, counting and bundling of uniforms and linen.

## **I. Floor Supervisor**

Responsible for the cleanliness, maintenance and present ability of the guest floors attached to him in a shift. His scope encompasses guest rooms, corridors, staircases and floor pantries of the allotted floor.

## **J. Public Area Supervisor**

Responsible for the cleanliness, maintenance and present ability of all public areas which include restaurants, bars, banquet halls, garden, administrative offices, shopping arcade, health club, swimming pool, main entrances and car park areas.

## **K. Room Attendants**

Known also as chamber maids or room boys, they do the actual cleaning of guest rooms and bathrooms allotted to them. They are not responsible for the cleanliness of corridors, guest elevators or floor pantries.

## **L. Head Houseman**

Supervises the work allotted to Houseman, especially those in public areas. In medium sized hotels he could be the person in charge of housekeeping on night shifts.

## **M. Housemen**

Usually handy men who do the heavy physical cleaning required in guest rooms and public areas. Their job would include vacuuming, shifting of furniture, cleaning of windows panes, mopping, braising, sweeping, etc.

## **N. Desk Control Supervisor**

Is the hub of information dissemination in housekeeping and is thus the critical person in housekeeping operations. The Housekeeping Desk must be manned 24 hours as guests and staff will contact this desk to transmit or receive information. It is the Desk Control Supervisor who co-ordinates with the front office for information on departure rooms and handing over cleared rooms. The Desk also receives complaints on maintenance from Housekeeping supervisors spread all over the hotel.

**O. Runner**

He is a person who goes from one guest room to another collecting or delivering guest laundry.

**P. Cloak Room Attendants**

Cloak room attendants are persons responsible for the supply of clean dry towels, soaps and perfumeries, prescribed by the management for the guest rooms.

**Q. Hat- Checkers**

This is a service provided by superior hotels in cold climates. A hat-check room is where hat and heavy overcoats are deposited by guests as soon as they enter the hotel lobby so as to spare them the inconvenience of carrying them around in the hotel. The hat-checker would carefully label these guest articles and hang and store them correctly so as to return them to the guests when they are leaving the hotel.

**R. Night Supervisor**

They handle all aspect of housekeeping at night including desk control operations, issue of linen and uniform in an emergency, etc. His area of activity extends over guest rooms, public areas as also linen and uniform rooms. He is solely responsible and accountable at night for smooth housekeeping through his night brigade and has larger decision-making authority than other supervisors as he is the housekeeper for the night.

**S. Horticulturist**

Many hotels may contract horticultural work to an outside agency. However, a large number of large hotels have professionally trained

Horticulturists who maintain the gardens of the hotels as well as supply flowers from the garden for interior decorations and floral arrangements

Flowers are used in banquet functions, guest rooms, restaurants, lobbies, offices, etc. The Horticulturist would have to ensure smooth supply of flowers as well as assist the Housekeeper in flower arrangements.

**T. Head Gardener**

Supervises the brigade of gardeners in maintaining hotel garden and keeping them contemporary each season

**U. Gardeners**

Does the actual digging, planting, watering, etc. of gardens on a day-to-day basis

### 3.2. Attributes of the departments

Working mostly in a commercial and domestic environments, housekeepers, housekeeping managers and housekeeping supervisors perform many challenging duties on a typical work day. Housekeepers perform a lot of physical work such as dusting, mopping, cleaning and doing laundry. The work of housekeeping managers and supervisors may not be physical but they also have their plate full as they are responsible for ensuring that all housekeeping duties are performed in a timely and efficient manner.

#### 3.2.1. Attributes of housekeeping departments

- Clean room and public area
- Maintain clean cleanliness and hygiene
- Linen management
- Launder guest cloths, uniform and linens
- Flower arrangement
- Waste management
- Guest room cleaning

### 3.3. Job description and specifications

A job specification measures an employee's qualifications for the role being filled these qualifications might be required in some instances or preferred in others wear as job description quantifies the tasks and responsibilities that will be included with a particular job. These details are usually firm, unless the position itself changes.

#### Job Description

Job description includes basic job-related data that is useful to advertise a specific job and attract a pool of talent. It includes information such as job title, job location, reporting to and of employees, job summary, nature and objectives of a job, tasks and duties to be performed, working conditions, machines, tools and equipments to be used by a prospective worker and hazards involved in it.

### 3.3.1. Usage of Job Description

- ✓ The main purpose of job description is to **collect job-related data** in order to advertise for a particular job. It helps in attracting, targeting, recruiting and selecting the right candidate for the right job.
- ✓ It is done to determine what needs to be delivered in a particular job. It clarifies what employees are supposed to do if selected for that particular job opening.
- ✓ It gives recruiting staff a clear view what kind of candidate is required by a particular department or division to perform a specific task or job.
- ✓ It also clarifies **who will report to whom**

### 3.3.2. Job Specification

Also known as employee specifications, a job specification is a written statement of educational qualifications, specific qualities, level of experience, physical, emotional, technical and communication skills required to perform a job, responsibilities involved in a job and other unusual sensory demands. It also includes general health, mental health, intelligence, aptitude, memory, judgment, leadership skills, emotional ability, adaptability, flexibility, values and ethics, manners and creativity, etc.

#### Usage of Job Specification

- Described on the basis of job description, job specification helps candidates analyze whether are eligible to apply for a particular job vacancy or not.
- It helps recruiting team of an organization understand what level of qualifications, qualities and set of characteristics should be present in a candidate to make him or her eligible for the job opening.
- Job Specification gives detailed information about any job including job responsibilities, desired technical and physical

## Sample Housekeeping Manager Job Description

Our company is searching for experienced candidates for the position of housekeeping manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

### Responsibilities for housekeeping manager

- To ensure a close co-ordination with the Front Office, Engineering, Food and Beverage the Guest Relation regarding usual and unusual guest requests
- To assist the Executive Housekeeper in fulfilling administrative responsibilities and monitoring activities
- Provides courteous, personalized, attentive, sincere, consistent Guest Service by responding promptly and efficiently to inquiries, request & Complaints using Guest Service Skills
- Hire, train coach, evaluate, and manage employees to ensure they have adequate guidance and resources to achieve objectives
- Establish and maintain scheduling procedures
- Ensure accurate and timely payroll reporting
- Respond to all guest requests and guest opportunities in a timely and efficient manner to ensure guest satisfaction
- Monitor the daily job performance of the employees Execute issuing of disciplinary action and evaluations to employees

### Qualifications for housekeeping manager

- Medium work - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise
- Previous hospitality experience in a Four Star/Four Diamond quality organization preferred
- Must be available to work, varied shifts and flexible schedules to include nights, weekends and holidays
- Supervisory experience in hotel industry
- High school graduate, or experience equivalent there of
- Have 3+ years' experience in a management role

### Self-check-3

#### Test-I: Multiple choices

**Instruction: Choose the best answer from the given alternatives. (Each has 2 Points.)**

- \_\_\_\_\_ is responsible for providing clean serviceable uniforms to the staff of the hotel.
  - Uniform attendant
  - Laundry attendant
  - Housekeeping
  - Linen room
- Which one is false about housekeeping manager job description?
  - Manages housekeeping staff
  - Ensure team motivated
  - allocate housekeeping beget
  - Check room cleaning duty

#### Part-II Matching

- | “A”                      | “B”                                   |
|--------------------------|---------------------------------------|
| -----1. Night supervisor | A. Transport uniform & linen          |
| -----2. Runner           | B. House keeper for the night         |
| -----3. Tailor           | C. Responsible guest room maintenance |
| -----4. Floor supervisor | D. Done actual planting               |
| -----5. Helpers          | E. House keeper for the day           |
|                          | F. Responsible for mending            |

#### Test II: Short Answer writing

**Instruction: write short answer for the given question.**

- Explain job description of housekeeping supervisor

### Unit Four: Cleaning Equipment and Agents

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Cleaning equipment, supplies and materials

- List two attribute of housekeeping department

- Checking equipment's clean and safe
- Sanitizing agents and chemicals
- Personal protective equipment
- Storing cleaning material, equipment and chemicals
- Minimizing waste

This Unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning Unit, you will be able to:

- Select cleaning equipment, supplies and materials
- Check equipment's clean and safe
- Prepare Sanitizing agents and chemicals
- Use Personal protective equipment
- Store cleaning material, equipment and chemicals
- Identify ways of minimizing waste

#### 4.1. Cleaning equipment, supplies and materials

Our choice of the right housekeeping cleaning equipment makes a difference in terms of your overall cleaning effectiveness and efficiency. To welcome guests to a neat and clean hotel room depends on the selection of your cleaning equipment.



Overall, cleaning equipment can be categorized into two types:

- 1) Manual Equipment
- 2) Mechanical Equipment

### 1. Manual Equipment:

Manual cleaning equipment is dependent on the operation and energies of the employees. Maximum efforts and techniques are applied by the cleaning staff with the assistance of some equipment.

**Table 4.1 Manual cleaning tools materials**

<p><b>Microfiber Cloth:</b> Microfiber cloth is an ideal tool to wipe down surfaces in rooms, bathrooms and common areas. They can be washed up to 500 times and are a very durable product. It is soft and shouldn't scratch surfaces.</p>		
<p><b>Abrasives:</b> Abrasives are made of grit papers which can be used to clean wooden or metal surfaces.</p>		



<p><b>Different Types of Brushes:</b> Hard floor brush, soft floor brush, scrubbing brush, toilet brush, flue brush, feather brush, broom, hand brush, etc. are the different kind of brushes used to eradicate superficial or ingrained grimes depending on the nature.</p>	
<p><b>Dust pan with broom:</b> Can be used to clean hard surfaces for a quick dust up of dirt or hairs</p>	
<p><b>Cleaning cloth:</b> Used to wipe the cleaning tools and equipment</p>	
<p><b>Sponge :</b> Characterized by readily absorbing water and becoming soft when wet while retaining toughness</p>	
<p><b>Broom:</b> used to sweep the floor</p>	

<p><b>Wet mop</b></p>	
<p><b>Container</b> for temporarily strong refuse and waste</p>	
<p><b>Toilet bowel brush</b></p>	
<p><b>Hand brush</b></p>	
<p><b>Window squeegee</b></p>	
<p><b>Glove</b> A plastic made that covers the whole hand of a person help to perform cleaning task</p>	

## 2. Mechanical Equipment:

Either electric or battery power is needed to operate this type of equipment. These mechanical machines will ease labor and speed up cleaning time and efficiently. Such as:-

- Dry foam machine
- Extraction machinery
- Air blowing
- Pile lifter and auto sweeping
- laundry machine
- **Vacuum Cleaner:** A vacuum cleaner is a commonly used cleaning machine. It is suitable for any kind of floor or upholstery surface and easy to operate.



- **Polishing Machine:** A polishing machine works to get back the lost shine of your floor.



- **Floor scrubber:** This is a very versatile cleaning machine to have on hand. At Duplex, we sell floor scrubbers that can clean ALL types of floors in a single pass. It can wash, scrub and dry tiles, carpets, hard floors, safety mats, industrial floors and more.



- **Steam vapor Machine:** A steam vapor machine is a great to have in your list for steam cleaning equipment for housekeeping. It will provide you with a complete deep clean, which includes both a visual and a sanitized clean. The machine should produce steam heated up to +165 degrees Celsius. Steam at this high temperature is ideal for removing bacteria from bathrooms, removing caked on grease and fats in kitchens and killing bed bugs.



#### 4.2. Check equipment's clean and safe

An equipment inspection checklist is used to check the condition of the equipment before use. It includes an itemized list of the equipment's parts that the operator should look out for. Equipment inspection is important as it ensures that work equipment is safe for use.

The purpose of an inspection is to identify whether work equipment can be operated, adjusted and maintained safely, with any deterioration detected and remedied before it results in a health and safety risk. Not all work equipment needs formal inspection to ensure safety and, in many cases, a quick visual check before use will be sufficient. However, inspection is necessary for any equipment where significant risks to health and safety may arise from incorrect installation, reinstallation, deterioration or any other circumstances. The need for inspection and inspection frequencies should be determined through risk assessment.

**Table 4.21 Equipment’s daily inspection check list**

### Heavy Equipment Daily Inspection Checklist Prior To Use On Site

Inspection Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Equipment Type: \_\_\_\_\_ Unit #: \_\_\_\_\_  
 Vendor: \_\_\_\_\_

What to Inspect and Look for:	Good/ Present	Needs Repair/ Not Present	N/A
Backup lights and alarm			
Blade/Boom/Ripper condition			
Brake condition (dynamic service, park, etc.)			
Brake fluid			
Cab, mirrors, seat belt and glass			
Cooling system fluid			
Coupling devices and connectors			
Engine oil			
Exhaust system			
Fall protection (lanyards/harnesses)			
Fire extinguisher condition			
Frame, ladder(s) and walkway			
Guardrails/ Outriggers/Brakes			
Ground engaging attachments			
Hand grabs and steps			
Horn and gauges			
Hose condition			
Hydraulic oil			
Lights			
Oil leak/tube			
OTHER			
Personal Protective Equipment			
Power cable and/or hoist cable (s)			
ROPS			
Safety Decals			
Seatbelts			
Steering (standard and emergency)			
Tires or tracks			
Transmission fluid			
Turn signals			
Wheels/ Tires			
Windshield wipers and fluid			

### 4.3. Sanitizing agents and chemicals

Sanitizing means reducing the number germs by spraying, rinsing or wiping the surface or item with a germ-killer, called a sanitizer. This is particularly important for areas that people touch, such as bathrooms. Sanitizing can be done using a cleaning chemical or heat.

### 4.3.1 Types of chemical cleaning products

There are many different types of chemical cleaning products. Different chemical products are used for different purposes. Your workplace supervisor will tell you which cleaning chemicals to use for each cleaning task and how to use the products properly and safely. Cleaning products can be dangerous chemicals.

**Table 4.3.1 Type of cleaning agents**

Types of chemical	Uses
Abrasive cleaners	Used for scouring and cleaning ceramic or enamel surfaces e.g. toilet bowl or shower basin. Don't use on surfaces that scratch easily. They can be hard to rinse away, so wipe and rinse as soon as possible after you use them.
Detergents	Come in different strengths, so always follow dilution instructions on the label. Some detergents are for heavy-duty cleaning e.g. fat, grease and oil on steel, most plastics, glass, ceramics and concrete.
Solvent cleaners	Used to dissolve heavy grease and oil, but can damage surfaces such as leather. Rinse the surface thoroughly after cleaning with a solvent.
Chlorine or bleach	Used to disinfect, bleach and deodorize. They can attack rubber, plastic and aluminum. They should never be mixed with toilet cleaners or ammonia as they will give off toxic fumes.
Disinfectants	Used to destroy germs. They should be used in toilet, bathroom and change areas.
Sanitizers	Used to reduce germs on a surface. Use them on food preparation surfaces.
Deodorizers	Used to cover up or get rid of unpleasant smells. They are often aerosols. You should spray only a little so they don't overpower.

Specialist cleaning agents	Used for a specific cleaning task e.g. removing carpet stains, or cleaning windows and glass, stainless steel, leather, timber or rubbish bins.
Spot cleaning agents	Used to clean stains from small areas that other chemicals generally can't remove.
Polishes	Used to protect surfaces and form a barrier against liquids that may harm the surface. Floors can be slippery after they have been polished.

#### 4.4. Personal protective equipment (PPE)

Personal protective equipment (PPE) is clothing and equipment that you wear or use to make sure you are safe in the workplace, such as when you are using cleaning products. It includes:

- Non-slip shoes or waterproof boots
- Thick rubber gloves
- Goggles
- Face masks
- Rubber aprons

#### 4.5. Store cleaning material, equipment and chemicals

Knowing how to store cleaning products is an important way to keep your house safe and hygienic. Find out where cleaning chemicals should be stored in this guide for safe and easy storage.

##### 4.5.1. Chemical storage

In the cleaning industry, the handling and storage of cleaning chemicals is often overlooked or mismanaged in safety evaluations and audits, which can have major consequences. Proper handling and storage of products is essential to a safe workplace, and routine inspections should be performed annually to remain efficient and protect your team. By following a few simple steps, you can ensure your facility is not only clean, but safe as well.

To ensure the proper handling and storage of cleaning chemicals, here are a few things your chemical safety program should include:

- A complete list of all cleaning chemicals used in the facility.
- Documentation on the potential hazards associated with each chemical, as well as a Safety Data Sheet (SDS) for each cleaning product.
- Clearly-labelled cleaning products
- Properly trained employees with access to training resources as needed.
- Safety signage conveniently placed around your facility

“Signal words” typically appear on containers:

- Caution: the product should be used carefully but is relatively safe.
- Warning: the product is moderately toxic.
- Danger: the product is highly toxic and may cause permanent damage to skin and eyes

#### **4.5.2. Techniques of Storing and handling cleaning chemical**

- Training your staff on cleaning chemical safety
- Choosing the proper location for cleaning chemicals
- Organizing cleaning chemicals for optimal safety
- Handling cleaning chemicals and maintaining storage areas

#### **4.5.3. Rules for storage of equipments**

- The store should be dry and well ventilated as dampness causes rust of metal parts or mildew leading to deterioration of equipments.
- The store should provide enough space for easy access to shelves and to facilitate proper cleaning.
- There should be adequate racks and cupboards properly labeled for easy identification.



**Stock records should be maintained showing:**

- Date of purchase
- Kind of stock and quantity
- Name of supplier
- Cost per unit
- Date of issue into service
- Remarks on suitability and durability

**Certain rules must be maintained for the issue of stocks:**

- A definite time should be specified for issue
- Issue should be done strictly against worn out equipment.
- Equipment should be clearly marked as to the floor or public area.
- Storage rooms should be subject to regular inspection.
- Expensive equipments like vacuum cleaners should be covered with polythene sheets and kept air-tight.

**4.6. Minimizing waste**

**4.6.1. Waste Minimization Defined**

According to the EPA (Environmental Protection Agency), waste minimization refers to the use of source reduction and/or environmentally sounds recycling methods prior to energy, recovery, treatment, or disposal of wastes. It does not include waste treatment, meaning any process designed to change the physical, chemical, or biological composition of waste streams.

For example, compacting, neutralizing, diluting and incineration are not typically considered waste minimization practices. EPA’s preferred hierarchical approach to materials management includes source reduction, recycling, energy recovery, treatment, and finally disposal.

By reducing or eliminating the production of toxic and persistent wastes, waste minimization supports efforts to promote a sustainable future.

#### 4.6.1. Benefits of Waste Minimization

- **Production efficiency and quality** – New technological practices and innovation will not only reduce the creation of waste but also offers to improve input quality, which translates to improved products.
- **Reformed brand image** – Once you adopt new strategies, you will boost the reputation of your company. This is due to your commitment to protecting the environment.
- **Economic** – Since you are using efficient products, you have the opportunity to reduce your cost when purchasing material, which significantly affects your financial investment.
- **New customers** – People love to think that the companies they buy their goods from are dedicated to improving our environment. Some consumers exclusively seek these organizations out, so you have an opportunity to reach a wider audience.
- **Environmental** – You are able to reduce carbon, air, and water emissions while you work to conserve natural resources.
- **Stay ahead of the competition** – When you reduce waste both in the final product and the manufacturing process, this decreases regulatory burdens associated with disposal. Reduction in time and money allows you to invest in new ideas and products.

#### 4.6.2. The Best Strategies for Waste Minimization

##### a) Reduce the Use of Packaging Materials

Starting small, you can reduce the use of packaging materials like shrink wrap by redesigning your packages to use recyclable or degradable materials. This redesign will allow your company to hone in on a newer look and feel, as well as ensuring your packages do not end up in a landfill. If they do reach the landfill, you will be happy to know that your material will degrade in a way that is not harmful to the environment.

##### b) Reduce Harmful Wastewater

Another strategy that you could implement at your facility is to reduce the wastewater and industrial sludge that is a byproduct of manufacturing. Since these materials are hard to treat and dispose of, your facility should look into how to reduce the amount of water you are using during this process.

Decreasing the amount of wastewater and sludge will help you save money when you are looking to dispose of the waste properly. Additionally, you are able to help conserve natural resources and reduce the potential for environmental contamination.

**c) Hold Your Employees Accountable**

If your organization is going to make the claim that you have made significant steps towards a greener future, then you are going to have to hold your employees accountable to this as well. In order to reduce the amount of waste your employees generate, you can devise a plan that will encourage employees to be environmentally mindful both in and out of the workplace. For example, praise and reward employees that bring their own reusable mugs, cups, plates, and flatware instead of using single-use tableware.

**d) Update Your Recycling Program**

Another step you can take is to improve your own recycling program. You can place your desired bins in the higher traffic areas and clearly label each one. To help employees get into the habit of properly disposing of materials, create an internal goal for every month. This goal can be tied to how much waste your employees or departments recycled, for example. If they meet the goal, reward them in some way to encourage them to keep up the good work.

**e) Assess Your Processes**

Lastly, be sure to conduct a waste assessment at your facility to find new opportunities for waste reduction and cost savings. In order to do this, you have to examine what waste is generated and how said waste is managed throughout your facility.

Start by asking smart and targeted questions like, “what kind of trash do we generate, how much of it is there, and how are disposing of it? Can we eliminate generating as much material without affecting how we operate? Are there items in our waste that can be reduced, reused or recycled?”

**4.6.3. Disposal of hazardous waste**

Some things used in the hospitality industry must be disposed of (got rid of) properly or they can damage the environment (the land, sea, water and air) and cause pollution. Some examples are:

- Cleaning chemicals

- Corrosive products such as oven and drain cleaners
- Used cooking oils
- Aerosol containers
- Insecticides and pesticides such as mouse bait
- Flammable products

### Self-check-4

**Test-I Matching: Match Column A with Column B** (Each question carries 2 Points)

Column "A"

- 1. Detergent
- 2. Deodorizer
- 3. Vacuum cleaner
- 4. Mop
- 5. Broom

Column "B"

- A. Used to clean carpet
- B. Get rid of unpleasant smells
- C. Used to reduce germs on a surface
- D. Used to sweep
- E. Always follow dilution instructions
- F. Used to dry water from floor

### Part-II: Multiple choices

**Instruction: Choose the best answer for the given alternatives (each question has 2 Points)**

- Which one is not "Signal words" typically appear on containers?
  - A. Danger
  - B. Spot
  - C. Warning
  - D. Caution
- From the choice below which one is a Rule for storage of equipments?
  - A. Should be wet
  - B. Well ventilated
  - C. Un label storage item
  - D. Small space recommended
- \_\_\_\_\_ cleaning .chemical Used to dissolve heavy grease and oil.
  - A. Deodorizer
  - B. Bleach
  - C. Detergent
  - D. Solvent cleaners

### Test II: Short Answer writing

**Instruction: write short answer for the given question.**

- Write the two types of cleaning equipments and give one example for each

2. Write down at least three Strategies for Waste Minimization

#### 4.7. Operation sheet 4.1: Housekeeping and laundry operation

**Operation Title:** Select and explain usage of cleaning equipment, supply, materials and chemicals

**Purpose:** To identify and select cleaning equipment, materials and chemicals  
To know the usage of cleaning equipment, materials and chemicals

##### Equipment Tools and Materials:

- Dust pan with broom
- window squeegee
- Rubber hand glove
- Bucket
- Caution sign
- Brooms
- Mops
- Different type of Brushes
- Dusters / cleaning cloth
- Dusting and washing rags
- Sprayers
- Pile lifter and auto sweeping
- Air blowing
- Vacuum cleaning
- Scrubbing machines
- Dry foam machine
- Extraction machinery
- Laundry machine
- Window duster
- Toilet brush
- Ceiling broom
- Detergent
- Deodorizer
- Bleaches
- Sprayers
- Micro fiber cloth
- Abrasive cleaner
- Detergent
- Sanitizing agent
- Disinfectant
- Solvent cleaner
- Specialist cleaning agents
- Spot cleaning agents
- Polishes
- PPE

**Steps in doing the task**

**Step-1:** Wear appropriate PPE

**Step-2:** Prepare cleaning equipment, supply, materials and chemicals

**Step-3:** Select guest room and laundry cleaning equipments

**Step-4:** Select cleaning supply and materials

**Step-5:** Select housekeeping and laundry cleaning chemicals

**Step-6:** Explain the usage of each cleaning equipment, supply, materials and chemicals

**Step-7:** Return and store cleaning equipment, supply, materials and chemicals on appropriate storage area

**Quality Criteria:** Assured performing of all the activities according to the procedures

**Precautions:**

- ✓ Wearing proper PPE for the duty
- ✓ Make working area hazard free
- ✓ Do not open the lid of chemical containers

<b>4.8.LAP Test</b>	<b>Practical Demonstration</b>
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time finished: \_\_\_\_\_

**Instructions:** Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

**Task 1:** Perform housekeeping operation

## Unit Five: Provide Lost and Found Facility

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Organizational requirements
- Appropriate person's record lost and found item
- Identification of the claimant

This Unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning Unit, you will be able to:

- Identify organizational requirements for lost and found item
- Know appropriate person's record lost and found item
- Verify identification of the claimant

## 5.1. Organizational requirements

Lost and found item as the name suggests, lost and found items are guests' belongings which have either gone missing or guests have left behind. It could be either during their stay at the hotel, attending any events, or visiting the restaurant for dining.

### 5.1.1. Organizational lost and found requirement

- Strong and well implemented procedure must be enforced in regards of handling and storage of lost & found items
- Each lost & found items must be labeled, record & properly stored.
- Items are stored for a month and then bagged and one year worth of lost property is kept

### 5.1.2. Lost and Found procedure

- All Lost& Found items must be turned in to the Housekeeping Office as soon as they are discovered. The finder must complete the lost property slip, tag the item, and place it in the lost property box.
- All lost property should be reported to the Housekeeping Office on the same day.
- Anything that is left by guest in bedrooms or anywhere else in the hotel must be directly reported as lost & found item.
- All articles, regardless of nature or value, found are to be brought to the Housekeeping Manager without delay.
- Money, passports, mobile phones, credit cards etc MUST be given to the Housekeeping Manager immediately (never counts money by yourself, always have someone with you). Housekeeping Manager or related will fill in the “Lost & Found Report” (as attached).
- In case of valuable item, the item must be placed in a locked safety box (preferably in the Housekeeping Manager Office)
- Then, “Lost & Found Report “ (attached) will be documented accordingly with the storage number, item description, date when the item was found, who found it and the room or area where it has been found.
- All lost & found items must be neatly stored in the dedicated area.



- Lost & found Items are kept in the Housekeeping Office for one month and then stored for one year.
- If an article has not been claimed within the required length of time (after one year), it should be given to charity.
- All Lost & Found items from guest rooms, Food and Beverage Outlets, Front-of-House and Back-of-House areas are forwarded to the Housekeeping Department as soon as they are discovered

## 5.2. Appropriate person's record lost and found item

### Classification of lost and found items:

- Valuable items
- No valuable items
- Perishable items

#### A. Valuable items:

- One separate Register is maintained for Valuable lost and found items and the items are kept in a safe Deposit Locker.
- Valuable items are kept for a period of six months ( as per the hotel policy),
- If there is no response from the guest, auction to be conducted.

#### B. Non valuable items:

These category items are kept for three months in safe custody after making necessary entries. If there is no response from the loser till the time, these items are to be disposed off. E.g.: To be distributed to the finder.

#### C. Perishable items:

- Perishable nature lost and found items are kept for three days.
- In case of any quarry and need to keep further is to be done accordingly.

When a lost item is found and brought to Housekeeping Office, the person in charge must label the found item with a storage number. This storage number will be report on the “Lost & Found Report “(attached). The found item will be neatly placed in a box to be stored. The box, when it is full, must be closed, stored and must mention on it the range of storage number of all items inside (from number X to number X).

### 5.2.1. Procedures for Items found in Public Areas & Food & Beverage Outlets

- All Lost& Found items discovered in the hotel’s public areas and F&B outlets must be immediately handed over to the duty Assistant Manager – Front Office.
- The Assistant Manager – Front Office will identify and confirm the item found with the finder.
- The Assistant Manager – Front Office will immediately examine the contents of the item in an attempt to determine the owner’s contact information, such as mobile phone numbers, office phone numbers, email addresses from business cards, and so on.
- The finder will fill out a Lost& Found form, and a copy will be given to the staff for reference.
- If a contact number is available, the Assistant Manager – Front Office should immediately call the guest and inquire if he or she has left anything behind in the hotel.
- At the same time, the owner should be asked to confirm the contents of the items, if any, and then he / she should be asked how he / she would like to have the item returned.
- The Assistant Manager – Front Office must determine whether the item is valuable, for example. Passport, driver’s license, identity cards, credit cards, ATM cards, cash, legal documents, air-tickets, cheques, watches, wallets, purse, gold or diamond jewelries, rings, stones, laptops, etc. All other items should be delivered to the Housekeeping Office for storage.

- The Assistant Manager – Front Office is responsible for filling out the Lost & Found Record Sheet for record purposes and then entering the information into the “Opera” Assistant Manager log for management’s review.
- The Assistant Manager – Front Office is responsible for checking all Lost & Found items on a daily basis to ensure that they match the Lost & Found record.

### 5.2.2. Procedures for Items found in Guest Rooms

- All Lost& Found items must be turned in to the Housekeeping Office as soon as they are discovered. If there is an unforeseen delay, the finder must call to notify the Housekeeping Office of the lost property. This is done to ensure that the Housekeeping Office has the most recent information when dealing with lost property inquiries.
- The finder must complete the lost property slip, tag the item, and place it in the lost property box.
- All lost property should be reported to the Housekeeping Office on the same day.

### 5.3. Identification of the claimant

Identification A claimant must prove that the defamatory statement refers to him or her. In most cases this can be done without difficulty, as the claimant will be named. However, a claimant who has not been referred to by name must prove that the words complained of were understood by some readers as referring to him or her.

Most hotels have a policy where they bag, tag and turn items into the lost and found department. Anything left in a room gets stored, usually in a transparent bag, so that items can be identified at a quick glance. The bag is then labeled with the date, location found and name of the staff member who found the items.



### 5.3.1 Sample format of Lost and Found letter in Housekeeping

When guest enquiries are received for Lost and found items, the executive housekeeper should respond to such enquiries in a timely and professional manner. If any additional information is required from the guest regarding the lost item then an inquiry form is also attached as annexure.

In addition to this, all such guest enquires should be recorded and filed on the lost and found response file. Below you can find sample format of standard response for guest enquiry related to lost items.

#### Lost & found – Enquiry Response Letter

Dear (Salutation + Guest name),

Regretfully the item mentioned on your correspondence email / mail mentioned as being lost, has not been turned into our Lost and Found Department.

I have personally checked our Lost and Found log and the security locker.

(In case additional information is required about the lost item)

I have enclosed a request for additional information form and please provide the details.

The information you have given me now will be kept on our file. If you're missing item should be turned in future, then we will inform you accordingly and also we will make necessary arrangement to courier you the same at the following address:

Mailing Address as per the hotel records:

---



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---

Regretfully,

(Hotel Name)

Name

Executive Housekeeper

**Annexure - Lost Item Inquiry form**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Room No: \_\_\_\_\_ Check -out: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile No: \_\_\_\_\_

Item Lost: \_\_\_\_\_ Lost Where: \_\_\_\_\_

Additional Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Operation sheet 5.1: Provide Lost and Found Facility

**Operation Title:** Handle and register lost and found guest belonging

**Purpose:** To established and maintained lost and found register

- To understand organizational requirements on lost and found
- To know ways of claimant Identification
- To record and verify the lost or found item

### Equipment Tools and Materials:

- Guest jullery
- Mobile phone
- Ring
- Hand bracelet
- Money
- ATM card
- Bank book
- Wallet
- Neck jullery
- Lost and found register format
- Safe deposit box

### Steps in doing the task

**Step-1:** Wear appropriate PPE

**Step-2:** Prepare lost and found guest items and registry format

**Step-3:** prepare lost and found safe deposit box

**Step-4:** Find lost and found item left guest either in the room or in public area

**Step-5:** Secure the lost items in a locked closet or area that has highly restricted access

**Step-6:** Received and Record whether it is valuable, non-valuable and perishable items on a lost and found register

**Step-7:** Put founded item in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.

**Step-8:** Valuable items like Jewelry, mobile, wallets, laptops, ipads etc. must be stored in a locker.

**Quality Criteria:** Assured performing of all the activities according to the procedures



<b>LAP Test</b>	<b>Practical Demonstration</b>
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time finished: \_\_\_\_\_

**Instructions:** Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 1 hour.

**Task 1:** Perform lost and found procedures

## Unit six: Provide Valet Service

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Valet service
- Standards of valet's grooming and communication
- Valet quality service
- Customer needs and resolve problems
- Maintain privacy client property and activities

This Unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning Unit, you will be able to:

- Identify Valet service
- Apply Standards of valet's grooming and communication
- Provide Valet quality service

- Identify Customer needs and resolve problems
- Maintain Confidentiality privacy client property and activities

## 6.1. Valet service

A person who extend personalized service to guest, commonly known as “Personal Assistant or valet attendant, they usually wear business attractive dress designed by establishment as their uniform.



**Figure 6.1** housekeeping valet service

### 6.1.1 Types of valet service in hotel establishment

1. Valet Runner- pick-up guest laundry & delivered.
2. Valet Parking Attendant- responsible for safety parking of guest vehicle.
3. Valet / Butler / a person who extends personalized service to guest, commonly known as “Personal Assistant”, they usually wear business attire designed by establishment as their uniform.

### 6.1.2 Duties of Butler Service:

- Maintain systematic personalized service to ensure guest satisfaction
- Maintain a high standard of cleanliness
- Inventory including mini-bar items
- Ensure executive lounge
- Report any repair needed as promptly
- Constant research and adopt method on how to improve service
- Develop strong knowledge of the place

Anticipate and intervene in all incidents of members on guest complaints acts & resolve them efficiently and try to meet guest satisfaction

## 6.2. Standards of valet's grooming and communication

Figure 6.2 Valet attendants grooming



## 6.3. Information related to the property

Guests regard the property's services and facilities as a way to benefit from a higher level of service and to make their stay more pleasant so, to communicate efficiently the valet must understand those points:

### A. You should know the property's services and facilities in detail so that you can inform guest about:

- The types of rooms available
- The types of services offered
- The hours of operation of services and facilities
- Fire exits, etc.

You should also know:

- The names and telephone extension numbers of the managers and supervisors
- The telephone extension numbers for the main department, e.g housekeeping, maintenance, front desk, security, etc.

In order to inform guests, you must first obtain information yourself you can do so by:

- Attending staff meeting
- Asking co-workers and supervisors
- Checking floor plans and visiting various facilities
- Reading memos and brochures that describe the property.

## **B. Information about the community**

You should know about facilities, services, attraction and events in your property area so that you can inform guest. This includes things such as:

- Shops
- Churches
- Banks and Automatic tellers
- Medical facilities
- Police stations
- Public transportation
- Tourism information center's

## **C. To keep up to date with community events, you can:**

- Consult recent tourist brochures
- Listen to the radio
- Read newspaper, etc.

Whether answering questions about the facility or region, if you are unsure, refer the guest to other resources, e.g, front desk, concierge, folder, brochures

## **6.4. Valet quality service**

### **6.4.1. Qualities of Valet**

- Right attitude and dedication
- Professionalism
- Commitment

- Pride of what he/she does
- Reliable
- Service minded
- Attend to every details
- Understand proprieties
- Organized & systematic
- Knows one's place.

#### **6.4.2. Professional Butler job description:**

- Deliver professional and personalized service
- Very personal and detailed person
- Gentle care of all guest from arrival to departure
- Anticipate guest needs
- Create-atmosphere that the guest say “wow”

#### **6.4.3. Objective of Butler Service**

- Provide most competent, excellent and personalized service
- Provide excellent facilities with distinct ambience of a second home.

#### **6.4.4. Providing valet services**

- Duties to be performed in the morning
- Preparing clothing for the following day
- Packing a suitcase
- Purchasing clothing
- Closet organizing
- Care of clothes after they have been worn

#### **6.4.5. Others skills Butler need to know**

- Taking of silver (cleaning, storage and purchase)
- Offering and lighting cigars
- Maintaining the bar and wine cellars
- Flower arrangements
- Driving and caring for luxury cars
- Organizing the events or occasions

## **6.5. Customer needs and resolve problems**

### **6.5.1. Services that can Valet could be offered by guest**

- Plan meal according to guest preferences
- Schedule and arrange tour, visit and attend events
- Make reservations
- Reconfirm and/or book departure flight
- Help pack and unpack guest luggage
- Take care of cleaning, pressing or repair of cloths
- Supervise table setting and timely service of meal or occasions
- Stock refrigerator with beer, wines and other beverages of guest choices and/or delicacies request
- Knowledgeable historical places, city, mall & other interesting places.
- Security of guests is everyone's responsibility: Food & Beverages, housekeeping, front Office, Maintenance, Human Resources, Sales and Security Department employees must work together to provide a safe place for guests and employees.

### **6.5.2. To provide a safe and secure area for guests and staff, employee should:**

- Report damaged window
- Check door and window locks to be sure they work properly
- Report burned-out light bulbs
- Report carpet tears or problems with fittings

- Report unusual activities or suspicious people
- Familiarize guests with security measures, such as door locks and windows locks, when assisting them to their rooms.
- Make guests aware of stair when assisting them
- Remove obstacles from walkways that could cause people to fall
- Identify slippery area to avoid accidents
- Keep guestroom doors locked when rooms are not in use
- Keep storeroom or equipment areas clean and doors locked.
- Remove items blocking emergency exits or hallways.

As part of a property's security and safety effort, employees may need to approach a visitor who appears lost or out of place. In this situation, employee should follow these steps:

- Ask if the person is a guest of the hotel. If not, ask about his/her business at the property.
- Ask to see guest's room key
- If the person is not a guest, explain the property's policy regarding the use of the guest facilities
- Remain calm and polite when speaking with the visitor
- Notify a manager of the incident immediately.

Reporting problems is an important step in maintaining a property's security and safety effort, because problems cannot be corrected if they are not reported. Employees should:

- Report any possible problems or dangers
- Never assume someone else has reported the problem.

## 6.6. Maintain privacy client property and activities



It is important that you respect the guest’s confidentiality, which is a professional conduct issue. Maintaining confidentiality regarding guests’ property and activities is part of good customer service and assists in building and maintaining a good relationship with VIP guests. Guests establish that you can be trusted and this creates return business.

## 6.7. Maintaining Client Privacy as a hotel Property Management

Privacy is important, especially to property residents’ information. Property management companies should therefore protect it at all costs. Take a look at ways in which you can maintain client privacy.

### a) Invest in Cyber Security

Hackers are more sophisticated and motivated than ever before. There have been numerous cases, some of which have made headlines for their severity. Hackers may target you purposely for their personal malicious intentions, or anonymously for ransom and other malicious intentions. No one is safe, so be proactive and invest in a powerful cyber-security system.

It is also necessary to implement a cyber-security program for your employees. For example, consider issuing them with encrypted phones/computers and log their activities to prevent internal leaks.

### b) Get an Impenetrable Safe for the Paperwork

Property management involves a lot of paperwork, and paper is just as easy to hack as a computer. As such, get a secure safe to store all your sensitive paperwork. A safe will also come in handy for storing sensitive gadgets and other valuables relevant to client privacy.

### c) Enroll Your Employees in a Security Training Program

It is important to get your employees on board as they may have access to sensitive client information. Experts recommend enrolling your employees in a security and privacy training program. Note, however, that new threats are emerging every other day, so it will be necessary to keep your employees updated on the threats facing your company

## Self-check-6

### Test-I: Multiple choices

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**Instruction: Choose the best answer for the given alternatives (each question has 2 Points)**

- 1 \_\_\_\_\_ Responsible for safety parking of guest vehicle  
 A. Security      B. Bell boy      C. Valet attendant      D. Housekeeper
2. A person who extend personalized service to guest, commonly known as \_\_\_\_\_?  
 A. Personal assistance      C. Valet attendant  
 B. A and C are answers      D. Supervisors
3. A person pick-up guest laundry & delivered the guest is known as \_\_\_\_\_?  
 A. Valet Runner      B. Laundry attendant      C. Floor supervisor      D. Bell boy

**Part-I I Matching**

**Column “A”**

- 1. Quality of valet
- 2. Valet service
- 3. Report any repair
- 4. Other butler skill
- 5. Responsible guest car handling

**Column “B”**

- A Duties of Butler Service
- B. Flower arrangement
- C. Cleaning bed room
- D Assists guest laundry
- E Valet parking attendant
- F. Professionalism

**Test II: Short Answer writing**

**Instruction:** write short answer for the given question.

1. Defined Valet Service
2. Write the three types of valet service

**Operation sheet 6.1: Provide Valet Service**

**Operation Title:** Handle Valet Service request

**Purpose:** To apply quality valet service  
 To assist guests to fulfill their needs

To understand valet service duty and responsibility

To maintain privacy client property and activities

**Conditions or situations for the operations:**

- Safe working area
- Proper operating tools and equipment
- Appropriate working PPE

**Equipment Tools and Materials:**

- Valet attendant uniform
- Valet and guest shoes wear
- Guest luggage
- Shoes polishing brush
- Shoes polish cream
- Shoes polish sponge
- Polishing microfiber cloth
- Different type of guest cloths
- Laundry bag
- Guest laundry format
- Cloth Hanger
- Laundry guest launder cloth cover plastic
- Valet trolley
- Ironing board
- Domestic steam iron
- Steam press
- Folded guest close storage Shelves
- Electrical sewing machine

**Steps in doing the task**

**Step-1:** Wear appropriate PPE

**Step-2:** Prepare valet service tools, materials and equipment

**Step-3:** Set luggage in room based on guest instruction

**Step-4:** Collect and Fill laundry format to launder guest clothes

**Step-5:** Deliver guest laundered clothes

**Step-6:** Press / iron guest cloths in accordance with guest instruction

**Step-7:** Polish guest shoes using polishing materials

**Step-8:** Repair guest cloth

**Quality Criteria:** Assured performing of all the activities according to the procedures

**Precautions:**

- ✓ Wearing proper PPE for the duty
- ✓ Make working area hazard free
- ✓ Return valet service item on designated safe area

<b>LAP Test</b>	<b>Practical Demonstration</b>
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time finished: \_\_\_\_\_

**Instructions:** Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

**Task 1: Perform Valet Service**

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