

HOUSE KEEPING MANAGEMENT



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ROLE OF SELF INSTRUCTIONAL MATERIAL IN DISTANCE LEARNING

The need to plan effective instruction is imperative for a successful distance teaching repertoire. This is due to the fact that the instructional designer, the tutor, the author (s) and the student are often separated by distance and may never meet in person. This is an increasingly common scenario in distance education instruction. As much as possible, teaching by distance should stimulate the student's intellectual involvement and contain all the necessary learning instructional activities that are capable of guiding the student through the course objectives. Therefore, the course / self-instructional material are completely equipped with everything that the syllabus prescribes.

To ensure effective instruction, a number of instructional design ideas are used and these help students to acquire knowledge, intellectual skills, motor skills and necessary attitudinal changes. In this respect, students' assessment and course evaluation are incorporated in the text.

The nature of instructional activities used in distance education self- instructional materials depends on the domain of learning that they reinforce in the text, that is, the cognitive, psychomotor and affective. These are further interpreted in the acquisition of knowledge, intellectual skills and motor skills. Students may be encouraged to gain, apply and communicate (orally or in writing) the knowledge acquired. Intellectual- skills objectives may be met by designing instructions that make use of students' prior knowledge and experiences in the discourse as the foundation on which newly acquired knowledge is built.

The provision of exercises in the form of assignments, projects and tutorial feedback is necessary. Instructional activities that teach motor skills need to be graphically demonstrated and the correct practices provided during tutorials. Instructional activities for inculcating change in attitude and behavior should create interest and demonstrate need and benefits gained by adopting the required change. Information on the adoption and procedures for practice of new attitudes may then be introduced.

Teaching and learning at a distance eliminates interactive communication cues, such as pauses, intonation and gestures, associated with the face-to-face method of teaching. This is

particularly so with the exclusive use of print media. Instructional activities built into the instructional repertoire provide this missing interaction between the student and the teacher. Therefore, the use of instructional activities to affect better distance teaching is not optional, but mandatory.

Our team of successful writers and authors has tried to reduce this.

Divide and to bring this Self Instructional Material as the best teaching and communication tool. Instructional activities are varied in order to assess the different facets of the domains of learning.

Distance education teaching repertoire involves extensive use of self- instructional materials, be they print or otherwise. These materials are designed to achieve certain pre-determined learning outcomes, namely goals and objectives that are contained in an instructional plan. Since the teaching process is affected over a distance, there is need to ensure that students actively participate in their learning by performing specific tasks that help them to understand the relevant concepts. Therefore, a set of exercises is built into the teaching repertoire in order to link what students and tutors do in the framework of the course outline. These could be in the form of students' assignments, a research project or a science practical exercise. Examples of instructional activities in distance education are too numerous to list. Instructional activities, when used in this context, help to motivate students, guide and measure students' performance (continuous assessment)

PREFACE

We have put in lots of hard work to make this book as user-friendly as possible, but we have not sacrificed quality. Experts were involved in preparing the materials. However, concepts are explained in easy language for you. We have included many tables and examples for easy understanding.

We sincerely hope this book will help you in every way you expect. All the best for your studies from our team!

HOUSE KEEPING MANAGEMENT

Contents

BLOCK 1 : INTRODUCTION TO HOUSE-KEEPING DEPARTMENT

Unit 1 Introduction To House-Keeping Department

Introduction, Meaning of Housekeeping in Hotel, Importance of Housekeeping Department, Responsibilities of Housekeeping Department, Housekeeping Layout, Executive Housekeeper's Office, Housekeeping Control Desk, Linen Room, Linen Uniform Store, Uniform Room, Tailors Room, Lost and Found Section, Flower Room, Floor Pantries, Heavy Equipment Store, Green House, Horticulture Equipment Store, Organisation Structure and Job Descriptions, Executive Housekeeper, Assistant Housekeeper, Floor Supervisors, Public Area Supervisors, Night Supervisor, Linen Room Supervisor/Linen Keeper, Uniform Room Supervisor, Linen Room Attendant, Uniform Room Attendant, Desk Control Supervisor, Room Attendants, Head House Attendant, House Attendant, Tailors and Upholsterers, Cloakroom Attendant, Hat Checker, Horticulturist, Head Gardener, Gardeners, Personal Attributes of Housekeeping Staff, Coordination with Other Departments

Unit 2 Managing Housekeeping Human Resource

Introduction, Recruiting Employees, Types of Recruitment Process, Selecting Employees, Training Schedules, Benefits of Training, Types of Training, Steps of Training, Prepare to Train, Present the Training, Practice, Follow up, Scheduling, The Staffing Guide, Developing Employee Work Schedule, Motivation, Performance Appraisal

Unit 3 Contracts and Outsourcing

Introduction, When to Consider Outsourced Services, Contract Services in Housekeeping Department, Hiring Contract Providers, Contract Specification, Advantages and Disadvantages of Contract Services, Pricing of Contract



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House Keeping Management

BLOCK 1 : INTRODUCTION TO HOUSE-KEEPING DEPARTMENT

UNIT 1 INTRODUCTION TO HOUSE-KEEPING DEPARTMENT

UNIT 2 MANAGING HOUSEKEEPING HUMAN RESOURCE

UNIT 3 CONTRACTS AND OUTSOURCING

INTRODUCTION TO HOUSE-KEEPING DEPARTMENT

Block Introduction :

This block intends to introduce housekeeping department, its importance, functions, and responsibilities. The layout of housekeeping is discussed along with functions of different sections in housekeeping department. You will also study the ways in which housekeeping department co-ordinates with other departments in a hotel. The operational part relating to the housekeeping is dependent upon the co-ordination of various sub-departments within the housekeeping department.

For smooth and efficient functioning of the housekeeping department, it coordinates with several other departments in the hotel such as front office, personnel, purchase, engineering, laundry, food and beverage, security and stores so that no inconvenience is caused to the guest during their stay in the hotel.

The job of housekeeping department in a hotel is related to various departments and their requirement according to a planned schedule, which is made or framed as per the convenience and requirement of other departments. In this unit, basic concept related to hotel housekeeping is developed which will help later in learning various activities conducted in a hotel and other hotel operations. The units in this block also state the importance of the housekeeping department of the hotel and mention its duties and responsibilities.

As this department and the staff in this department are very closely associated with the guest and the guest rooms, it is very important to the personnel department to check and verify the pre-determined quality standards to avoid any further problems and queries. It is also essential to know the qualities that a housekeeping staff must possess for the purpose of recruitment, induction, training, and self-development programmes. These attributes sometimes override the importance of skill as skills can be taught but these personnel traits should be inherent in a member of the staff.

Block Objectives :

- Outline the importance of housekeeping department
- Describe the duties and responsibilities of housekeeping personnel
- Examine the processes of recruitment, selection, hiring, orientation and training
- Discuss various aspects of scheduling housekeeping staff.
- Explain the significance of contract and outsourcing services.
- Compare the advantages and disadvantages of using contract services.

Block Structure :

Unit 1 : Introduction To House-keeping Department

Unit 2 : Managing Housekeeping Human Resource

Unit 3 : Contracts and Outsourcing

Introduction To House- Keeping Department

UNIT STRUCTURE

- 1.0 Learning Objectives**
- 1.1 Introduction**
- 1.2 Meaning of Housekeeping in Hotel**
- 1.3 Importance of Housekeeping Department**
- 1.4 Responsibilities of Housekeeping Department**
- 1.5 Housekeeping Layout**
 - 1.5.1 Executive Housekeeper's Office**
 - 1.5.2 Housekeeping Control Desk**
 - 1.5.3 Linen Room**
 - 1.5.4 Linen Uniform Store**
 - 1.5.5 Uniform Room**
 - 1.5.6 Tailors Room**
 - 1.5.7 Lost and Found Section**
 - 1.5.8 Flower Room**
 - 1.5.9 Floor Pantries**
 - 1.5.10 Heavy Equipment Store**
 - 1.5.11 Green House**
 - 1.5.12 Horticulture Equipment Store**
- 1.6 Organisation Structure and Job Descriptions**
 - 1.6.1 Executive Housekeeper**
 - 1.6.2 Assistant Housekeeper**
 - 1.6.3 Floor Supervisors**
 - 1.6.4 Public Area Supervisors**
 - 1.6.5 Night Supervisor**
 - 1.6.6 Linen Room Supervisor/Linen Keeper**
 - 1.6.7 Uniform Room Supervisor**
 - 1.6.8 Linen Room Attendant**
 - 1.6.9 Uniform Room Attendant**
 - 1.6.10 Desk Control Supervisor**
 - 1.6.11 Room Attendants**
 - 1.6.12 Head House Attendant**
 - 1.6.13 House Attendant**
 - 1.6.14 Tailors and Upholsterers**
 - 1.6.15 Cloakroom Attendant**

House Keeping Management

1.6.16 Hat Checker

1.6.17 Horticulturist

1.6.18 Head Gardener

1.6.19 Gardeners

1.7 Personal Attributes of Housekeeping Staff

1.8 Coordination with Other Departments

1.9 Let Us Sum Up

1.10 Answers for Check Your Progress

1.11 Glossary

1.12 Assignment

1.13 Activities

1.14 Case Study

1.15 Further Reading

1.0 LEARNING OBJECTIVES :

In this unit, we have discussed the meaning and importance of the housekeeping department, various functions are explained, and layout of the department is detailed with all the sub departments. The job descriptions of housekeeping personnel are detailed. After working through this unit, you should be able to :

- Understand the importance of housekeeping department
- Detail the layout of housekeeping department (with emphasis on all sub-departments)
- Know the duties and responsibilities of housekeeping personnel

1.1 INTRODUCTION :

In a hotel 'Housekeeping Department' is the backbone of the hotel. It is responsible for the cleanliness, maintenance, and aesthetic upkeep of the hotel. The housekeeping department plays an important role in keeping a clean, comfortable, and safe house (hotel). It is an extension of basic home keeping multiplied into commercial proportions. The housekeeping department takes pride in making image building for their guests in keeping the hotel clean and comfortable as well as to create a 'home away from home'. To live up to this image in the hotel housekeeping take this task on their shoulders unlike a lady takes care of the house to keep it clean and neat.' This tradition led to hotels as well where the housekeeper is, in most cases, a woman.

The concept of housekeeping is simplistic and very easy to imagine the work but when it comes to maintaining a 'house' of several hundred rooms and numerous public areas, the task becomes challenging and interesting. It takes a well-organized approach and technical understanding. The total percentage of profit of the hotel depends on the sale of rooms, food and beverage and other minor operating services such as the laundry, health clubs, mini-bars, shopping arcade, parlors, spas, etc. The sale of rooms constitutes a minimum of 60 per cent. A hotel's largest margin of profit comes from room selling because a room, once made, can be sold repeatedly.

The room sale depends on the quality of room, interior decor, facilities, cleanliness of the room and safety. To provide a good room to the guest with an excellent appeal and to make him or her comfortable are tasks of housekeeping. It is quite natural that if guest does not feel comfortable in hotel, he will not visit again. Hence, the efforts of housekeeping department ensure clean, comfortable, and safe atmosphere for guests.

1.2 MEANING OF HOUSEKEEPING IN HOTEL :

On arrival, the guest enters to the entrance hall and gets an impression of the establishment from what can be seen, mainly from the appearance that it presents. From the reception desk, the guest goes to the lift, staircase, or corridor to reach the allocated room, possibly passing the lounge and other public areas. On reaching the room, the guest probably has time to explore the surroundings more closely; he or she takes a closer look at the decor, the furnishings and furniture, especially the bed and the cleanliness and comfort of the surroundings. By this time, the guest is better able to judge the standards of the establishment and to decide whether it is likely to meet with requirements and to provide satisfaction. This first impression is probably obtained before the guest has had any food or drink; in fact, the guest may neither eat nor drink in the establishment at all, therefore the basic service provided should be good and clean, comfortable with safe surroundings. In a hotel, accommodation operation earns most money and the satisfaction of the guest is of prime importance.

1.3 IMPORTANCE OF HOUSEKEEPING DEPARTMENT :

Housekeeping may be defined as 'provision of a clean, comfortable, safe and aesthetically appealing environment'. By another definition, 'housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and the surroundings. A hotel survives on the sale of rooms, food, beverages, and other minor services such as the laundry, health club and so on. The sale of rooms constitutes a minimum of 50 per cent of these sales. Thus, a major part of a hotel's profit margin comes from room sales because a room once made can be sold repeatedly.

The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. Guestrooms are the heart of the hotel. Unless its decor is appropriate, the air odor-free and furnishings and upholstery spotlessly clean, the hotel may lose the guest as a potential repeat customer. The housekeeping department not only prepares clean guestrooms on a timely basis for arriving guests, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property. It is rightly said that housekeeping is a 24 x 7 x 365 operation. imagine the stacks of linen needed to make up all the beds in a hotel; the huge amounts of bath soap, tissue and other amenities such as shampoos, colognes and so on that must be placed in the guestrooms; the miles of carpeting, floors, walls and ceilings to be cleaned and maintained; the countless pieces of furniture that must be dusted and polished and the barrels of cleaning compounds along with special tools and equipment needed in order to clean these. Scientific housekeeping demands the employment of the most effective cleaning materials and procedures, attention

House Keeping Management

to purchasing the most suitable linen and supplies, maintenance of decorative areas under the housekeeping department's purview and proper organisation and supervision. Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices and more. Since most such organisations prefer to outsource these functions, contract housekeeping is becoming a lucrative entrepreneurship venture these days.

1. Housekeeping is a department that deals essentially with cleanliness and all the ancillary services attached to that.
2. Cleanliness is foremost for health and well-being. One cannot feel comfortable in an environment that is not clean and well ordered.
3. The hygiene of housekeeping is essential.
4. Housekeeping in a hotel provides the accommodation for the guests. A guest spends more time alone in the room than he spends alone in any other part of the hotel, therefore he can check on the standards of cleanliness of a room and if he does not find it clean then he would lose his confidence in the hotel and change to another one.
5. The guest linen provided in the room should also be of superior quality and hygienically cleaned.
6. Other services provided are laundry, dry-cleaning, pressing, shoe polishing, valet service etc.
7. Now a days in most hotels, the maximum revenue comes from the sale of rooms; therefore, stress must be paid to proper cleanliness of guest rooms and all public areas, which are in continuous contact with the guest.

☐ Check Your Progress – 1 :

Fill in the missing blanks :

1. The guest linen provided in the room should also be of _____ and _____ cleaned.
2. _____ in a hotel provides the accommodation for the guests.

1.4 RESPONSIBILITIES OF HOUSEKEEPING DEPARTMENT :

The aims, objectives and responsibilities of a housekeeping department are listed below.

- To achieve the maximum possible efficiency in ensuring the care and comfort of guests and in the smooth running of the department
- To establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department
- To ensure a high standard of cleanliness and general upkeep in all areas for which the department is responsible
- To provide linen in rooms, restaurants, banquet halls, conference venues, health clubs and so on, as well as maintain an inventory for the same
- To provide uniforms for all the staff and maintain adequate inventories for the same
- To cater to the laundering requirements of hotel linen, staff uniforms and guest clothing

- To provide and maintain the floral decorations and maintain the landscaped areas of the hotel
- To select the right contractors and ensure that the quality of work is maintained as at the onset of the business
- To coordinate renovation and refurnishing of the property as and when, in consultation with the management and with interior designers
- To coordinate with the purchase department for the procurement of guest supplies, cleaning agents, equipment, fabrics, carpets, and other items used in the hotel
- To deal with lost-and-found articles
- To ensure training, control and supervision of all staff attached to the department
- To establish a good working relationship with other departments
- To ensure that safety and security regulations are made known to all staff of the department
- To keep the general manager or administrator informed of all matters requiring attention

☐ Check Your Progress – 2 :

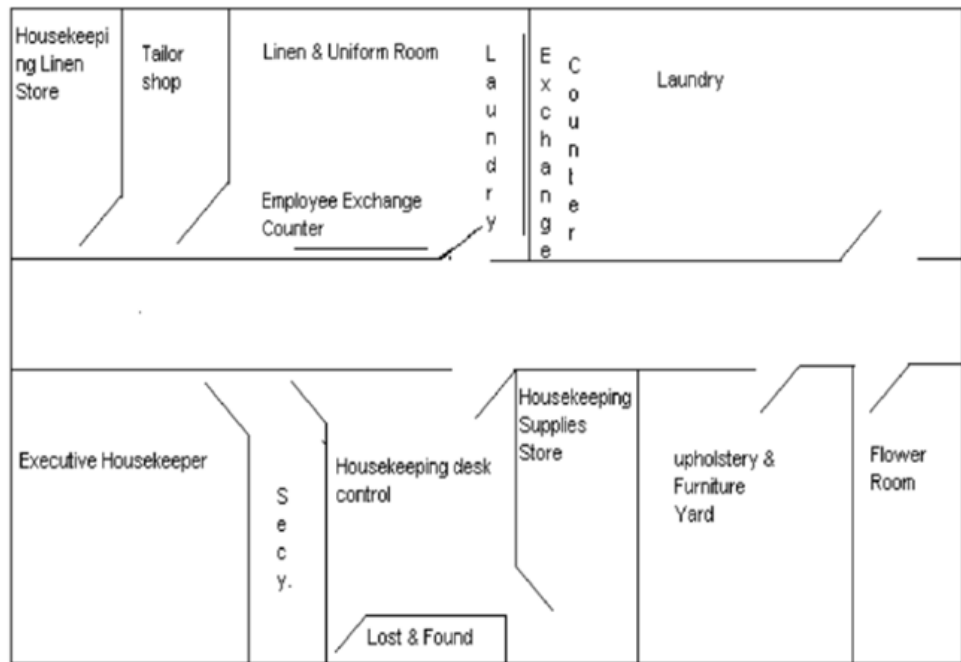
Tick the wrong one out :

- o To establish a welcoming atmosphere and ensure courteous, reliable service from all staff of the department
- o To ensure a high standard of food display and general upkeep of restaurants for which the department is responsible
- o To provide linen in rooms, restaurants, banquet halls, conference venues, health clubs and so on, as well as maintain an inventory for the same

1.5 HOUSEKEEPING LAYOUT :

It is not possible to consider any ideal or universal layout of housekeeping department. Because the layout of housekeeping differs from hotel to hotel, and it depends on the size of organization. However, suppose the housekeeper is involved in the planning stage, she must be told the number of function rooms and the volume of business anticipated to estimate the amount of linen required as also the types and sizes of table clothes to cater to a variety of tables. She must also determine whether the management intends to contract out horticulture, tailoring, maintenance, upholstery etc. to include or preclude space for such activities. It is important not to ask for space more than is required because space is limited and entails cost. It is necessary to carefully estimate the traffic flows and size of equipment, trolleys etc. that need to be moved around so that there is no cluttering and congestion. As a rule of thumb, the following spaces would have to be provided for the essential activities of the department.

House Keeping Management



Housekeeping Layout

1.5.1 Executive Housekeeper's Office :

This is the main administration center for the housekeeping department. It is the place where housekeeper plans her work. She counsels her staff and hold departmental meetings. The office should be preceded by a cabin for Secretary because the secretary will control the movement into the office. The office should maintain the different important file of the department. It is the nerve centre of housekeeping department and the main communication centre for housekeeping. It is the place from where all information is sent out and received to concern with the department. It is the nerve centre for co-ordination with the front office, banquets, and other departments of the hotels. There should be one desk and chair preferably more than one telephone. It should have a large notice board to pin up staff schedules, day-to-day instructions etc. It is the point where all staff report for duty and check out at the duty end. It would normally adjoin the Housekeeper's Office.

1.5.2 Housekeeping Control Desk :

It is known as the hub of information and nerve centre of the housekeeping department. It is manned 24 hours as it enables to and fro movement of information concerning the department. All the records, registers, files, and forms are maintained at the control desk. It is located next to executive housekeeper's office as all the staff reports for duty and check out as the duty end. It should have a large notice board to display staff schedules and day-to-day instructions.

1.5.3 Linen Room :

The linen room is one of the important centers in a housekeeping department. In this room, the current linen is stored for issue and receipt. There is a shelf, easily accessible to stack the linen. This room is large, airy, and free from heat and humidity. It should be secure and offer no possibilities of pilferage. Linen is expensive and the linen room stores linen worth several thousands of rupees. So special care should be taken while storing the linen. The linen room should have a counter across which the exchange of linen takes place. This room

is adjoining to the laundry so that the supply of linen to and from laundry is being easily possible.

1.5.4 Linen Uniform Store :

It is a room where the stocks of new linen cloth materials for uniforms, are store. The maintained stock should be enough to replenish the need of linen of whole hotel. However, these stocks are only touched when the current linen in circulation falls short due to damage or loss. The room should be cool and dry. This room should be provided with racks and shelves for storing all linen and uniforms

1.5.5 Uniform Room :

The uniforms in current use are store in this room. It is possible that smaller hotels will choose to combine the Uniform Room with the Linen Room. A separate Uniform Room really depends on the volume of uniforms in circulation. The uniform room would have adequate hanging facilities as many uniforms are best maintained when hung.

1.5.6 Tailors Room :

This room is for house tailors who attend to the mending and stitching work of linen and uniforms.

1.5.7 Lost and Found Section :

This procedure is maintained in the housekeeping department to keep records of lost and found guest's belongings. A lost and found register is maintained where the information of the lost and found item is recorded– where found, to whom, place where found, date and time. Three lost and found slips are maintained for further efficient co–ordination. One slip remains with the item found, second goes to the lobby manager, i.e., front office department and the third remains with the housekeeping department for reference. The hotel intimates the guest of his lost item, if the hotel is sure the item belongs to the same guest or if he has enquired about the lost item, the item found is returned. If the guest does not claim the item, it will remain with the hotel for a next six months or a period of one year. Later it is given to the founder or is put on auction.

1.5.8 Flower Room :

It should an air–conditioned room to keep fresh flowers for such flower arrangements. There should be worktables, a sink and water supply.

1.5.9 Floor Pantries :

Every guest floor must have a floor pantry for storing the linen, guest supplies and cleaning supplies for the floor to complete the daily workflow. It is the nerve centre for the floor. The floor pantry should keep one complete set of linen for that floor, over and above what is in circulation in the rooms. The pantry should be away from guest view or should have a closed door without a see–through glass window. There should be shelves and lock and key cupboards to stack all the linen.

1.5.10 Heavy Equipment Stores :

This a room to store bulky items, such as vacuum cleaners, shampoo machines, ladders for chandelier or window cleaning etc. The room should be clean and dry. It should also be securely locked to avoid stealing or pilferage by other departments.

House Keeping Management

1.5.11 Green House :

It is a place where a greenhouse fosters specialized plants, which are necessary in the garden areas. The green house should have wooden racks to store pots.

1.5.12 Horticulture Equipment Store :

This is the place where all the garden equipment such as lawn mowers, spades, rakes, pots etc., which are essential to gardening operations, are stored. It should be stored safely. A store close to the gardening operations must be provided.

❑ Check Your Progress – 3 :

Choose the correct answer:

(Floor Pantry, Tailor Room, Flower Room)

1. Should have sink, worktable, and water supply : _____
2. Stores guest supplies, cleaning supplies for daily work : _____
3. Mending and stitching work of uniform and linen : _____

1.6 ORGANISATION STRUCTURE AND JOB DESCRIPTIONS :

The scope of housekeeping embraces the entire hotel. The largest work force of the hotel belongs to the housekeeping department. The housekeeping department in a hotel is headed by the executive housekeeper. She/he reports to the general manager or to the resident manager. There is assistant housekeeper who looks after the various areas of responsibility in the hotel, that is, floors, public areas, the linen room, and desk control. Then there are supervisors in each of these sections, who report to the respective assistant housekeepers. The floor and public area supervisors are responsible for getting the guestrooms and public areas cleaned. The linen room supervisor oversees the linen and uniform-room. The desk supervisor is responsible for coordinating all the housekeeping activities. The horticulturist has gardeners reporting to him/her. He/she reports to the executive housekeeper.

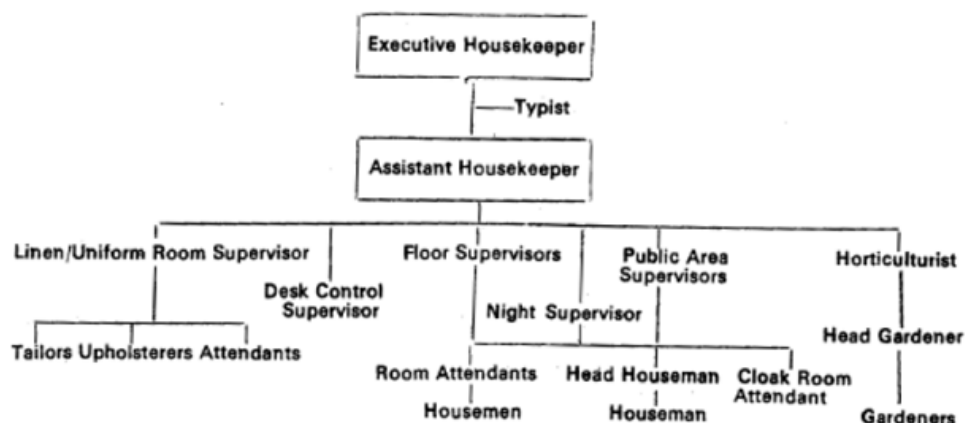
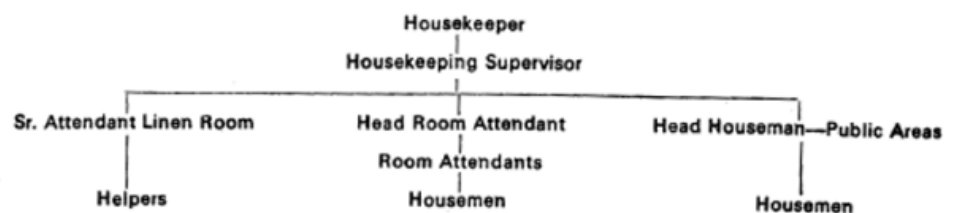


Fig. 1.2 Organisation structure of a housekeeping department—large hotel



Organisation Structure of a Housekeeping Department – Small Hotel

1.6.1 Executive Housekeeper :

The executive housekeeper reports to the general manager. He/she is responsible and accountable for the total cleanliness and aesthetic upkeep of the hotel. He/She supervises all housekeeping employees, has the authority to hire or discharge subordinates, plans, and assigns work assignments, informs new employees of property regulations, inspects completed assignments and requisitions supplies.

➤ Duties and Responsibilities :

1. It is the regular work of executive housekeeper to organise, supervise and coordinate the staff.
2. Ensure excellence in housekeeping safety, comfort and aesthetics for hotel guests motivate her staff and keep their morale high.
3. Establish and maintain standard operating procedures for cleaning and initiating new procedures to increase the efficiency of labour and product use.
4. Search constantly for and test new techniques and products.
5. Maintain an inventory of the furniture, linen and movable equipment in the rooms and related premises and ensures that they are regularly checked.
6. Organise and supervise on-the-job and off-the-job training of staff.
7. Inspect and approve all supply requisitions for the housekeeping department and to maintain par stock, inventory control and cost-control procedures for all materials.
8. Check the reports filed and the registers maintained.
9. Responsible for the redecoration and refurbishing of rooms, lobbies etc.
10. Provide a budget to the management.
11. Supervise the discipline and conduct of departmental staff.
12. Assure proper communication by conducting regular meetings with all personnel.
13. When hotel policies are violated, discharge employees when necessary.
14. Counsel employees on various duties and on work-related issues.
15. Ensure observance of hygiene and safety precautions.
16. Assist human resource department with recruitment, selection, replacement, duty alterations, up gradation etc.

1.6.2 Assistant Housekeeper :

The assistant housekeeper usually reports to the executive housekeeper. In hotels where an additional senior position of deputy housekeeper exists, the assistant housekeepers may report to the deputy housekeeper. Generally, hotels employ one assistant housekeeper per 50–60 rooms. There may be just one assistant housekeeper under the executive housekeeper in a medium-sized hotel or one for each shift in a large hotel. In large hotels, the responsibilities for the floors, public areas, linen room, and control room are divided among assistant housekeepers. Essentially, the assistant housekeeper manages the resources provided by the executive housekeeper to achieve the objectives of cleanliness, maintenance and attractiveness during a given shift. His/her responsibility involves the daily supervision of specific areas within the hotel. In the absence

House Keeping Management

of the deputy housekeeper, all the above-mentioned duties and responsibilities are taken over by the assistant housekeeper.

➤ **Duties and Responsibilities :**

1. To be responsible for the efficient and orderly management of cleaning, servicing, and repairing of guestrooms
2. To be responsible for the hotel linen and check its movements and its distribution to room attendants
3. To keep an inventory of all housekeeping supplies and check it regularly
4. To assist the room attendants in their work
5. To provide the front office with a list of rooms ready for allotment to guests
6. To organise the flower arrangements
7. To arrange the training of staff and substitute for the executive housekeeper in case of his/her absence
8. To update record books, registers, and files
9. To compile the maids' roster
10. To check the VIP and OOO (out-of-order) rooms

1.6.3 Floor Supervisors :

The floor housekeeper reports to the assistant housekeeper and executive housekeeper. Floor housekeepers have final responsibility for the condition of guestrooms. Each floor housekeeper is assigned three or more floors. They assign rooms and floor master keys to room attendants, which are returned at the end of the day. They check, supervise, and approve the attendants' work and make periodical inspection of the physical condition of all rooms on the floor.

➤ **Duties and Responsibilities :**

1. To supervise the handing over of soiled linen to the laundry and the requisitioning of fresh ones from housekeeping
2. To ensure supply of equipment and maintenance and cleaning supplies to floors and public areas
3. To issue floor keys to room attendants
4. To supervise spring cleaning
5. To report on maintenance work on allocated floors
6. To coordinate with room service for clearing
7. To maintain par stock for the respective floors
8. To coordinate with the front office manager
9. To facilitate the provision of extra services to guests, such as babysitters, hot-water bottles and so on, on request
10. To immediately report any safety or security hazard to the security department or to the management
11. To check on scanty baggage
12. To prepare housekeeping status reports
13. To supervise cleaning on the allotted floors and areas, including guestrooms, corridors, staircases, and floor pantries of the allotted floors
14. To report on standards of individual staff performance

1.6.4 Public Area Supervisors :

The public area supervisor reports to the assistant housekeeper. Public areas are the 'front of the house' areas such as the entrance, lobby, guest corridors, etc. Since much of the public-area cleaning is done in the night, good coordination with the night supervisor is essential in this role.

➤ **Duties and Responsibilities**

1. Always keep all public areas and other functional areas clean
2. Organise special cleaning of public areas
3. Carry out all maintenance jobs in coordination with the maintenance department
4. See that flower arrangements are placed in desired places in the public areas as per the requirement.
5. Ensure that banquet halls and conference halls are ready for functions before the time as per the time mentioned in function prospects

1.6.5 Night Supervisor :

The night supervisor reports to the assistant housekeeper. He supervises all night staff engaged in the cleaning of public areas, guest areas, back areas, and guestrooms in the hotel.

➤ **Duties and Responsibilities :**

1. See that all public areas and guest areas like restaurant, bar, banquet halls, lobby are thoroughly cleaned at night, which is the only time when traffic is low
2. Clear departure rooms to the front office if required and service the guest requests.
3. Plan the order of work according to priority like functions timing, restaurant and bar closing time and direct the staff accordingly
4. To clear the departure rooms so that front office can require those room to sell at any time
5. Organise special cleaning of rooms as required
6. Always anticipate guests' requirements, thereby ensuring comfort and satisfaction
7. See that all lost-and-found articles are deposited with the control desk found during the shift

1.6.6 Linen Room Supervisor/Linen Keeper :

The linen room supervisor reports to the assistant housekeeper. He/She supervises the work of the linen room and may have linen attendants to assist him/her in providing clean, presentable linen throughout the operations.

➤ **Duties and Responsibilities :**

1. Responsible for the entire hotel's linen like room as well as food and beverage linen
2. Send dirty linen to the laundry after checking their condition piece by piece
3. Maintain a linen register for linen movements and check stock regularly
4. Monitor the pressing and laundering of guests' laundry and the uniforms of the hotel staff

House Keeping Management

5. Supervise the work of the linen attendants and tailors and allot the work according to requirements
6. Make suggestions relating to replacement, purchase, and maintain par stock
7. Check the quality of washing of the laundered linen before giving it for ironing
8. Stack linen neatly once it has been processed for washing, ironing, and mending
9. Issue fresh linen to different outlets against the linen exchange slip with soiled linen is being counted

1.6.7 Uniform Room Supervisor :

A uniform room supervisor reports to the assistant housekeeper. He/she is responsible for the maintenance of staff uniforms.

➤ Duties and Responsibilities :

1. Responsible for providing clean, crisp, serviceable, mended uniforms to the staff of the hotel.
2. Keep a monthly inventory control of various uniforms in various stages of use such as when sorted ones are handed over or which are being washed or dry-cleaned in the laundry or those on the person of the staff or those in store for future issue
3. Set the budget for the procurement of additional material for staff uniforms by taking a monthly inventory

1.6.8 Linen Room Attendant :

Linen room attendants report to the linen room supervisor.

➤ Duties and Responsibilities :

1. Responsible for sorting and physical counting for all the sheets, pillowcases, towels, tablecloths, napkins and so on into separate stacks.
2. Issue clean linen against the soiled linen
3. Place soiled linen into the bins and deposit them to the laundry.
4. Examine and count each material before giving it to the laundry and while receiving it from the laundry.

1.6.9 Uniform Room Attendant :

A uniform room attendant reports to the uniform room supervisor. He/she is in actual interaction with the staff for the issue of uniforms.

➤ Duties and Responsibilities :

1. Check the laundered items for cleanliness and presentability
2. Send torn uniforms to the seamstress for mending
3. Keep a physical count or stock of uniforms
4. Issue clean uniforms against the soiled one
5. Send soiled uniforms for laundering after checking the condition for details
6. Stack on hanger or shelve the laundered uniforms after verifying the types of articles
7. Count the linen and record linen to fill requisitions as per the requirements

1.6.10 Control Desk Supervisor :

The control desk supervisor reports to the assistant housekeeper. The control room or control desk is the nerve centre of the housekeeping department and should be staffed 24 hours a day. Since the control desk is the place where all the information is gathered and collected so the desk supervisor post is very important position. Also, on this desk complaints are received from guests.

➤ **Duties and Responsibilities :**

1. Coordinate with the front office for clearing departure rooms and receives the other information to date.
2. Coordinate with other departments for smooth functioning and efficiency
3. Receive complaints on maintenance and housekeeping to report it to maintenance
4. Maintain and control all the registers kept at the control desk
5. Receive special requests from guests and give messages to the floor
6. Responsible for managing guestroom keys given to room attendants and to keep accountability of the keys, maintain a key register

1.6.11 Room Attendants :

Guest room attendants report to the floor supervisor (or the night supervisor, in case of night room attendants). In small hotels, they may report to the assistant housekeeper or a desk supervisor directly. The room attendants' work is of great importance because they give their contribution towards guest service and satisfaction of guests and hence, they give impression of the hotel. Their job is of servicing guest rooms to the set standard of the management like making beds, supply linen and general cleaning.

➤ **Duties and Responsibilities :**

1. Make guest bedrooms and bathrooms
2. Change linen in the rooms including bed and bathroom linen
3. Replenish guest supplies and amenities in the room
4. Control guest laundry collection on the floor
5. Give evening service/ turn down service to guest rooms and provide second service if there is a guest call.
6. Check and secure rooms
7. Hand over to the housekeeper any article found in the check-out rooms and maintain lost and found record
8. Replenish the room attendant's trolley with guest supplies, amenities, cleaning agents and fresh linen

1.6.11 Head House Attendant :

He/she reports to the public area supervisor. In some organisations, he/she may report directly to the executive housekeeper or assistant housekeeper and oversee the house attendants.

➤ **Duties and Responsibilities :**

1. Check the work allotted to attendants in public areas
2. Monitor the work of people who shampoos the carpets, wall washers and window washers

House Keeping Management

3. Supervise the work of drapery staff, heavy vacuum, scrubbing or dual machine operators for general cleaning
4. Monitor the work of furniture cleaning staff, floor staff and warehouse staff

1.6.12 House Attendant :

The house attendant reports to the head house attendant or the public area supervisor. The house attendant's job involves public areas and back areas with heavy physical work as assigned, like carpet cleaning, window cleaning, carrying heavy pieces of furniture, washing public areas, garbage clearance and complementing or helping the work of room attendants on guest floors.

➤ Duties and Responsibilities :

1. Shampoo and clean carpets.
2. Move furniture like beds, chairs, and other heavy furniture.
3. Cart linen to and from floors.
4. Clean and maintain the swimming pool.
5. Clean garden paths, parking slots, staircases, corridors, and such outdoor surfaces.
6. Clean and wipe fire-fighting equipment.
7. Keep the fire buckets filled with sand.
8. Take on heavy cleaning of areas such as windowpanes from inside, ducts, shafts, and terraces.
9. Wash walls, draperies, chandeliers, and other hard-to-reach areas
10. Clear out the garbage from all the guest areas and back areas
11. Polish all brassware in public and guest areas
12. Help room attendants in their work in guestrooms.
13. Clean all elevators, a/c grills, doors, windows, and ventilators.
14. Take down and re-hang curtains as needed

1.6.13 Tailors and Upholsterers :

They report to the linen room supervisor. Their duties are for mending and stitching uniforms, linen, and upholstery, respectively. The upholsterers also replenish upholstery that requires replacement in the hotel.

➤ Duties and Responsibilities :

1. Mend and stitch all damaged linen.
2. Mend all damaged uniforms and alter and stitch uniforms if required and as per the requirement
3. Refurnish all damaged upholstery of sofas in the hotel
4. Repair or mend guests' clothes if damaged and asked for
5. Make pads from used mattress pads for the burnishing of silver.
6. Stitch pillowcases if required in the operations

1.6.14 Cloakroom Attendant :

Cloakroom attendants are allotted the duties of cleaning, maintaining, and servicing the public guest toilets. Their responsibility would include ensuring the supply of clean hand tissues, hand soaps and perfumeries or air fresheners, if prescribed by the management.

1.6.15 Hat Checker :

A hat checker provides his/her services in superior hotels in cold climates. They can be hired on contract. His/her area is the hatcheck room, where hats and heavy overcoats are deposited by guests as soon as they enter the hotel lobby, to rid them from carrying these articles around in the hotel. The hat checker carefully labels these guest articles with guest names and hangs or stores them correctly to return them to the guests when they are leaving the hotel.

1.6.16 Horticulturist :

Many large hotels have their own horticulturist who looks after the main garden and plants trees in the hotel premises, public areas and guest areas who reports to the assistant housekeeper. He/she leads a team of gardeners in maintaining the landscaped gardens of the hotel as well as in supplying flowers from the gardens for flower arrangements in the hotel. Flowers are used largely by the housekeeping department to aesthetically enhance various areas of the hotel. Flower arrangements may be used in banquet functions, guestrooms, restaurants, lobbies, offices etc.

1.6.18 Head Gardener:

The head gardener reports to the horticulturist. He/she is required to maintain landscaped areas and gardens in a hotel, keeping in mind their cleanliness, aesthetic appeal, and freshness all the year round through a well-motivated team of gardeners. Ensure that landscaped areas, gardens, rock gardens, waterways and so on, are maintained as per the original concept. Maintain the watering schedules and attend to any problems regarding water shortages. Provide the hotel with flowers, garlands, wreaths, or bouquets as and when required.

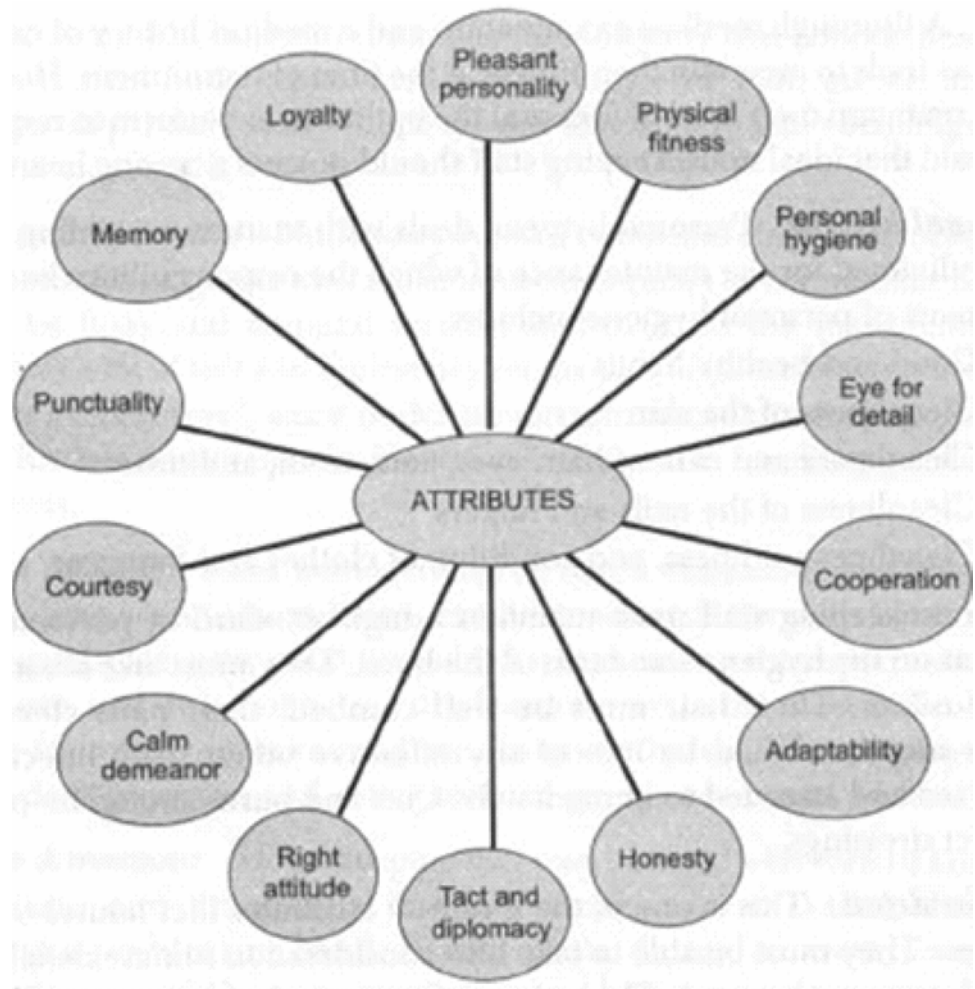
1.6.19 Gardeners :

Gardeners report to the head gardener or the horticulturist. They keep landscaped areas, lawns, and gardens clean, aesthetically beautiful, and fresh through the daily schedules of tasks assigned to them. Dig landscaped areas, maintain them as per the original concept and undertake fresh plantings. Distribute manure and fertilizer appropriately. Maintain the plant nursery and the greenhouse.

1.7 PERSONAL ATTRIBUTES OF HOUSEKEEPING STAFF :

The housekeeping department in a hotel may constitute the largest part of the workforce, and how they come across to guests has a direct bearing on the image of the hotel. Thus, it is essential to know what qualities housekeeping staff must possess for recruitment, induction, training, and self-development process. It is believed that these personal traits should be inherent in housekeeping staff and often override the importance of skill since skills can be taught.

House Keeping Management



Personal Attributes of Housekeeping Staff

1.7.1 Pleasant Personality :

The way a staff looks creates the first impression of the service quality and standards of an establishment. Staff should remember that their last look in the mirror will be the guest's first look. Guestroom attendants and their supervisors should especially be well-groomed, as they come in close contact with guests. Staff should turn out in clean and crisp uniforms. Mild deodorants should be preferred over strong aftershaves and perfumes. Hair must be clean and if long, should be tied back. Some hotels may provide caps for female attendants. Because of the long hours spent standing, housekeeping staff should wear comfortable, light, low-heeled shoes and always keep them polished and clean. Staff should avoid unhygienic mannerisms such as scratching the face or scalp and chewing gum in front of guests. A ready smile on the face would be very pleasing to guests.

1.7.2 Physical Fitness :

Most of the work is manual often requiring them to handle heavy equipment. Physical fitness therefore is a must to cope with work and to perform to required standards.

1.7.3 Personal Hygiene :

Housekeeping staff must maintain the highest standards of personal hygiene since it reflects the hotel's brand standards. A daily bath is a must to avoid body odour. Hair must be well combed, nails clean and clipped. Oral hygiene always to avoid any offensive odour. Infections should be attended to immediately and reported. Cuts and burns should be medically dressed.

1.7.4 Eye for Detail :

Eye for detail is one of the foremost attributes that housekeeping staff must possess. The ability of critical observation distinguishes excellent service from the regular. Room attendants should develop an eye for detail to make up a flawless guestroom and housekeeping supervisors should develop a keen sense of observation to inspect these rooms for perfection. Furthermore, the whole property must be continually scrutinised by the housekeeping department for proper care and maintenance. The guest rooms are a very private place to guests, and there is a chance that somebody takes advantage of such privacy and doing illegal work. In such a situation, the housekeeper must inform security.

1.7.5 Cooperation :

Cooperation is essential since housekeeping involves a lot of teamwork for efficient functioning. Housekeeping staff must cooperate both within the department as well as with staff of other departments. Any lack of cooperation and coordination will indirectly affect the guests and hamper efficiency.

1.7.6 Adaptability :

Adaptability is an essential quality in housekeeping staff. They should be willing to learn new ways and train in new skills. Accepting and adapting to change willingly will keep them at the sharp end of their profession.

1.7.7 Honesty :

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

1.7.8 Right Attitude :

The candidate with a good attitude displays an even temper, courtesy and good humour and does not betray displeasure even in difficult times. They learn from their mistakes and are always optimistic. The employee with the right attitude is proactive and anticipates the guest's needs and wishes.

1.7.9 Courtesy :

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

1.7.10 Good Memory :

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

House Keeping Management

1.7.11 Punctuality :

Punctuality is an essential quality of housekeeping staff. If an employee is continually late for duty, it shows a lack of interest in the work and respect for the management and guests. Respect for time during working hours will reflect on the employee's work and help create an impression.

1.7.12 Tact and Diplomacy

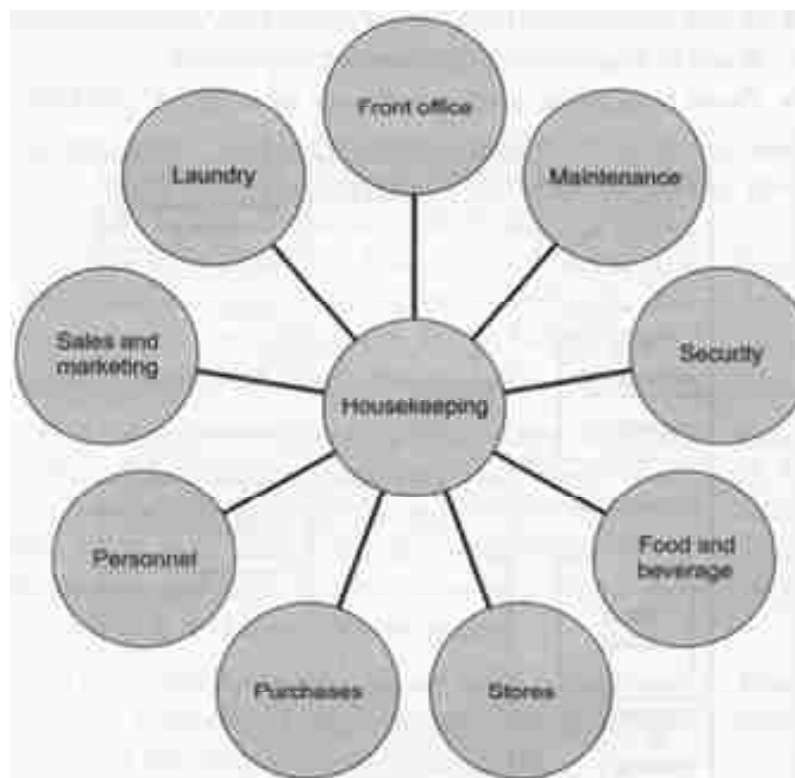
Housekeeping staff come into close contact with various kinds of guests. Some guests may make unusual requests or complaints. It requires a lot of tact and diplomacy on the part of housekeeping staff to handle such guests at their level since under no circumstances can they be rude to a guest or hurt their sentiments. Staff needs to be trained in handling guests who make such requests.

❑ Check Your Progress – 4 :

1. Identify any one personal attribute that is missing in the list:
 - a. Right Attitude
 - b. Honesty
 - c. Courtesy
 - d. Adaptability
 - e. _____

1.8 COORDINATION WITH OTHER DEPARTMENTS :

A willingness to cooperate and coordinate, with the assistance of efficient methods of communication, is essential if the establishment is to run smoothly. The housekeeping department is one of the departments in a hotel that is working towards the guests' satisfaction. Each department is dependent on others for information and services. The housekeeping department primarily coordinates with the front office and maintenance. The most critical coordination is between the front office, housekeeping, and maintenance. Hotels depend on this triangle to create a perfect image.



The various departments housekeeping coordinates

1.8.1 Coordination with The Front Office :

One of the essential departments in the hotel is the front office. It is the department that first meets the guest. Rooms are of chief concern to the front office and housekeeping departments. The departments need to exchange information on room status continuously. The front office must provide lists for expected arrivals and departures in advance and notify housekeeping about actual arrivals and departures as and when they occur. The front office cannot assign guestrooms until the rooms have been cleaned, inspected, and released by the housekeeping department.

Every night, a front office assistant produces an 'occupancy report'. It is also called a 'night report'. This report list helps to know an expected check out of the day. The executive housekeeper procures and consults this list early the following day and schedules the occupied rooms for cleaning. As guests check out, the front office notifies housekeeping. Housekeeping ensures that these rooms are given top priority in servicing so that clean rooms are available for sale. If a guest checks out before the stated departure date, the front office must inform housekeeping that the room is no longer a stay-over but is now a check-out. To ensure efficient rooming of guests, both housekeeping and the front office must inform each other of changes in a room's status. Knowing whether a room is occupied, vacant, on change, out of order (OOO), under repair or similar, is vital for proper rooms management. A flow of information in the reverse direction is also necessary, primarily through the 'room status report' or the 'housekeeping status report'. At the end of a shift, the housekeeping department prepares the housekeeping status report, which indicates the physical count to be tallied by the front office. This report indicates the current housekeeping status of each room.

Housekeeping must inform the front office about rooms that are ready for occupation and out of order or under repair. The room status report is compared with the front office's occupancy report, and discrepancies are brought to the attention of the front office manager. A room status discrepancy is a situation in which the housekeeping department's description of a room's status differs from the room status information being used by the front office to assign guestrooms. As unoccupied rooms are cleaned and inspected, the floor supervisors call the housekeeping desk attendant, who informs the front office of ready rooms. The front office then updates the room's status to 'vacant and ready'. Promptly informing the front office of the housekeeping status of rooms is a tremendous aid in getting guests who arrive early registered, especially during high-occupancy or sold-out periods. Keeping room status information up to date requires close coordination between the front desk and housekeeping. The two common systems used for tracking current room status are the manual Whitney room-rack systems and the computerised room status systems. The front desk may use a Whitney room rack to track the status of rooms. In this system, a room-rack slip containing the guest's name and other relevant information is prepared during the registration process. This slip is placed in the room-rack slot corresponding to the assigned room number.

The presence of a room-rack slip in the slot indicates that the room is occupied. When the guest checks out, the rack slip is removed, and the room's status now indicates 'on change', which means the room requires housekeeping services before it can be registered to an arriving guest. Housekeeping meanwhile

House Keeping Management

attends to the unoccupied room and notifies the front desk, which updates the status to 'vacant and ready'.

As soon as a guest checks out, the front desk enters the departure into the computer. This information is received by housekeeping through the computer terminal located in the housekeeping department. When housekeeping is done with the cleaning and inspection of the room, it enters this information into its departmental terminal. This information is received on the front office computer terminal, and it puts the room on sale. Sharing information on occupancy levels helps forecast occupancy for the year and makes it easier to draw up a budget, establish par stock levels and estimate required staff strength. It also helps to gear renovations and spring cleaning to low-occupancy periods, thereby preventing loss of revenue.

The housekeeping department also receives other important information from the front office, which requires special care.

- When the VIPs are in the house, the staff can take extra care and precautions to clean and supervise VIP rooms.
- The group room list must be provided before the group's arrival, as groups tend to move together in arrival, departure, sightseeing tours, and meals. Group rooming lists enable the department to organise their work and have their rooms ready on time.
- Airline crews are allotted a given set of rooms on a particular floor. The arrival of a crew and the departure of another crew from the same airline may overlap. In such circumstances, the allotted rooms must be cleaned within a short period.
- The front office needs to depend on housekeeping for the provision of clean uniforms to its staff.

Hotel Sarovar View

MAINTENANCE WORK ORDER FORM

| | | |
|-------------------|-----------|---|
| Time..... | Date..... | Check (X) indicates unsatisfactory condition. |
| By..... | | Explain Check in Remarks section. |
| Location..... | | Bedroom - Foyer - Closet |
| Problem..... | | <input type="checkbox"/> Walls <input type="checkbox"/> Woodwork <input type="checkbox"/> Doors |
| | | <input type="checkbox"/> Ceiling <input type="checkbox"/> Television <input type="checkbox"/> Light |
| | | <input type="checkbox"/> Floors <input type="checkbox"/> AC Unit <input type="checkbox"/> Blinds |
| | | <input type="checkbox"/> Windows <input type="checkbox"/> Drapes |
| | | Remarks |
| Assigned To..... | | Bathroom |
| Date Compl..... | | <input type="checkbox"/> Faucets <input type="checkbox"/> Drains <input type="checkbox"/> Shower |
| Time Spent..... | | <input type="checkbox"/> Lights <input type="checkbox"/> Wallpaper <input type="checkbox"/> Paints |
| Completed By..... | | <input type="checkbox"/> Tiles <input type="checkbox"/> Glass <input type="checkbox"/> Door |
| Remarks..... | | <input type="checkbox"/> Accessories <input type="checkbox"/> Window |
| | | REMARKS |

1.8.2 Coordination with Maintenance Department :

The housekeeping department depends on maintenance to keep things in order. While carrying out their scheduled work, housekeeping employees may find some deficiencies in the hotel facilities, such as faulty electrical plugs, dripping faucets, leaking pipes, or malfunctioning air-conditioning units. The housekeeping department often takes the first steps in maintenance functions for which the maintenance department is ultimately responsible. However, these

deficiencies and faults should be immediately reported to maintenance. A need for urgent repairs is reported to maintenance over the telephone, and these requests are usually dealt with promptly if the rapport between the two departments is good.

Work of the Maintenance Department :

- Air conditioning and heating; fused bulbs; lights and lamps that are not functioning; defective plugs and plug points; short circuits; and faulty geysers, refrigerators, and minibars.
- Any faulty equipment, such as vacuum cleaners, ice-cube machines and so on.
- Faulty faucets, showers, drainage systems, water closets and so on.
- Broken or shaky furniture mirrors and cupboards in less than peak condition and fresh woodwork.

Maintenance activities are related to the general upkeep of the hotel, and they occur regularly, daily, or weekly and require minimal training or skills. A systematic approach to maintenance is needed to identify and correct situations to control costs and keep more significant problems from occurring. It involves inspections, minor corrections, and initiation of work orders.

1.8.3 Coordination with Food and Beverage Department :

The coordination of housekeeping with the Food and Beverage department is mainly concerned with providing linen and uniforms. Under the supervision of the executive housekeeper, the linen room supervisor needs to have sufficient stock of clean linen to meet the demands of the food and beverage department's restaurant and banquet functions. The restaurant manager should ensure that the time set for the exchange of linen is respected, linen is not lost or misused, and that intimation of forthcoming banquet functions is conveyed to housekeeping well in advance. Housekeeping may also have to arrange for flower decorations for banquets.

1.8.4 Coordination with Stores :

Larger hotels have a store attached to the housekeeping department that stocks linen, supplies and so on. Smaller hotels may stock them in the general store except for linen stored in the housekeeping department on purchase. Communication with stores is through a requisition form, which housekeeping sends to stores when it requires certain items.

Hotel Surabhi

Date:.....

STORES REQUISITION FORM

Items required on: Items indented on:.....

| S. no | Ledger folio no | Name of item | Unit | Stock in hand | Quantity indented | Quantity issued | Rate | Amount |
|-------|-----------------|--------------|------|---------------|-------------------|-----------------|------|--------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Signature of housekeeper:

Signature of storekeeper:.....

House Keeping Management

1.8.5 Coordination with Human Resource Department :

Housekeeping coordinates with the personnel department for recruitment of housekeeping staff; managing their salaries and wages; addressing indiscipline; following through grievance procedures; issuing identity cards for employees; running induction programmes; maintaining locker facilities; completing income tax formalities; effecting transfers, promotions, appraisals and exit formalities; and organising training sessions.

1.8.6 Coordination with Purchase Department :

The purchase department procures out-of-stock items for housekeeping, such as guest supplies and amenities, stationery, linen, cleaning materials and equipment, etc. Housekeeping should convey their requirements to purchase by way of advance notice in the form of a purchase requisition.

Purchase Requisition Form

No. 3456

| S. No. | Items Required | Unit | Quantity | Specification | Cost | Quantity Stock | Reason |
|--------|----------------|------|----------|---------------|------|----------------|--------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Signature of HOD :

Approved by : Finance controller

1.8.7 Coordination with Sales Department :

The purchase department procures out of stock items for housekeeping such as guest supplies kept in rooms, stationery, linen of various types, detergents etc. The sales and marketing department informs housekeeping of the occupancy forecast for the entire year, broken up month-wise. The forecast enables housekeeping to budget for the necessary expenses. The sales and marketing team also must depend on housekeeping for their uniforms. Two things are certain in the hotel business: no matter how many guests a salesperson brings in the door, the guests will not be coming back if housekeeping does not execute its function with excellence. Vice versa, no matter how well-kept the rooms, occupancy falls if the sales staff does not bring potential guests to the hotel. An essential contribution of the housekeeping staff to hotel sales is ensuring that repeat business is obtained by providing the level of cleanliness and service that meets or exceeds guest expectations.

1.8.8 Coordination with Laundry :

Laundry is a department that can either enhance or mar the quality of housekeeping services. Without clean linen, the room attendants simply cannot operate. The laundry should provide an acceptable standard of service concerning laundering. Housekeeping also needs to coordinate with the laundry about housekeeping employees' uniforms and those of other departments. During periods of full occupancy, the housekeeper needs a fast turnaround of linen from

the laundry but should not always be making an 'emergency' demand for them. As far as possible, the housekeeper should stick to the schedule for the laundry.

1.8.9 Coordination with Security Department :

A hotel guestroom is the most private place, and the hotel staff must ensure their guests' privacy and security. However, a guest may take advantage of this privacy and may be engaged in certain illegal activities such as gambling, smuggling, etc. Housekeeping personnel must be alert to this risk and seek the security department's intervention if necessary. The coordination here is mainly concerned with preventing fire and thefts and the safekeeping of keys and lost property. There are so many security hazards on the floors that this liaison is vital, and the housekeeper cooperates by ensuring that housekeeping staff are aware of the risks. Housekeeping personnel should also report anything of a suspicious nature immediately to the security staff. The security department is responsible for conducting training sessions on handling emergencies for the staff.

❑ Check Your Progress – 5 :

Find the missing answers :

1. The _____ enables housekeeping to budget for the necessary expenses.
2. Housekeeping coordinates with the _____ department for recruitment of housekeeping staff.

1.9 LET US SUM UP :

In this unit, we :

- Understood the importance of housekeeping department
- Detailed the layout of the housekeeping department
- Studied the duties and responsibilities of housekeeping personnel.
- Listed the attributes of the housekeeping personnel.
- Discussed the importance of coordination with other departments in the hotel.

1.10 ANSWERS FOR CHECK YOUR PROGRESS :

❑ Check Your Progress 1 :

1. superior quality & hygienically
2. Housekeeping

❑ Check Your Progress 2 :

To ensure a high standard of food display and general upkeep of restaurants for which the department is responsible

❑ Check Your Progress 3 :

1. Flower Room
2. Floor pantry
3. Tailor Room

❑ Check Your Progress 4 :

Pleasant Personality/Eye for Detail/Good Memory

❑ **Check Your Progress 5 :**

1. Forecast, 2. Human Resource

1.11 GLOSSARY :

Organisation Chart : A schematic representation of the relationships between positions within an organisation, showing where each role fits into the overall organisation and illustrating the divisions of responsibility and lines of authority.

Performance Standard : A required level of performance that establishes the quality of work that must be done.

Productivity Standard : An acceptable amount of work must be done within a specific time frame according to an established performance standard.

Rooms Division Manager : The person who heads the department responsible for allocating guestrooms, including the front office, and housekeeping department.

1.12 ASSIGNMENT :

Which three attributes, in your opinion, are essential in housekeeping staff? Justify your answer.

1.13 ACTIVITIES :

Visit three prominent hotels in your city and make a report on the following :

- The layout of the housekeeping department
- The organisation structure of the housekeeping department
- Analyse the layout and suggest if any changes are required.

1.14 CASE STUDY :

Interdepartmental Coordination

Mr Motwani, the general manager of Landmark International, Goa, made a booking for Mr Larabie, who was expected to arrive on the 4th of October at 10.00 A.M. for a three-day stay. Mr Motwani knew how important the guest was. Mr Larabie was the vice president of a leading international airline; negotiations were on for their crew stays. Pleasing Mr Larabie and meeting his expectations meant around five rooms would be sold per day for the whole of next year – a business deal worth around a crore. Mr Motwani was thus very particular about meeting the guest personally. Still, he had to attend the Management Board Meeting at the head office in Mumbai on Mr Larabie's arrival. So, he called for the Front Office Manager, Mr Salim and realised that he was on leave. He then noted the guest and mentioned that his room should not have any green colour as he has an aversion to it. The message was sent to the newly appointed lobby manager, Mr Walter.

Landmark International was hosting a three-day National Cardiology Conference from 5th to the 9th of October. Mr Walter, with his new job, wanted to ensure an excellent response from the cardiologists as he knew that this was a prestigious event. He was busy making arrangements for the conventions when the note from the general manager arrived. Mr Walter scribbled a note regarding Mr Larabie's stay to the executive housekeeper mentioning 'no green to be used'.

Ms Leena, the housekeeper on duty, received the note and started getting room no. 216 ready for the VIP, Mr Larabie, as instructed by Mr Walter. She noticed no green to be used and got a little confused. She finally decided that some people are allergic to plants, so no greenery by way of foliage or flowers was to be placed in this room. She had such guests before who were allergic to all plant material. She realised how busy the Front Office was with the cardiologists' conference and didn't want to trouble Mr Walter time and again.

The room was arranged, spic and span, with all the VIP amenities except flowers and indoor plants. Ms Leena herself had checked it with meticulous care, and she was sure that the welcoming VIP Suite would bowl over any VIP guest.

Mr Larabie checked in and was escorted by a Front Office Assistant to the VIP Suite. However, he was thoroughly disappointed to find the colour green in the patterns on the carpet, on the lampshades, in the mural painting of trees just above the beautifully made bed and even in the petit fours. He gave instructions to process his check out and decided that if the hotel could not follow a simple request of his, his crew were not likely to be in a relaxed state of mind before their next flight if they stayed here. He didn't put in a formal complaint but decided the status of the contract.

Questions :

1. What decision do you think Mr Larabie made about the contract with Landmark International ?
2. What communication links between Mr Motwani, Mr Walter and Ms Leena would have ensured the decision was swung in Landmark International's favour ?
3. Which personal attributes do you find missing in the staff involved ?
4. Can Mr Motwani still do anything to clinch the deal ?

1.15 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G. Raghubalan and Smritee Raghubalan, 2007, Oxford University Press.

Housekeeping Management, Matt A. Casado,

UNIT STRUCTURE

- 2.0 Learning Objectives
- 2.1 Introduction
- 2.2 Recruiting Employees
 - 2.2.1 Types of Recruitment Process
 - 2.2.2 Selecting Employees
- 2.3 Training Schedules
 - 2.3.1 Benefits of Training
 - 2.3.2 Types of Training
 - 2.3.3 Steps of Training
 - 2.3.3.1 Prepare to Train
 - 2.3.3.2 Present the Training
 - 2.3.3.3 Practice
 - 2.3.3.4 Follow up
- 2.4 Scheduling
 - 2.4.1 The Staffing Guide
 - 2.4.2 Developing Employee Work Schedule
- 2.5 Motivation
- 2.6 Performance Appraisal
- 2.7 Let Us Sum Up
- 2.8 Answer for Check Your Progress
- 2.9 Glossary
- 2.10 Assignment
- 2.11 Activities
- 2.12 Case Study
- 2.13 Further Readings

2.0 LEARNING OBJECTIVES :

In this unit, we have discussed the hotel housekeeping human resource issues, employees' recruiting resources and procedures, and the selection process. The scheduling and training process of the housekeeping staff with the development of employee work schedules and the methods motivating the employees.

After working through this unit, you should be able to :

- Describe internal and external sources of recruiting with creative recruiting tactics.
- Know the factors that should be considered when selecting employees.
- List down the steps of the training procedure.

- Describe the challenges of scheduling employees.
- Identify several methods of motivating employees.

2.1 INTRODUCTION :

Employees are the lifeline of the hospitality operation. Without them, the operation would stop; hence management must recruit the right employees and provide them with proper training as per their job requirements. Training is a vital component in today's busy housekeeping department, where the provision of the skill should meet or exceed the guest's expectations.

Training is a continuous process with more practical information providing employees with a mature working environment. Executive housekeeper needs to focus on effective scheduling and motivate employees for better performance.

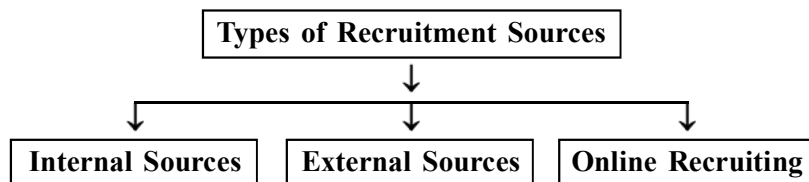
This unit will focus on human resource issues, like recruiting, selecting, training and motivational techniques and methods.

2.2 RECRUITING EMPLOYEES :

In the employee recruitment procedure, applicants are screened and selected based on their suitability for the required position in the operation. The method involves declaring the job vacancies through proper channels, then interviewing and selecting the given positions.

In bigger properties, the human resource department assists the executive housekeeper in hiring the right candidate. Hence the housekeeper is involved in interviewing, reference check and selection process.

2.2.1 Types of Recruitment Sources :



Internal Recruiting : Hiring employees from within the organisation to fill a vacant position within a department. This method of recruitment helps the management in the following ways :

- It helps to improve the confidence level of the promoted employee.
- It helps build up the confidence level of other employees working in the department who seek such opportunities for themselves.
- Since the performance level of the promoted candidate has already been observed, it is easier to assess over time.
- Less of cost than external recruiting.

External Recruiting : It is hiring employees from outside the organisation. It is best suited when the management hires for the entry-level as it is easier for the managers to evaluate the skill required for the position. This method of recruitment helps the management in the following ways:

- It brings in a new flow of ideas into the organisation.
- It allows the employer while selecting potential applicants from the competitive set of hotels directly or indirectly.

House Keeping Management

- It helps in avoiding political disturbances within the department due to internal recruitment.

Online Recruiting : It is hiring employees through online recruiting agencies or the company portal. Hi-tech companies first started this recruiting process, but now it has spread widely among the hospitality segments. One of the most significant advantages of online job posting helps management getting faster responses from the

❑ Check Your Progress – 1 :

Match the following :

- | | |
|----------------------------|---|
| 1. Online Recruiting ... | a. Hiring employees from within the organization to fill a vacant position. |
| 2. Internal Recruiting ... | b. is hiring employees from outside the organization. |
| 3. External Recruiting ... | c. hiring employees through online recruiting agencies |

2.2.2 Selecting Employees :

The Executive Housekeeper should consider four principles while selecting the employees for the department:

Explicitness : The selection criteria should be decided earlier for the required position as it should remain constant and should not differ from one candidate to the other.

Objectivity : the interview and hiring process should be measurable with some scoring pattern to determine the selection procedure based on the hotel's selection criteria.

Thoroughness : It should cover four phases: screening, interviewing, skill check and the final meeting with the decision-maker.

The success of the department's operation depends on selecting the correct applicants and placing them in the appropriate positions matching their skills and personalities.

2.3 TRAINING SCHEDULE :

One of the major responsibilities of the executive housekeeper is to provide proper training to all the employees working in the department. The training task is generally delegated to the supervisors or assistant executive housekeeper to perform weekly or monthly. The goal of the training is to help employees understand their job better and perform as per the company's expectations. Training relates to the new employees and is also an ongoing process for the entire team.

2.3.1 Benefits of Training :

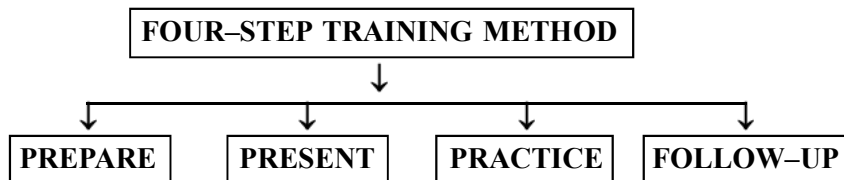
- The new employees get to understand and learn the work in a good work environment.
- The existing employees get to improve their work performance.
- In cross-training, employees get better exposure in other related departments.
- The overall productivity of the employees improves.
- The chances of employee turnover rate reduce.

- A standardisation at work is achieved.
- Chances of better business and good customer reviews.

2.3.2 Types of Training :

- **Induction or Orientation Training** : This training is required for new employees to develop the knowledge, skills and attitude needed for the new position.
- **Remedial Training** : This training is provided to all the employees working in the department when any change is done in the current working style, or some new standards are introduced.
- **Cross Training** : This training is provided for employees to work in other departments to get better exposure to the work procedure of other areas in the hotel.
- **On-the-job Training** : This is an ongoing training process provided to all the employees for a better work understanding and uniformity in the operational standards.

2.3.3 Steps of Training :



2.3.3.1 Prepare to Train :

To conduct successful training, the trainer needs to have a logical sequence and key detail of the training program. Training should never be planned haphazardly. It should be sequential and as per the staff requirement and for their better understanding. In this stage, the job analysis plays a significant role; the training would be a success when the trainer has a clear idea about the employee's expectations at work. Three components of job analysis are job knowledge, job list and job breakdown.

- **Job Knowledge** tells us about what an employee needs to know to perform the everyday task as per the standard set by the company.
- **Job List** tells us about the various tasks that need to be done in that position.
- **Job breakdown** is a complete explanation of how the task needs to be performed as per the standard operating procedure.

Analyse the training needs of the staff based on new and existing staff in the department. The three primary areas in which the employees need to be trained are skills, attitude and knowledge.

- **Skill training** is the practical and technical aspects of the job, and it helps the employees to under the work standards set by the organisation.

Example : Bed Making Procedure (an essential skill that a guest room attendant should know)

- **Knowledge training** helps the staff understand the organisation, its system, policies, and the rules that the employees need to follow.

Example : Layout of the entire hotel, Emergency Procedures

House Keeping Management

These are only possible with a positive attitude that the employee needs to develop and learn to keep up with company expectations.

2.3.3.2 Present the Training :

The trainer should include the following components discussions, demonstrations, audio–visual aids, and exercises for a better understanding of the staff. While teaching the skills, the trainer needs to demonstrate the skill where the job breakdown plays an important role. This part of the training should be conducted at a slower pace for all to understand. They should be encouraged to participate in the activities to develop confidence in doing the task correctly.

2.3.3.3 Practice :

Provide ample opportunities for the trainees to practice so that they are all well versed with the steps of performing the task and appreciate the correct performance.

2.3.3.4 Follow up :

It is a continuous process of giving feedback, appraising performance, and evaluating the employees' progress.

❑ Check Your Progress – 2 :

1. Rearrange the training method in the correct order :

- | | | | |
|-------------|-------|--------------|-------|
| a. Prepare | _____ | b. Follow-up | _____ |
| c. Practice | _____ | d. Present | _____ |

2.4 SCHEDULING :

Housekeeping is a labour intensive department where staff scheduling is based on the occupancy level forecasted by the front office and then referring to the staffing guide.

2.4.1 The Staffing Guide :

It is a guide that helps the executive housekeeper determine the total labour hours, staff requirements, and labour costs.

Developing a Staffing Guide for Room Attendants

To determine the total labour hours for positions that must be scheduled when the hotel is at specific occupancy levels. It can be calculated by using productivity standards.

Assume that the productivity standard for guestroom attendants (GRAs) is 30 minutes (0.5 hour) to clean one guestroom. Using this productivity standard, we can calculate the requirement of room attendants based on the occupancy forecast.

Step 1 : Determine the labour hours to be scheduled at various occupancy levels of a 500–room hotel with 90% occupancy.

$$\text{Rooms to clean next day} = 500 \times 0.9 = 450 \text{ rooms}$$

$$\text{Labour hours to clean 450 rooms} = 450 \times 0.5 = 225 \text{ hours}$$

Step 2 : Now determine the number of GRAs who must be scheduled to work when the hotel is at specific occupancy levels.

At 90% Occupancy,
Rooms to clean next day = $500 \times 0.9 = 450$
No. of full-time GRAs needed = $450/16 = 28.12$
= 28 (rounded off)

Step 3 : Labour expense is calculated for room attendants by multiplying the labour hours by the average hourly rate for a room attendant. Assuming the average hourly rate for room attendants is Rs. 10, then for 90% occupancy, it would be:

Labour hours of GRAs = 225 hours
Labor expense for GRAs per day = $225 \times \text{Rs } 10$
= Rs 2,250

2.4.2 Developing Employee Work Schedules :

The following are essential tips for developing employee work schedules :

- A schedule should cover a whole workweek for all seven days.
- Generally, the schedule should be intimated to the department employees three days prior.
- Weekly off for all employees should be marked on the duty roster.
- The daily attendance and area allocation is based on the duty roster prepared for the week.

Other scheduling concerns are :

Part-time Employees : Provides employer with extra scheduling flexibility; it sometimes reduces labour costs because the benefits and overtime costs usually decrease.

Flexible Work Hour : It allows the employee with varying times to begin and end their workday. The executive housekeeper keeps a check on the general timing of the employee is covered. The benefit of this kind of scheduling is it keeps the staff morale high with better job satisfaction.

Compressed Work Schedule : It offers the employees the opportunity to work the equivalent of a standard workweek in fewer than the usual six days.

Job Sharing : The efforts of two or more part-time employees to fulfil the duties and duties of one full-time employee.

☐ Check Your Progress – 3 :

State whether true or false :

1. Flexible work hours give employees a fixed time schedule for work

2. Part time employees can employ work with extra scheduling flexibility

2.5 MOTIVATION :

It is a process where employee interest in the job, project or subject is kept engaged. If an employee gives a positive contribution to the success of an operation and gets recognition, praise for the effort given, he would more likely be motivated.

House Keeping Management

Methods of Motivating Employees :

Employees can be motivated in many ways starting from cash rewards or delegating added responsibilities to make the staff feel important.

Financial Incentives : It is a monetary benefit that a company gives to employees such as bonuses, equal distribution of service charges to keep the employees motivated.

Recognition : Identify the employee for a job well done; for example, "Best Employee of the Month/Year" can boost employee morale tremendously. It also develops a healthy competition among employees to keep up the excellent performance.

Communication : Allow an open communication channel in an organisation that builds a better awareness among the employees about the happenings in the department, like a department notice board that conveys the messages and information.

Training and Cross-Training : It improves the employees' productivity and helps them in constant learning and development. Cross-training allows employees to be more flexible; hence it helps them grow within the organisation.

2.6 PERFORMANCE APPRAISAL :

- Helps in evaluating an employee's performance with formal written feedback.
- Providing feedback
- Analyse strengths and weaknesses and then suggest corrective improvement plans.
- It is an ongoing process, whereas a formal appraisal is generally conducted periodically based on company procedure.

An effective appraisal process focuses on the performance level and suggests ways to improve skill and performance level. The entire appraisal session should be positive for the employees, and the employees should have a clear understanding of what they are doing well and which areas they can be better.

There are different ways in which the appraisal can be conducted; every organisation needs to tailor its appraisal program to meet the company goals.

❑ Check Your Progress – 4 :

Complete the following sentences using the given options :

(Performance, Training, Performance Appraisal, Cash)

1. Employees can be motivated by giving _____ rewards or delegating added responsibilities.
2. _____ helps in improving employee's productivity.
3. Analyze strengths and weaknesses of employees through _____
4. An effective appraisal process focuses on the _____ level.

2.7 LET US SUM UP :

In this unit, we :

- Discuss several recruitment procedures.
- Explain the staff scheduling process with calculation.
- Gained insight into the recruiting and training procedures.
- Listed down the methods of motivating employees.
- Understand the need for performance appraisal.

2.8 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. c, 2. a, 3. b

Check Your Progress 2 :

Prepare, Present, Practice, Follow-up

Check Your Progress 3 :

1. False, 2. True

Check Your Progress 4 :

1. Cash, 2. Training, 3. Performance Appraisal, 4. Performance

2.9 GLOSSARY :

Alternative Scheduling : Is scheduling work hours for the employees rather than the 8:00 A.M. to 5:00 P.M. workday more variations in scheduling is opted like part-time and flexible hours, job sharing and compressed work schedules.

Cross-Training : Teaching Employees to fulfil the requirements of multiple employees.

Employee Referral Program : A program that influences employees to get friends and known people to fill the vacant position.

Incentive Program : A program that offers rewards and recognition to employees based on their performance level.

Job Posting : A formal announcement for the job opening.

Productivity Standards : The amount of job that needs to be completed with a specific time according to the set standard.

Scheduling : An appropriate number of employees are assigned to fulfil each working day's necessary duties and positions.

2.10 ASSIGNMENTS :

1. In detail, list down the job description of a guestroom attendant in the housekeeping department of Hotel Jazz International, a five-star luxury property.
2. Plan out an orientation program for a housekeeping supervisor of a luxury resort property.

2.11 ACTIVITIES :

Visit hotels in your city and create a report on how hotels overcome the language barrier and bridge the gap of cultures between employees with different cultural backgrounds.

2.12 CASE STUDY :

Hiring Headaches in Housekeeping

Tim MacFarlane has been general manager for six weeks at the Executive Inn, a 200–room downtown property. While he's still learning about the property and its personnel, one department stands out in need of immediate attention: housekeeping. Rooms are not getting cleaned on time, shifts are running short–staffed, and the department is paying a lot of overtime to employees who stay late to catch up. This morning Mr MacFarlane has called Helen Redman, the executive housekeeper, to his office for a meeting.

Helen has been the executive housekeeper at the hotel for 17 years. She has been plagued constantly by staffing shortages during those years. Not enough people want to work as room attendants, it seems. When she meets with Mr MacFarlane, she tries to explain to him that constantly losing people and hiring and training new employees is a fact of life in the housekeeping department. "It's hard to find people willing to work full time. Jesse will back me up on that."

"Let's have him join us," Mr MacFarlane says and has his secretary page Jesse.

Jesse Rodriguez, the hotel's human resources director, has been almost as long as Helen. He tells Mr Mac Farlane that Helen is right; housekeeping is a hard department to staff. "You should see my advertising budget; I run an ad in newspaper every week! No one applies. Every hotel in town is looking for room attendants."

"I may be new, but I know we have got to have good people to be the best we can be," Mr MacFarlane replies. "I challenge you both to be creative. In a city of almost a million people, there must be enough good people out there to staff our housekeeping department. I am willing to do what I can to help. What kind of support do you need from me?"

Questions :

1. How can Helen and Jesse be creative about recruiting top–notch people for the housekeeping department ?
2. What kind of support should Helen and Jesse ask the general manager to provide ?

2.13 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G. Raghubalan and Smritee Raghubalan, 2007, Oxford University Press.

Housekeeping Management, Matt A. Casado,

UNIT STRUCTURE

- 3.0 Learning Objectives
- 3.1 Introduction
- 3.2 When to Consider Outsourced Services
- 3.3 Contract Services in Housekeeping Department
- 3.4 Hiring Contract Providers
- 3.5 Contract Specification
- 3.6 Advantages and Disadvantages of Contract Services
- 3.7 Pricing of Contract
- 3.8 Let Us Sum Up
- 3.9 Answer for Check Your Progress
- 3.10 Glossary
- 3.11 Assignment
- 3.12 Activities
- 3.13 Case Study
- 3.14 Further Reading

3.0 LEARNING OBJECTIVES :

In this unit, we have discussed the importance of contract and outsourcing services in the housekeeping department.

After working through this unit, you should be able to :

- Describe the significance of contract and outsourcing services.
- State the advantages and disadvantages of using contract services.
- List down the types of contracts and the services offered on a contract basis in housekeeping.
- Explain the guidelines for hiring and drawing up the contract specifications.
- Identify several ways of pricing a contract.



3.1 INTRODUCTION :

Hospitality Industry is opting for more contract services and outsourcing to get more cost-effective housekeeping operations. Outsourcing is a business decision made by the department head to get the internal work done by an external service provider. In this, a contract is being signed between the two parties negotiating a proper business deal.

3.2 WHEN TO CONSIDER OUTSOURCED SERVICES :

To choose between the outsourced and inhouse services, the following needs to be considered:

- The cost
- The quality of work by the service provider
- To increase the productivity

The management needs to compare the initial investment for an in-house set-up, the operational cost for the service with the cost of outsourcing the service.

Few questions that manager needs to ask before outsourcing the services are :

- What are the costs involved ?
- Is there a constrain in time, expertise, and resource ?
- Is the activity part of the core service ?
- Would outsourcing the service bring in more credibility ?

3.3 CONTRACT SERVICES IN THE HOUSEKEEPING DEPARTMENT :

Hotels might choose the following types of contract services :

- Cleaning process- Public area cleaning, special cleaning, carpet, or floor cleaning.
- Hiring of Linen
- Outsourcing of Laundry Services
- Equipment Outsourcing
- Pest Control Services
- Floral Arrangements
- Horticulture and Landscaping
- Eco-friendly Garbage Disposal

3.4 HIRING CONTRACT PROVIDERS :

Following are the steps management should follow for outsourcing a definite service :

- Check tender from at least three contractors, compare their quoted rates.
- Review their market credibility and consider references.
- Visit the agent's office (a local office is preferable), check for the license and proper government registration documents.

- Check on the training provided to the staff.
- Check on the level of supervision provided by the agent at the worksite.

Prepare a detailed specification about the contract mentioning the exact number of work hours, operational areas and responsibilities, frequency of services and process of doing the work, schedule, and any special project. After handing services to a contract agent, it should be monitored regularly to check on the standards. A routine follow-up and meetings with the contractor will help the housekeeper to identify and discuss any problem. The task and completion time should be clearly stated in the contract, and the invoices received should also be checked for accuracy.

☐ Check Your Progress – 1 :

Identify the Errors and Correct them :

While hiring contract providers the following need to be considered :

1. Check with one vendor and finalize the contract.

2. Check with the vendor for proper licensing only.

3.5 CONTRACT SPECIFICATION :

The contract specification should have the following :

- The duration of the contract service, date of signing and provision to regular review of the specification.
- Areas that need to be serviced and the frequency of the job to perform.
- A clear description of the method, equipment, and material required to perform the task as per the hotel's quality standard needs to be given.
- A proper storage area for their equipment and other materials.
- Verification of the insurance coverage for guests, employees, and assets.
- List of security requirements for the contract agent.
- The expected time limit for the job covering the leaves/holidays.
- Remuneration and termination process with the terms and conditions mentioned in the contract.

3.6 ADVANTAGES AND DISADVANTAGES OF CONTRACT SERVICES :

There are many pros and cons for outsourcing services; hence, before finalising, it requires a lot of groundwork.

➤ **Advantages :**

- There is no capital investment needed for equipment or sometimes space.
- Alleviate the necessity of buying or hiring specialised equipment
- Training and supervision of staff is passed on to the contractors
- Good contract firms provide skilled labour.

House Keeping Management

- Contractors are accountable for the results.
- Accurate budgeting can be done.
- Service providers are aware of the job, latest equipment, and technology.
- The organisation faces no union problem.

➤ **Disadvantages :**

- It weakens the authority of the management over the quality and loyalty of the staff.
- The staff of the contract agent is not the staff of the hotel and may not have the skills of doing guest interactions.
- Sometimes the contractor might use lower quality supplies which might lower the hotel standards.
- Other ancillary issues might come up from time to time, like disciplinary or security issues.
- Poor supervision may lead to a fall in service standards.

☐ **Check Your Progress – 2 :**

Tick the odd one out :

1. Advantages of contract services:
 - o Good contract firms provide skilled labour.
 - o Contractors are accountable for the results.
 - o Use of lower quality of supplies by contractor.
 - o Budgeting is more precise.

3.7 PRICING OF CONTRACTS :

The payment process for outsourced services may include one of the following :

- **Management Fee Consultancy Basis :** The customer provides labour, equipment, materials etc., and the contractor provides the management expertise.
- **A Fixed Period Cost :** Fixed Period Cost is generally calculated on the total cost or cost per unit of work based on the quality of the work or the frequency of the job that needs to be done. In this method, the service is provided at a specific cost; not much detail is provided on the number of hours or labour required, the equipment and the material needed.
- **Unit Rate Agreement :** In this method, the contractor measures the different areas that need to be serviced as informed by the department head, and then the cost is calculated:

$$\text{Man-hours} = \text{areas} \times \text{time} \times \text{frequency}$$

Example : If the pest control provider needs to service all four different areas of the hotel for four hours and all seven days a week, then man-hours will be calculated as :

$$\begin{aligned}\text{Man-hours} &= 4 \times 4 \times 7 \\ &= 112 \text{ hours}\end{aligned}$$

Along with the wages, the firm also adds the cost of equipment, supplies, overheads, and profit and then the final quote is priced.

Check Your Progress – 3 :

Complete the sentence with the correct terminology :

1. Calculated on the total cost or cost per unit of work based on frequency and quality of the job : _____
2. The contractor only provides the management expertise : _____

3.8 LET US SUM UP :

In this unit, we:

- Discussed detail on contract and outsourcing services.
- Explained the specification of contract services.
- Gained insight into the pros and cons of outsourcing.
- Listed down the types of outsourcing and the pricing methods.

3.9 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. Check tender from at least three contractors, compare their quoted rates.
2. Check for the license and proper government registration documents.

Check Your Progress 1 :

Use of lower quality of supplies by contractor.

Check Your Progress 1 :

1. A fixed period cost
2. Management Fee Consultancy Basis

3.10 GLOSSARY :

Contract : It is an agreement made between two parties finalising a business deal.

Contract Specification : A document that gives precise instruction about the frequency, expected performance and other relevant details of the services.

Outsourcing : A decision to give internal work to an external provider.

3.11 ASSIGNMENT :

Draw up the contract specification for outsourcing floral arrangements of different areas in the hotel of a five–star deluxe property.

3.12 ACTIVITY :

Visit three contract cleaning firms in your city, collect expired contracts from them, analyse the contract specification and suggest changes if required.

3.13 CASE STUDY :

Handling Contract Providers

Hotel Blue Stream is a property run by the Tourism Board of Uttaranchal. Mr Rishi Sharma, general manager of Hotel Blue Stream, had hired a firm called White Swan, a reputed laundry service provider, to meet their guests and staff laundry needs. White Swan has deputed its staff in the hotel's laundry room. The

House Keeping Management

company has now been working with the hotel for almost five years. The contracted labourers from White Swan have been around for a long time, and hence they are treated almost like the regular staff. Their contract is reviewed annually.

Of late, there have been a few lapses on the part of White Swan:

- a. Recently, one of the guests complained that his shirt, which was given for cleaning, had come back torn.
- b. Contract staff from the laundry have been eating in the staff cafeteria without intimating the concerned authorities.
- c. The regularity of the contract staff has become a cause for concern, and there have been delays in the delivery of laundered linen.
- d. Some guests have complained that the chemicals used in the laundry were so strong that some of their clothes had lost their colour.
- e. The laundry has misplaced a guest's expensive Pierre Cardin suit.

Questions :

1. Prepare a revised contract document and decide on the clauses included in the future contract specifications to avoid the situations mentioned above ?
2. How should Rishi Sharma handle each of the above situations if the guests concerned are VIPs ?

3.14 FURTHER READINGS :

Hotel House keeping Operations and Management, G. Raghubalan, Smritee Raghubalan, Oxford University Press, 2007

House keeping Management, Matt A. Casado, 2000 by John Wiley and Sons

BLOCK SUMMARY

This block defined the term housekeeping and discussed its importance in hotels. Also provided is a detailed layout of the housekeeping department. An organizational hierarchy of the housekeeping department is depicted using an organization chart. The duties and responsibilities of all housekeeping employees were listed in detail. The personal attributes of housekeeping staff have been documented, and this aids in the recruitment process. The coordination and cooperation of the housekeeping department with other departments have been discussed briefly to understand the departments' functioning better.

The human resource chapter discusses the various tools used by the executive housekeeper to manage the department staff better. Job descriptions help the employee to understand all the details related to reporting, working conditions, duties, and responsibilities. The other aspects like recruiting, training, and motivating helps in bringing better professionalism among the employees. Overall, it brings in a systematic procedure within the department, and employees take pride in their assigned job. The contract chapter gives an insight into how contract services and outsourcing have become recent trends in housekeeping operations. All common factors have been considered for hiring contract services, and various contract services have also been noted. Different functions and areas to be contracted need to have precise contract specifications as per the requirement of that space.

BLOCK ASSIGNMENT

Short Question Answer

1. Define housekeeping.
2. State the purpose of an organization chart.
3. Briefly explain the importance of training.
4. Define the term Outsourcing

Long Question Answer

1. Describe how housekeeping coordinates with the following.
 - a. Front Office, b. Maintenance, c. F&B Department
2. Trace the four steps of training method.
3. Identify the components of contract specification.
4. Compare the advantages and disadvantages of using contract services.

House Keeping Management

❖ Enrolment No. :

1. How many hours did you need for studying the units ?

| | | | |
|--------------------|----------|----------|----------|
| Unit No. | 1 | 2 | 3 |
| No. of Hrs. | | | |

2. Please give your reactions to the following items based on your reading of the block :

| Items | Excellent | Very Good | Good | Poor | Give specific example if any |
|---|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Presentation Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Language and Style | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Illustration used (Diagram, tables etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Conceptual Clarity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Check your progress Quest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Feed back to CYP Question | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |

3. Any other Comments

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HOUSE KEEPING MANAGEMENT



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ROLE OF SELF INSTRUCTIONAL MATERIAL IN DISTANCE LEARNING

The need to plan effective instruction is imperative for a successful distance teaching repertoire. This is due to the fact that the instructional designer, the tutor, the author (s) and the student are often separated by distance and may never meet in person. This is an increasingly common scenario in distance education instruction. As much as possible, teaching by distance should stimulate the student's intellectual involvement and contain all the necessary learning instructional activities that are capable of guiding the student through the course objectives. Therefore, the course / self-instructional material are completely equipped with everything that the syllabus prescribes.

To ensure effective instruction, a number of instructional design ideas are used and these help students to acquire knowledge, intellectual skills, motor skills and necessary attitudinal changes. In this respect, students' assessment and course evaluation are incorporated in the text.

The nature of instructional activities used in distance education self- instructional materials depends on the domain of learning that they reinforce in the text, that is, the cognitive, psychomotor and affective. These are further interpreted in the acquisition of knowledge, intellectual skills and motor skills. Students may be encouraged to gain, apply and communicate (orally or in writing) the knowledge acquired. Intellectual- skills objectives may be met by designing instructions that make use of students' prior knowledge and experiences in the discourse as the foundation on which newly acquired knowledge is built.

The provision of exercises in the form of assignments, projects and tutorial feedback is necessary. Instructional activities that teach motor skills need to be graphically demonstrated and the correct practices provided during tutorials. Instructional activities for inculcating change in attitude and behavior should create interest and demonstrate need and benefits gained by adopting the required change. Information on the adoption and procedures for practice of new attitudes may then be introduced.

Teaching and learning at a distance eliminates interactive communication cues, such as pauses, intonation and gestures, associated with the face-to-face method of teaching. This is

particularly so with the exclusive use of print media. Instructional activities built into the instructional repertoire provide this missing interaction between the student and the teacher. Therefore, the use of instructional activities to affect better distance teaching is not optional, but mandatory.

Our team of successful writers and authors has tried to reduce this.

Divide and to bring this Self Instructional Material as the best teaching and communication tool. Instructional activities are varied in order to assess the different facets of the domains of learning.

Distance education teaching repertoire involves extensive use of self- instructional materials, be they print or otherwise. These materials are designed to achieve certain pre-determined learning outcomes, namely goals and objectives that are contained in an instructional plan. Since the teaching process is affected over a distance, there is need to ensure that students actively participate in their learning by performing specific tasks that help them to understand the relevant concepts. Therefore, a set of exercises is built into the teaching repertoire in order to link what students and tutors do in the framework of the course outline. These could be in the form of students' assignments, a research project or a science practical exercise. Examples of instructional activities in distance education are too numerous to list. Instructional activities, when used in this context, help to motivate students, guide and measure students' performance (continuous assessment)

PREFACE

We have put in lots of hard work to make this book as user-friendly as possible, but we have not sacrificed quality. Experts were involved in preparing the materials. However, concepts are explained in easy language for you. We have included many tables and examples for easy understanding.

We sincerely hope this book will help you in every way you expect. All the best for your studies from our team!

HOUSE KEEPING MANAGEMENT

Contents

BLOCK 2 : PLANNING DAILY HOUSEKEEPING OPERATIONS

Unit 1 Housekeeping Cleaning Equipment and Agents

Introduction, Cleaning Equipment, Choosing the Equipment, Types of Equipment, Manual Equipment, Electrical Equipment, Care of Equipment, Cleaning Agent, Water, Detergent, Toilet Cleaner, Window Cleaner, Reagent, Polishes, Bathroom and All-Purpose Cleaner, Disinfectant and Air Freshener, Care and Cleaning of Different Surfaces, Metal, Glass, Wood, Stone, Leather, Rubber

Unit 2 Types of Hotel Guest Rooms

Introduction, Importance of a Room to a Guest, Types of Rooms, Guest Supplies and Their Classification

Unit 3 Cleaning of Guest Rooms

Introduction, Frequency of Cleaning, The Cleaning Process of a Guestroom, Preparation to Clean, Room Assignment, Entering the Guestroom, Room Cleaning Procedure, Bathroom Cleaning Procedure, Bed Making Procedure, Turndown Service, Second Service, Servicing VIP Room, Dealing with "Under Repair" Room, Closing Down After Cleaning

Unit 4 Cleaning of Public Areas

Introduction, Cleaning of Public Areas, Entrances, Lobbies, Front Desk, Elevator, Staircase, Guest Corridor, Public Restroom, Banquet Halls, Leisure Areas, Briefing and Scheduling of Staff, Briefing, Grooming, Policies and Procedure, VIP's in the Hotel, Allotment of Duties, Feedback of Staff, Standards of Performance, Recognition and Praise



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House Keeping Management

BLOCK 2 : PLANNING DAILY HOUSEKEEPING OPERATIONS

UNIT 1 HOUSEKEEPING CLEANING EQUIPMENT AND AGENTS

UNIT 2 TYPES OF HOTEL GUESTROOMS

UNIT 3 CLEANING OF GUESTROOMS

UNIT 4 CLEANING OF PUBLIC AREAS

PLANNING DAILY HOUSEKEEPING OPERATIONS

Block Introduction :

The main feature of the Housekeeping Department is that of making the hotel a home away from home, and one of the daily tasks of the housekeeping is trying to attain the required atmosphere with personalised service.

The detail of different types of cleaning equipment and agents used in various areas of the hotel. It is imperative to use the correct equipment and cleaning agent to achieve the cleaning and hygiene standards and avoid damage to the surface area being cleaned. The care and maintenance of equipment is also stressed in this unit, as it is an essential factor contributing to the department's optimum performance.

The primary purpose of the regular daily routine of cleaning and inspection is to avoid the possibility of any complaints about the accommodation. First impressions are lasting ones, and a clean and tidy room will give a good impact that will lead to returned visits and more business.

The successive units brief us regarding the cleaning process of the rooms. There are specific guidelines regarding the cleaning of rooms, whether occupied or unoccupied. We need to know the general guidelines about these cleaning processes. We are going to learn how to clean the room. It may seem relatively easy or less important, but if you see it practically, it gives us an idea about its technical importance. Thus, we find that room cleaning procedure is of utmost importance as it is carried out daily in occupied or unoccupied rooms. The cleaning is to be ensured with the checklist, which the room attendant must see and upgrade accordingly.

Block Objectives :

- Classify the categories of cleaning agent and equipment.
- Explain the use of equipment and cleaning agents on different types of surfaces.
- Identify the different types of guestrooms in a hotel.
- Categorise guest supplies.
- Illustrate the types of guestroom cleaning.
- Describe the procedure of cleaning and maintaining public areas.

Block Structure :

Unit 1 : Housekeeping Cleaning Equipment and Agents

Unit 2 : Types of Hotel Guestrooms

Unit 3 : Cleaning of Guestrooms

Unit 4 : Cleaning of Public Areas

Housekeeping Cleaning Equipment and Agents

UNIT STRUCTURE

- 1.0 Learning Objectives**
- 1.1 Introduction**
- 1.2 Cleaning Equipment**
 - 1.2.1 Choosing the Equipment**
- 1.3 Types of Equipment**
 - 1.3.1 Manual Equipment**
 - 1.3.2 Electrical Equipment**
 - 1.3.3 Care of Equipment**
- 1.4 Cleaning Agent**
 - 1.4.1 Water**
 - 1.4.2 Detergent**
 - 1.4.3 Toilet Cleaner**
 - 1.4.4 Window Cleaner**
 - 1.4.5 Reagent**
 - 1.4.6 Polishes**
 - 1.4.7 Bathroom and All-Purpose Cleaner**
 - 1.4.8 Disinfectant and Air Freshener**
- 1.5 Care and Cleaning of Different Surfaces**
 - 1.5.1 Metal**
 - 1.5.2 Glass**
 - 1.5.3 Wood**
 - 1.5.4 Stone**
 - 1.5.5 Leather**
 - 1.5.6 Rubber**
- 1.6 Let Us Sum Up**
- 1.7 Answer for Check Your Progress**
- 1.8 Glossary**
- 1.9 Assignment**
- 1.10 Activities**
- 1.11 Further Readings**

1.0 LEARNING OBJECTIVES :

In this unit, we will discuss different types of housekeeping cleaning equipment and agents used on various surfaces in different areas of the hotel.

House Keeping Management

After going through this portion, students would be able to understand :

- In stating the criteria for purchasing cleaning equipment and agents.
- Identify the categories of cleaning agent and equipment
- Understand how to use the equipment.
- List the usage of the cleaning agents on different types of surfaces.
- Discuss the methods of cleaning and maintaining different surfaces

1.1 INTRODUCTION :

To process better cleaning and maintenance in the hotels, the housekeeping department is dependent on high-quality cleaning equipment and cleaning agents. The housekeeping employees should be well trained and aware of the correct usage of the equipment and cleaning chemicals.

It is the responsibility of the Executive Housekeeper to select the appropriate type of equipment for the work efficiency of the employee and train them on the types of surfaces and their maintenance.

Hotels should train employees on the handling of equipment to better understand the work and its maintenance. Staff should assess the surface type first and then decide the cleaning process.

1.2 CLEANING EQUIPMENT :

1.2.1 Choosing the Equipment :

The Executive Housekeeper must choose the correct equipment for the job, and it should be compatible for all to work with and get the job done on time.

One should consider the following points :

- Ease of operation and maintenance
- Cost of the equipment (initial and operating)
- Save time and labour
- Multiple usages
- Appropriate design and size depending on the task
- Portable and easy to store.

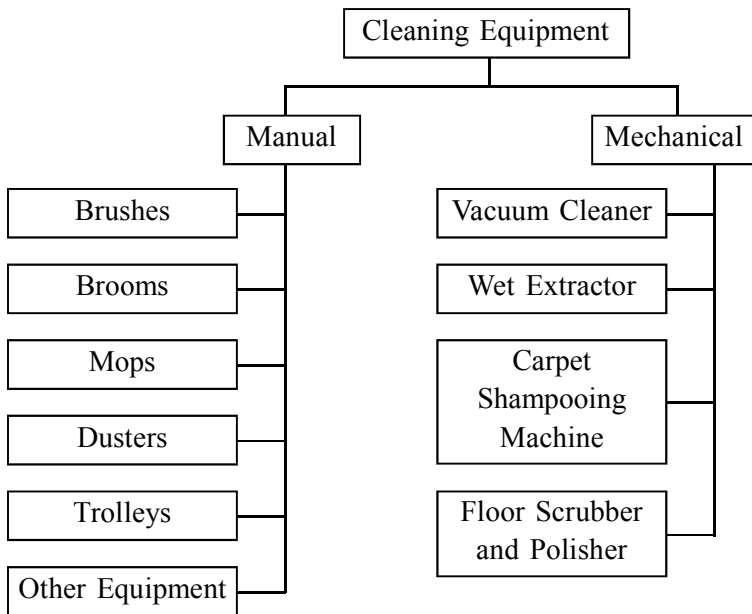
☐ Check Your Progress – 1 :

1. List the missing point to consider in choosing the correct equipment for the job.
 - a. Multiple usage for the equipment
 - b. The initial and operational cost of the machine
 - c. User friendly equipment
 - d. _____

1.3 TYPES OF CLEANING EQUIPMENT :

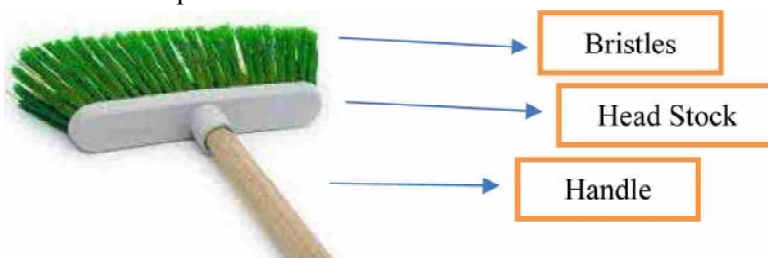
Equipment can be of two categories :

- Manual Equipment
- Mechanical Equipment



1.3.1 Manual Equipment :

Brushes : It is used to remove dry or wet dust from all kinds of surfaces. It consists of different parts :



Generally, there are three main types of brush – hard brush, soft brush and scrubbing brush. Each has its specifications based on their usage, like hard brushes usually have stiff and spaced out bristles used for heavy soiling on hard surfaces, whereas the soft brushes are flexible and have close-set bristles to remove loose soil.

Scrubbing brushes have short coarse bristles designed to be used on hard surfaces for tough stain removal. Long handle brushes are called T-brush as they are useful in scrubbing and cleaning more extensive areas.

For the care and cleaning of these pieces of equipment, we should generally tap the brush on a hard surface to remove the loose dust and frequently wash it with water or warm, mildly soapy water. Rinse it properly, shake off the excess water from the bristles, and hang it upside down for proper drying. Never leave brushes resting on their bristles as they may flay out if left resting on their stock, and even water may rotten the bristles over time. The best way to store them is to hang the brushes bristles downward.



Fig. 1 : Soft Brush

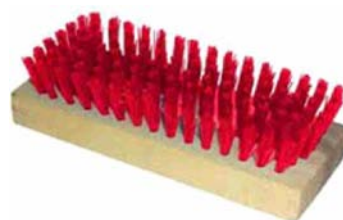


Fig. 2 : Hard Brush

House Keeping Management



Fig. 3 : Scrubbing Brush



Fig. 4 : T Brush

Brooms : Brooms consist of long bristles that are gathered and inserted into a handle. The broomsticks are made up of grass, coconut fibres or synthetic fibres.



Fig. 5 : Grass Broom



Fig. 6 : Coconut Fiber Broom

Brooms should be shaken free from dust after using and never be left standing on the bristles as they tend to lose shape and not clean properly. One should not use brooms on wet surfaces. Stiff brooms made of coconut fibres can be used on wet surfaces but later needs to be dried thoroughly.

Mops : These are available in two varieties, one for wet surfaces and the other for dry surfaces. The ones used on the dry surface are designed to remove soil and debris from floors, walls, and ceilings without dissipating the dust. These mops consist of cotton, acrylic, nylon, or polyester stretched on a metal frame to be removed and washed. Wet mop heads are made up of cotton, sponge or other fibres that absorb water. These mops are used along with buckets to get the area cleaned.

For Regular maintenance of the mop, it should be washed in warm water and dried properly to get an effective cleaning result.



Fig. 7 : Wet Mop



Fig. 8 : Dry Mop on Wooden Surface

Dusters : Various types of clothes are used for cleaning purposes in different areas of the hotel by the housekeeping staff. Generally, the dusters are colour-coded for effective and correct use in specific areas, and even the staff should be well trained. *Swabs and wipes* are all-purpose cloths. They are made of soft, absorbent material used for wet cleaning and damp dusting. *Scrims* are loosely woven material preferred because of their high absorbency and lint-free characteristics. *Dust sheets* are made of any thin cotton material, generally discarded bed sheets or curtains. These are used to cover furniture and other articles during thorough cleaning or major maintenance work.

Carts and Trolleys : These are useful to carry a large number of supplies, items, or linen from one area to another, and it also saves the running around time, making it convenient for the staff to work



Fig. 9 : Housekeeping Trolley

The housekeeping trolley comprises many shelves and compartments to store in guestroom supplies, linen, and small equipment, which needs to be carried by room attendants to service the guestrooms effectively. The cart should be well organised for each shift so that the guestroom attendant does not waste time making frequent trips to the housekeeping pantry. Two sacks are attached on both sides of the trolley, one for the garbage and the other used for soiled linen. While setting the linen in the trolley, place heavier ones on the lower shelf and the lighter ones on the top shelf.

Linen Trolley : These trolleys are used in the housekeeping department for transferring linen from laundry to linen room or from linen room to floor pantries for restocking. These trollies are made up of steel or aluminium with canvas make linen bags.



Fig. 10 : Linen Trolley

House Keeping Management

Janitor's Trolley : Generally used in the public areas to store and carry cleaning supplies with small manual equipment and hand caddy along with a detachable trash bag.



Fig. 11 : Mop Wringer Trolley

Mop Wringer Trolley : This equipment consists of one or two buckets along with a mop and an attached wringer, all mounted on a trolley with caster wheels.

Other Equipment : This includes other pieces used in the housekeeping department for better work performance. **A hand caddy** is a carry box made of plastic or cane with a handle and separate compartments. These are used by the room attendants to carry cleaning supplies and small manual equipment for guestroom cleaning, and it needs to be restocked before the new shift. **Spray bottles** are lightweight containers with a fine spray nozzle used for spray cleaning. **Dustpans** are used to collect debris and dust, and they come in different sizes. Dustpan with long attachment helps in the elimination of bending while collecting the debris. It should be suspended on a hook or placed horizontally when not in use.



Fig. 12 : Hand Caddy



Fig. 13 : Spray Bottle



Fig. 14 : Dustpan

❑ **Check Your Progress – 2 :**

Fill in the blanks :

1. _____ is a carry box made of plastic or cane with a handle and _____ compartments. These are used by _____ to carry cleaning supplies and small _____ equipment for guestroom cleaning.

1.3.2 Electrical Equipment :

Electrical equipment is generally powered by electricity; hence staff needs to know how to operate the equipment since incorrect usage may lead to inefficient cleaning and be a safety hazard.

Vacuum Cleaners : Removes dust and other loose particles from hard or soft surfaces by suction, and some, in addition, have brushes to aid dust collection. The dust is collected in a container enclosed within the body of the machine (cylindrical or canister models) or on the outside in the form of a bag (upright models). When the cylindrical and canisters models are in use, the hose through which the suction takes place is always attached. The different heads are easily changed, making vacuum cleaners more adaptable than the upright models, suited to large, carpeted areas. To reduce the noise of vacuum cleaners, they are fitted with a filter/diffuser.

Small suction cleaners are available for upholstery and carpet edges etc., and are easily carried by hand, e.g. dustette or strapped to the operator's back. Large canister-type suction cleaners may be adapted to collect dust or water and are referred to as wet/dry pickups.



Fig. 15 : Vacuum Cleaner

Care and Storage : Vacuum cleaners will have a long life and better efficiency if maintained well. The staff need to be trained about the maintenance of vacuum cleaner for better efficiency. The wheels of the machine need to be oiled periodically. After use, the dust bags should be checked and emptied. All the attachments need to be cleaned regularly; a wet vacuum cleaner needs to be emptied, washed, and then wiped after every usage. The hosepipe needs to be hung on hooks, and other attachments should be placed on a shelf for drying.

Wet Extractor : Machines that restore the surface appearance by removing the deeply embedded soiling that cannot be removed easily by suction cleaning processes like carpets, upholstery, and curtains.

Carpet Shampooing Machine : The machine is designed for the deep cleaning process of carpets. These machines have a rotary brush in conjunction with a range of accessories and attachments like a tank for hot water and recommended shampoo used for carpet shampooing. The hot water and detergent are shot into the carpet with high-pressure nozzles, the dirt is flushed to the surface, and the dirty water is removed by suction. Certain hotels outsource these services.

House Keeping Management

Floor Scrubber and Polisher : Used for scrubbing, buffing, burnishing, scarifying and spray maintenance. Multipurpose scrubbing/polishing machines are used in many establishments for multitasking from the same machine unit. In some circumstances, coloured abrasive nylon pads replace the scrubbing brushes. For regular speed machines:

- Green pads are used for scrubbing the floor
- Red pads are used for buffing and cleaning the floor
- White pads are used for polishing the floor surface.

1.3.3 Care of Equipment :

Having selected and bought good equipment, it is up to the Housekeeper to see that it is properly looked after. This requires training and supervision of the staff.

➤ Care of Mechanical Equipment :

- Regular servicing of the equipment is necessary.
- Check for frayed wires and plugs.
- Report unusual working noise from equipment.
- Oil the wheels/casters for easy movements.
- Check for tangled/knotted wires.
- Keep the equipment and the accessories clean after every use.

❑ Check Your Progress – 3 :

1. _____ is used to remove dust particles from hard surface.
2. To reduce the noise while working they are fitted with a _____

1.4 CLEANING AGENT :

1.4.1 Water :

It is the simplest cleaning solvent, and some forms of dirt will be dissolved by it. But unless it is mixed with a cleaning agent, such as a detergent, it is ineffective. It does not even wet a surface satisfactorily as its surface tension prevents it from spreading. Hardness in water is another consideration to be borne in mind because hardness in water adversely affects the efficacy of some cleaning agents, e.g., soap and soap-based washing powders. It can cause premature ageing of fabrics, can cause scale and fur to be deposited in boilers, pipes, and domestic appliances. The addition of soda may soften hard water.

1.4.2 Detergent :

When used in conjunction with water, these can loosen and remove dirt. Detergents are available in packets and bottles, each one differing only in the mixture of chemical substances. The primary ingredient of any detergent is a surfactant. A surfactant is a wetting agent that lowers the surface tension of water, emulsifies the grease, and suspends soiling to varying degrees. An important consideration in choosing surfactants for a detergent base is that they should be biodegradable.

Ideally, a detergent should,

- Have good wetting power so that the solution penetrates between the article and the dirt particles

- Good emulsifying power to break up the grease and enable the soiling to be loosened
- Good suspending power to prevent redeposition of the soiling
- Be effective in all types of water
- Be effective over a wide range of temperatures. Be harmless to the article and skin.
- Be easy to be rinsed away
- Be biodegradable

1.4.3 Toilet Cleaner :

They are crystalline, powdered or liquid, and they rely on their acid content to clean and keep the W.C pan hygienic. It again may be of two types, powder, and liquid type. Powdered toilet cleansers consist of a soluble acidic powder, chlorinated bleach, finely ground abrasive to help when a brush is used, and a bubble giving substance that helps spread the active ingredient throughout the water. Liquid toilet cleaner maybe a diluted solution of hydrochloric acid and should be used with great care because the concentration may cause damage to the surface of the pan to surrounding areas and to the person using it if the liquid is spilt. All these toilet cleaners are designed for cleaning and disinfecting of the lavatories and urinals only and should never in any circumstances be mixed with other cleansers because harmful gases are likely to be produced.

1.4.4 Window Cleaner :

It consists of water–miscible solvent to which a small quantity of surfactant and possibly an alkali are added to improve the polishing effect of the cleanser. Some also contain fine abrasives. The cleaner is applied with a cleaning rag and rubbed off with a clean, soft cloth. Water or water to which some methylated spirit or vinegar has been added does the job quite well and much more cheaply but entails more rubbing.

1.4.5 Reagent :

The cleaning action is carried out with the help of a chemical reaction.

Acid : Metal stains are removed with acid. Acids like Vinegar and lemon are used to remove tarnish of copper and brass and mild water stains on bathtubs, washbasins, etc. Oxalic acid or hydrochloric acid is more effective for resistant water stains, which are hard to remove. The handling of these acids should be carried out under supervision to avoid misuse and for safety.

Alkali : Caustic soda and ammonia are the best alkalis used as grease emulsifiers and stain removal agents. For cleaning blocked drains and large industrial equipment, caustic soda is the potent alkaline cleaning agent. They are available in flakes or liquid form. Close attention should be given while handling these potent agents, as they have high ph–value.

Absorbents : They absorb the stains from the material and play an essential role as a cleaning agent. The vital cleaning action is to absorb the stain or grease, e.g. starch, French chalk powders, and besan or gram flour. Their constituents vary, and many are of vegetable origin. Unlike abrasives, they are not manufactured.

Paraffin oil (highly refined mineral oil (Wax) or liquid hydrocarbon mixture used as solvent) is also efficient for cleaning baths, but it is seldom used

House Keeping Management

due to smell. Organic solvents, usually methylated spirit, white spirit (turpentine substitute), and carbon tetrachloride, are grease solvents used to remove grease and wax from different surfaces. The formers are highly flammable, while carbon tetrachloride is harmful if inhaled and should never be used in a confined space. Aerosol dry cleaners are suitable for use on wallpapers.

1.4.6 Polishes :

They do not necessarily clean but produce a shine by providing a smooth surface from which light is reflected evenly. They do this by smoothing out any unevenness on the surface of the articles.

These fall into three types – **liquid, paste and cream**. These fall into three broad categories – spirit base, oil base and water base. Spirit-based products are used primarily for mirrors, windowpanes, etc. Oil-based products are used on wood, linoleum and synthetic floorings, leather, tiles, etc. Water-based products are used on sealed floors, rubber, and thermoplastic floors.

Polishes may be used after dirt and dust have been removed from surfaces and in small quantities. Ensure that the correct type of polish is used with the proper method of polishing.

➤ Criteria for a Good Polish :

- a. It should be non-greasy.
- b. It should give a good shine easily.
- c. It should provide a hard, dry finish to ensure protection and ease of cleaning.
- d. It should not mark easily.
- e. It should reduce the cost of cleaning and maintenance.
- f. It should not smell unpleasant.

1.4.7 Bathroom and All-Purpose Cleaner :

There are several bathroom and all-purpose cleaners in the market today. Bathroom chemical cleaners should never be combined and used together. For example, when ammonia and chlorine are mixed, deadly gases are produced. Employees should be trained on the use of toilet cleaners. All-purpose cleaners can be used to wash walls, scrub floors, clean tubs and showers and wash windows and mirrors. They are concentrated and can be diluted with water to meet different cleaning needs.

1.4.8 Disinfectant and Air Freshener :

Disinfectants, antiseptics and deodorants are not strictly cleaning agents but are often used during cleaning organisations. Housekeepers should control the use of disinfectants and antiseptics as many have strong smells, and their use often suggests illness or foul drains. Disinfectants kill bacteria; antiseptics prevent bacterial growth; deodorants mask the unpleasant odour by combining chemically with the particles forming the odour. With the help of these cleaning agents, a housekeeping Department plans out its cleaning program.

❑ **Check Your Progress – 4 :**

1. List the one missing quality of a good polish.
 - a. It should give a good shine easily.
 - b. It should not mark easily.
 - c. It should reduce the cost of cleaning and maintenance.
 - d. _____

1.5 CARE AND CLEANING OF DIFFERENT SURFACES :

1.5.1 Metal :

Metals are used in many areas of a hotel like indoor and window fittings, furniture, wall panels, light fittings, sanitaryware, cooking utensils, guestroom accessories, bathroom fixtures etc. The most used metals are silver, steel, copper, brass, bronze, aluminium, and iron. Most of the metal surfaces get tarnished, scratched, or rusted unless treated or protected correctly from time to time. To protect metal surfaces, they are treated with one of the following :

- **paint** (applied on iron or steel to give a decorative look but mainly to protect from moisture)
- **electroplating** (it is done using the process of electrolysis in which decorative metals like gold, silver, zinc is deposited on brass, steel or copper to give a durable finish), **galvanising** (usually steel or iron is coated with a layer of zinc to avoid corrosion)
- **enamelling** (molten glass is applied to a metal surface, which gives it a transparent and smooth surface that can be easily cleaned)
- **lacquering** (shellac dissolved in alcohol and then coated over brass or copper to reduce tarnishing)

Commonly used metals are Silver, Steel, Brass, Bronze, and Iron. Every metal has a different process for cleaning and maintaining.

Silver is a soft, malleable, and ductile metal with a shine if adequately maintained. Silver requires cleaning and polishing regularly. The silver article needs to be washed in a hot detergent solution in an enamelled tray. After that, it should be wiped and buffed till a good shine is achieved.

Steel is an alloy of iron. It is used in the form of pressed chrome steel for bathroom fixtures. It is also used in making cutlery, utensils. Steel coated with chromium is called chrome steel, generally used for bathroom fittings; watermarks are easy to remove and do not tarnish. Stainless steel has some percentage of chromium to make the steel corrosion resistant. In some cases, steel is coated with zinc to prevent tarnishing. Steel can be washed in a hot detergent or chemical solution for better effect but must be dried off immediately with a lint-free wiping cloth.

Brass is a golden-brown alloy of copper and zinc. It is used for staircase railing, ashtrays, taps and other areas. Brass tends to tarnish quickly; hence it needs to be lacquered. For cleaning, wipe off the dust from the article, apply the brass cleaning chemical, leave it for some time and then buff it continuously to get the shine back.

House Keeping Management

1.5.2 Glass :

It is a transparent, brittle, and lustrous material made up of silica or sand. A mixture of pure, fine sand, soda or potash and other ingredients are carefully measured; this combination is called a batch. The batch is then passed through a heated furnace at a high temperature. It fuses into molten glass, followed by a cooling process called annealing. Glass makes doors, windows, furniture, décor pieces, lighting fixtures, and many other areas. Even slight smudge marks are prominent on glass surfaces; hence it requires frequent cleaning. Dusting should be done with a lint-free cloth. Generally, a glass surface is cleaned with a liquid chemical or simply with water.

1.5.3 Wood :

It is hard, compact, fibrous, and porous. Wood is a versatile surface material with varied colours and patterns. Wood absorbs water and dust because of its porous nature. It also tends to get fungal growths. Because of this nature of woods, it requires extra protection. Generally, a wooden surface is applied wax polish and rubbed well to get a good shine. Lacquer varnish all serve the same purpose to protect the wooden surface from any kind of damage.

1.5.4 Stone :

A variety of natural stones are used as hard surfaces in different areas of the hotel. They are mainly used for floor finishes, tabletops, wall surfaces, vanity counters and decorative artefacts. Stone surfaces are cleaned using hot water, detergents, or cleaning chemicals.

1.5.5 Leather :

It is expensive material; hence it should be kept supple to prevent cracking. Leather tends to attract oil and grease quickly, creating smudge marks. It needs regular dusting or suction cleaning. Occasionally it can be polished with cream-based furniture polish to keep it soft.

1.5.6 Rubber :

Natural rubber is obtained from a milky white fluid called latex acquired from plants, then the crude rubber is treated with compounding ingredients in several mixing machines. Later this mixture is applied to a base and given a shape by placing in a mould and vulcanised. Rubber can be cleaned with a neutral detergent solution or cream polish to provide a shiny texture.

❑ Check Your Progress – 5 :

Choose the correct answer from the given options :

1. Brittle and lustrous material made up of silica or sand.
a. Stone b. Glass c. Wood

1.6 LET US SUM UP :

In this unit, we :

- Identified various types of cleaning agents and equipment
- Studied how to use these types of equipment as well as the cleaning agents.
- Stated how housekeeping staff need to understand all hard surfaces' types, composition, care, and maintenance.
- Identify the cleaning process.

1.7 ANSWER FOR CHECK YOUR PROGRESS :

- Check Your Progress 1 :**
Portable and easy to store
- Check Your Progress 2 :**
Hand Caddy, Separate, Room Attendants, Manual.
- Check Your Progress 3 :**
1. Vacuum Cleaner, 2. Filter/Diffuser
- Check Your Progress 4 :**
d. It should be non-greasy
- Check Your Progress 5 :**
b. Glass

1.8 GLOSSARY :

Abrasives : Substances or chemicals that depend on their rubbing or scratching action to clean dirt from hard surfaces such as sandpaper, steel wool and so on.

Alloy : A mixture composed of two or more metals. For example, copper and zinc.

Lint-Free : Refers to fabrics that do not shed tiny fibres because of abrasion and wear.

Malleable : A quality of metal that allows them to be pressed into sheets.

Tanning : A process by which rawhide is converted into the leather by soaking in a liquid tanning acid.

Tarnish : The discolouration caused by a chemical reaction between a metal and substances found in water, air, and food.

1.9 ASSIGNMENT :

Discuss the various metals and their alloys used in hotel establishments, categorising them under the following heads :

- a. Type and use
- b. Cleaning and Polishing

1.10 ACTIVITIES :

Conduct a market survey of the types of cleaning equipment available in your city. Compare brands, collect brochures, and make a report with their pricing and featuring after-sales service.

1.11 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G.Raghubalan and Smritee Raghubalan, 2007, Oxford University Press.

Housekeeping Management, Matt A. Casado,

UNIT STRUCTURE

- 2.0 Learning Objectives
- 2.1 Introduction
- 2.2 Importance of a Room to a Guest
- 2.3 Types of Rooms
- 2.4 Guest Supplies and Their Classification
- 2.5 Let Us Sum Up
- 2.6 Answer for Check Your Progress
- 2.7 Glossary
- 2.8 Assignment
- 2.9 Activities
- 2.10 Further Readings

2.0 LEARNING OBJECTIVES :

In this unit, we have discussed the importance of a guestroom, different types of rooms in a hotel, guest supplies and their classification.

After working through this unit, you should be able to :

- Discuss the importance of a guestroom to a guest
- Know the different types of guestrooms in a hotel
- Identify the categories of guest supplies.
- Detail out the importance and use of par stock.

2.1 INTRODUCTION :

The guestroom is one of the prime products of a hotel, generating a good amount of profit percentage from room sales. A room sold on a day earns revenue for that day, and then it can be made ready again the next day to sell to some other guest. Hence rooms are considered highly perishable commodities as rooms not sold for a day lose revenue.

There might be many reasons for a guest to stay in a hotel, but they always expect a certain service and comfort.

2.2 IMPORTANCE OF A GUESTROOM TO A GUEST :

Types of Hotel Guest Rooms



Fig. 1 : Hotel Guestroom

A guest room is a place where a guest spends some leisure time without any anxiety and tension. A guestroom is a highly perishable commodity, and fifty per cent of the property profit comes from room sales. Guests stay in the hotel for pleasure, convenience, comfort, and necessity. Hence, it is the responsibility of the housekeeping staff to take utmost care of the guestroom and make the guest feel comfortable and relaxed as he feels at home. It is essential to understand the guest's expectations and provide the best of services and in-room facilities and a good standard of cleanliness and hygiene in the guestrooms.

In a guestroom, the guest is provided with all modern amenities like air conditioners, television, internet facility, refrigerator, mini-bar, geyser, and bathtub, contributing to necessities in today's world. Apart from the food and shelter, various other services like room service, second service, turn down service, valet service etc., are also provided to the guest so that he feels delighted and wishes to return to the property again and give repeated business. Guest privacy, safety and security are the topmost priority of the hotel.

❑ Check Your Progress – 1 :

Fill in the missing answers :

1. A guestroom is a highly _____ commodity.
2. Along with safety and security, _____ is also a top priority for the hotel.

2.3 TYPES OF GUESTROOMS :

The hotel guest room comes in many sizes and shapes. Hotels offer different product types in terms of service level and target market. Standards vary in terms of look, composition, room category, and hotel classification. Location types for planning the room's construction can affect the look of a guest room as well. Over the period, detailed analysis of hotel guests' needs and wants has shaped guest rooms. Today, the modern guest room is created to meet a guest's room preferences. Room preferences are defined as the individual guest's choice of room type, personal liking, and sometimes the availability of rooms.

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Twin Room : A room with two single beds having individual headboards with a bedside table in between meant for single or double occupancy.

Fig. 2 : Twin Room



Hollywood Twin Room : A room with two twin beds but a common headboard meant for single or double occupancy. If required, they can be joined and sold as a double room.

Fig. 3 : Hollywood Twin Room



Double Room : A room with a double bed generally meant for double occupancy.

Fig. 4 : Double Room



Double-Double Room : A room with two double beds generally meant for four people.

Fig. 5 : Double-Double Room

Types of Hotel Guest Rooms

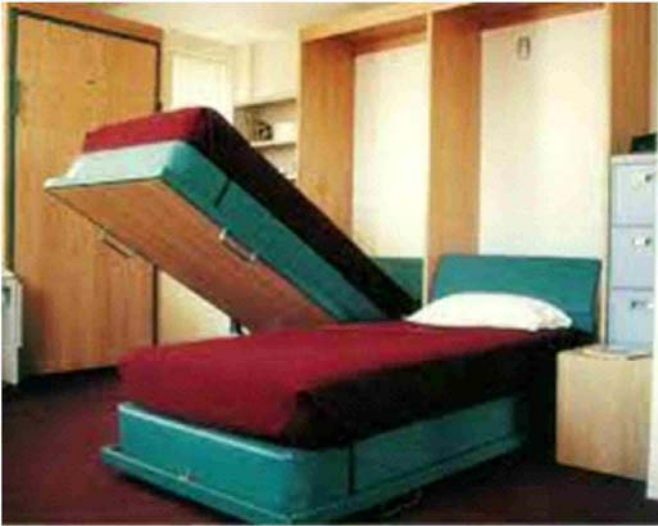


Fig. 6 : Sico Room

Sico Room : A room with a different kind of bed setup called Murphy Beds that fold entirely against a wall, with the top part of the bed fixed with a hinge. Hotels may sell such a room for various purposes; in the morning, the guest can use it for work, and at night, pull the bed down for sleep.



Fig. 7 : Parlour Room

Parlour Room : A living room with only seating arrangements.



Fig. 8 : Studio Room

Studio Room : A room with a more compact layout with space-saving convertible furniture and is generally attractive for long-staying guests.

House Keeping Management



Fig. 9 : Suite Room

Suite Room : A combination of one or more rooms with a parlour, and it may have a bar counter and a kitchenette setup.



Fig. 10 : Cabana Room

Cabana Room : A room attached to the pool or beach area, giving easy access to the guest.



Fig. 11 : Lanai Room

Lanai Room : A room overlooking a landscape, scenic view, water body. Generally, these rooms are found in resort property having attached balcony or patio area with a seating arrangement.



Fig. 12 : Adjoining Room

Adjoining Room : A room with a common wall but not connected with an internal door.

Types of Hotel Guest Rooms



Adjacent Room :
Rooms close to each other but not adjoining, perhaps across the hall or corridor.

Fig. 13 : Adjacent Room



Interconnected Room : Rooms with individual entrance doors from outside and a connecting door from inside for easy access to the guest.

Fig. 14 : Interconnected Room

❑ Check Your Progress – 2 :

Identify the type of room from the given information :

1. A room with a bed that can be folded against a wall : _____
2. Rooms that are close to each other across the hall : _____
3. A room attached to a pool or beach area : _____

2.4 GUEST SUPPLIES AND THEIR CLASSIFICATION :

The guest supplies are classified into four broad categories :

1. **Guest Amenities :** These include all the luxurious items provided to the guest like chocolates, coffee maker, flowers, mini-bar, soap bar, toothpaste, toothbrush, shampoo, hair conditioner, shower caps, nail cutter, pens, biscuits etc.
2. **Guest Expendables :** The guest can use the guest expendables articles and take them when they check out from the hotel. The guest expendables include the articles like matchboxes, laundry bags, coffee sachets, toffees, stationery, hand soaps, face wash etc.
3. **Guest Essentials :** The hotel provides these for comfort and convenience. These include hangers, water goblets, trays, ice buckets, signboards, ashtrays, holy books etc. Guest essentials are not supposed to be taken away by the guest when they depart from the hotel.
4. **Guest Loan Items :** These guest supplies are provided only on their request, like irons, ironing boards, hairdryers, alarm clocks, hot water bottles etc. Otherwise, these items are not kept in the guestroom.

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Check Your Progress – 3 :

Identify the category of the given guest supplies :

1. Iron Boards _____
2. Cloth Hangers _____
3. Bathroom Slipper _____
4. Ashtrays _____

2.5 LET US SUM UP :

In this unit, we:

- Discussed the importance of a guestroom to a guest.
- Listed down the types of rooms with the explanation.
- Explained the types of guestroom supplies.

2.6 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. Perishable, 2. Guestroom

Check Your Progress 2 :

1. Sico Room, 2. Adjacent Room, 3. Cabana Room

Check Your Progress 3 :

1. Guest Loan Item, 2. Guest Essentials,
3. Guest Expendables, 4. Guest Essentials.

2.7 GLOSSARY :

Cabana : A room adjacent to the pool area.

Guest Supplies : Guest Supplies includes all items that are conducive to the guest's comfort and convenience.

Hollywood Twin Room : A room with two single beds and a common headboard.

Lanai : A room overlooking a landscaped area with a scenic view or a water body.

Murphy Bed : This refers to a bed that folds up into the walls to save space.

Parlour Room : A sitting area.

2.8 ASSIGNMENT :

Give the meaning of the following :

- a. Lanai
- b. Cabana
- c. Twin Room
- d. Hollywood Twin Room

2.9 ACTIVITIES :

Visit a resort hotel. Make a report on the types of rooms they offer to the guest with pictures and the types of guest supplies provided in the room.

2.10 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G. Raghubalan and Smritee Raghubalan, 2007, Oxford University Press.

Housekeeping Management, Matt A. Casado,

UNIT STRUCTURE

- 3.0 Learning Objectives
- 3.1 Introduction
- 3.2 Frequency of Cleaning
- 3.3 The Cleaning Process of a Guestroom
 - 3.3.1 Preparation to Clean
 - 3.3.2 Room Assignment
 - 3.3.3 Entering the Guestroom
 - 3.3.4 Room Cleaning Procedure
 - 3.3.5 Bathroom Cleaning Procedure
 - 3.3.6 Bed Making Procedure
- 3.4 Turndown Service
- 3.5 Second Service
- 3.6 Servicing VIP Room
- 3.7 Dealing with "Under Repair" Room
- 3.8 Closing Down After Cleaning
- 3.9 Let Us Sum Up
- 3.10 Answers for Check Your Progress
- 3.11 Glossary
- 3.12 Assignment
- 3.13 Activities
- 3.14 Further Readings

3.0 LEARNING OBJECTIVES :

In this unit, we have discussed the procedure of cleaning a guestroom and the preparation that the housekeeping department requires.

After working through this unit, you should be able to :

- Identify the procedures the room attendants follow when reporting to work.
- Describe the procedure that is followed by the room attendant when cleaning the guestrooms.
- Distinguish between the types of guestroom cleaning.
- Identify the procedures for turndown service.

3.1 INTRODUCTION :

The cleaning process in a guestroom is carried out for many reasons :

- to give an aesthetical appeal

- to provide a regular maintenance
- safety against health hazards

The cleaning process involves using various cleaning agents and proper cleaning methods based on the surface to be cleaned. Housekeeping plays a vital role in ensuring that guestrooms meet the standards that guests need and expect. By maintaining the standards, it ensures repeat clientele and satisfied guests. A systematic approach to cleaning will help the room attendants save time and energy. The sequence of cleaning a guestroom consists of preparatory steps, actual cleaning tasks and a final check. The inspection procedure is an integral part of guestroom cleaning.

3.2 FREQUENCY OF CLEANING :

The cleaning process can be segregated based on the frequency, which depends on the level of soiling, type of surface, usage degree, and following the set cleaning standards.

Employees need to be trained with the set procedures and frequencies for carrying out the daily tasks. Sometimes a schedule is made and displayed on the notice board near the housekeeping control desk or floor pantry area.

Daily Tasks/Routine Cleaning : These are routine tasks carried out on a day to day basis by the staff of the housekeeping department to maintain the guestroom's fresh and spotless appearance. These include the regular servicing of guestrooms, cleaning bathrooms and toilets, suction cleaning of floors and floor coverings.

Weekly Cleaning : Certain areas cannot be cleaned every day because of the busy schedule of the room attendants. Hence, a weekly schedule is planned so that all intricate areas can be attended once weekly, like high-level dusting (hard to reach areas) or under the bed vacuuming, descaling of coffee kettle, etc.

Periodic Cleaning : These cleaning tasks are pre-planned and carried out monthly, yearly, or bi-yearly. Examples of such cleaning are carpet shampooing, chandelier cleaning or hard floor polishing.

Deep Cleaning : It is a combined process of cleaning and doing preventive maintenance. This permits the hotel personnel to spend longer time in the area to get the job done thoroughly and not hurry to complete the task. The cleaning process involves replacing or repairing worn-out or damaged items from top to bottom and sanitising the area to a much higher degree than daily housekeeping maintenance. Doing this will increase the life span of the soft furnishing, furniture, and fixtures significantly.

☐ Check Your Progress – 1 :

Identify the type of cleaning :

1. Pre-planned cleaning and carried out on monthly basis : _____
2. Cleaning and preventive maintenance done together : _____
3. Area cleaning that are attended once in a week : _____

3.3 THE CLEANING PROCESS OF A GUESTROOM :

The housekeeping room attendant must follow a system to produce spotlessly clean guestrooms consistently. Systematic planning would save time and help the housekeeping personnel in overlooking a cleaning task.

House Keeping Management

3.3.1 Preparation to Clean :

The first step of planning is to set the cleaning supplies, equipment, guestroom linen, and amenities necessary for cleaning and setting up the guestrooms. The housekeeping trolley is a giant toolbox set with all the essential things needed to do an effective job. A well-organised and stocked cart is the key to efficiency, and it helps the room attendant avoid many trips to the floor pantry or linen room. The trolleys are stocked with guestroom supplies and fresh linen, along with garbage and soiled linen bags on both sides. All cleaning supplies for the guestroom and bathroom are kept in a hand caddy, and the room attendants carry them along while cleaning a room.

3.3.2 Room Assignment :

After assembling and setting up the work tools, staff are ready to begin their work. Before guestrooms cleaning begins, they should prioritise work as per the room status. The room status report provides information on the occupancy or condition of the property's room daily, and it is two-way communication between the housekeeping and front office department. There are several categories of room status, but the room attendant's cleaning schedule will be determined in the following sequence:

Check-out : A room from which the guest has already checked out

Stay-over : A room in which the guest is expected to stay again

Due out : A room from which a guest is scheduled to check out later that day

The Room Status report is printed from the property management system software. After that, the rooms are assigned to the room attendant based on work standards for specific types of rooms and cleaning tasks decided by the property. The room attendant uses this report to prioritise the workday and proceed with the work accordingly. *Checkouts are attended first as these are always in high demand for the front office to resell them to the arriving guest.* The exception to this would be if a room is occupied by a VIP or a room having 'clean my room' request, then staff should attend them before checkout rooms. Such may be the operating procedure in some hotels. *Secondly, the stayover room needs to be cleaned as these are the guests staying in the hotel (except the 'do not disturb' rooms).* These rooms have the sign of DND or double lock, which is a clear indication for the room attendants that the guest does not need service now. The attendant should confirm later as to when the guest wants the room to be made. Expected checkouts or due outs are the last rooms that the room attendants attend. If a guest refuses service, the floor supervisor should call to arrange a convenient time for cleaning.

3.3.3 Entering the Guestroom :

The room attendant already knows the status of the allotted rooms based on the individual's area allocation. The housekeeping personnel then approaches the guest room as per the status report, knocks at the door firmly with the knuckle or ring the bell clearly announcing the department. When there is no answer, repeat the knock after 10 seconds announcing once more. If there is still no answer, open the door with the section master key. Push the door again; knock announcing inside the room "Housekeeping." If still there is no reply, and once the room attendant is relatively sure that there is no one in the room, open the door and keep it that way until the entire cleaning cycle is complete.

3.3.4 Room Cleaning Procedure :

- Drawback the draperies and check the cords and hooks for any kind of damage.
- Open the windows and air the room while you are cleaning.
- Check the air conditioning/heater and set it according to the standard.
- Take a good look at the condition of the room.
- Make a note of any kind of damages or missing items.
- Check for any kind of maintenance.
- Remove or replace dirty ashtrays and glasses.
- Remove any service trays from the room.
- Empty the trash and a dustbin liner.
- In stay over or arrival room place newspaper and magazine as per the standard.
- Remove the soiled linen from the bed.
- Make your bed as per the standard operating procedure
- Follow a systematic method of cleaning, either clockwise or anti-clockwise.
- Damp dust all the surfaces in one direction.
- Vacuum the carpet and all the floor baseboards.
- Spot clean the walls if necessary.
- Replenish all the bedroom supplies.
- Take a final look around so that nothing is missed out.

3.3.5 Bathroom Cleaning Procedure :

- Apply toilet cleaner to the bowl so that it can sit for some time.
- Damp dust all the toilet fixtures.
- Clean and disinfectant the wall phone.
- Clean the bathtub, surrounding tiles, shower area, vanity counter, and sink with all-purpose cleaner and scrubber.
- Dry all the surfaces with a lint-free duster.
- Lastly, clean the shower curtain, scrub the closet with a brush and disinfect the toilet seat.
- Replace the used towel with fresh ones.
- Mop the floor with floor disinfectant.
- Place bathroom amenities.
- Take a critical look around so that nothing is missed out.

To conclude work in the guestroom, tidy the guest possessions and belongings. Guest valuables should not be touched and take a final look at the room before leaving.

3.3.6 Bed Making Procedure :

- Remove soiled sheets and pillowcases and shake them out individually.
- Turn out mattress as previously described.

House Keeping Management

- Shake out the mattress protector and re-lay it on the mattress. Change the protector if soiled or smelling.
- Open out fresh lower sheet evenly and tuck it securely at the head, foot, and sides. Open out a fresh top sheet and distribute it evenly over the lower bed sheet.
- Ensure that the laundry crease is in the same line as the inner sheet for even distribution. The sheet hem should be evenly pulled up to the headboard and tuck this sheet at the foot.
- Open out the blanket and distribute it evenly on the top sheet using the crease as described.
- Ensure that the blanket labels are at the foot. Pull the blanket four inches from the headboard.
- Fold the top sheet, at the head of the bed, over the blanket and fold the sheet and blanket again.
- The blanket and top sheet are together tucked uniformly on both sides, while the corners at the foot of the bed are mitred.
- Cover the pillows with fresh pillow slips. Fluff the pillow and even out pillow slips to look neat. Since pillow slips are larger than the pillow, the excess slip should be neatly folded downward.
- The side of the pillow which has the fold should be away from the guest view.
- Cover completed bed with the bedspread, ensuring it is right side up and falling evenly all around the bed.
- Keep extra bedspread towards the headboard to crease in between the pillows to make the bed look appealing.
- The bedspread corners should be aesthetically done.
- Put spare blankets in plastic bags in the uppermost or lowermost shelf in the guest closet.

☐ Check Your Progress – 2 :

Arrange the tasks in correct order :

1. Open Curtains _____
2. Vacuum the floor/carpet _____
3. Make the bed _____
4. Check for maintenance _____

3.4 TURNDOWN SERVICE :

- This service is provided in the evening.
- Follow the announcing procedure before entering.
- Empty and damp dust the ashtrays, empty the wastepaper baskets.
- Provide the triangle fold on the bed depending on the occupancy.
- Place the breakfast knob card on the bed/pillow
- Hang any scattered clothes left by the guest.
- Replace the empty bottles.

- Adjust the AC temperature as per standards.
- Give a touchup in the bathroom and replenish all the supplies which the guests use.
- Pull the guestroom drapes closed.
- Put on the lights as per the standard.
- Take a final look before leaving the room.

☐ Check Your Progress – 3 :

Arrange the tasks in correct order :

- a. Place the breakfast knob card on the bed/pillow _____
- b. Follow the announcing procedure before entering. _____
- c. Provide the triangle fold on the bed depending on the occupancy _____
- d. Pull the guestroom drapes closed _____

3.5 SECOND/RE-SERVICE :

- This is a service provided at the special request of a guest.
- Remove room-service trays and used plates, dishes, glasses, and bottles.
- Empty and damp dust ashtrays; empty the wastebasket.
- Make the bed if required.
- Replenish all amenities and water in the room if used by the guest.
- Give a touch up in the bathroom.
- Spray an air freshener in the room.

☐ Check Your Progress – 4 :

Tick the odd one out.

Following tasks are performed in the second service :

- a. Remove room-service trays and used plates, dishes, glasses, and bottles.
- b. Empty and damp dust ashtrays; empty the wastebasket.
- c. Make the bed if required.
- d. Replenish all amenities and water in the room if used by the guest.
- e. Give triangle fold on the bed.

3.6 SERVICING OF VIP ROOM :

- Always given priority for service.
- Advance information to housekeeping about VIP arrivals.
- Extra complimentary amenities and giveaways are kept in the VIP rooms.
- These amenities may differ from hotel to hotel.
- The inspection of the room also needs to be more thorough.

3.7 DEALING WITH UNDER REPAIR ROOM :

- To inform Front Office before taking a room OOO with an explanation.
- Remove all guestroom supplies from the guestroom and bathroom.
- Remove all the soft furnishing from the rooms.

House Keeping Management

- Cover the mattress and furniture with a dust sheet.
- Disconnect all the electrical devices.

3.8 CLOSING DOWN AFTER CLEANING :

This is an important task as important as preparing to clean. All equipment and chemicals should be stored away; the work area needs to be left neat for a proper handover to the next shift. Cleaning equipment and agents and lying everywhere may become a safety hazard for the housekeeping attendants. Proper storage and regular maintenance of equipment will increase the life span of the device. Uniforms worn by the staff during work need to be washed every day for better hygiene.

The daily garbage needs to be segregated by the staff and dispersed appropriately to maintain a neat workplace. The stepwise closing process is essential.

Check Your Progress – 5 :

State true or false :

- a. Cleaning equipment are kept at the place where the last work is been done. _____
- b. The uniform worn by the housekeeping staff is generally washed alternate days _____
- c. Proper garbage segregation helps in maintaining a better workplace _____

3.9 LET US SUM UP :

In this unit, we discussed :

- Listed the principles of cleaning
- Stepwise discussed the room cleaning procedure
- Explained the bed making procedure
- Outlined the turndown service and second service procedure.

3.10 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. Periodic Cleaning, 2. Deep Cleaning, 3. Weekly Cleaning

Check Your Progress 2 :

Correct Sequence : 1, 4, 3, 2

Check Your Progress 3 :

Correct Sequence : b, d, c, a

Check Your Progress 4 :

1. e

Check Your Progress 5 :

a. False, b. False, c. True

3.11 GLOSSARY :

Room Status Codes :

| CODE | Status |
|------|--|
| O | Occupied |
| V | Vacant |
| DND | "Do not Disturb" sign on |
| L | Luggage in Room but Bed Unused |
| UR | Under Repair |
| N | Occupied but no Luggage |
| SB | Scanty Baggage |
| OOO | Out Of Order |
| DL | Double Lock |
| NC | Not Cleared Though Departure Has Taken Place |
| D | Departure |

Amenity : A service or item offered to guests or placed in guestrooms for convenience and comfort and at no extra costs

Deep Cleaning : Intensive or specialised cleaning done in guestrooms or public areas.

Mitering : A method for contouring a sheet or blanket to fit the corner of a mattress smoothly and neatly.

Room Inspection : A detailed process in which guestrooms are systematically checked for cleanliness and maintenance records.

Room Status Report : A report that allows the housekeeping department to identify the occupancy or condition of the property's room.

Turndown Service : A special service provided by the housekeeping department in the evening.

3.12 ASSIGNMENT :

Explain the cleaning process in a VIP arrival room.

3.13 ACTIVITIES :

Visit four different types of hotels in your city and discuss different ways of making a bed.

3.14 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G. Raghubalan and Smritee Raghubalan, 2007, Oxford University Press.

Housekeeping Management, Matt A. Casado

Managing Housekeeping Operations, Aleta A. Nitschke and William D. Frye

UNIT STRUCTURE

- 4.0 Learning Objectives
- 4.1 Introduction
- 4.2 Cleaning of Public Areas
 - 4.2.1 Entrances
 - 4.2.2 Lobbies
 - 4.2.3 Front Desk
 - 4.2.4 Elevator
 - 4.2.5 Staircase
 - 4.2.6 Guest Corridor
 - 4.2.7 Public Restroom
 - 4.2.8 Banquet Halls
 - 4.2.9 Leisure Areas
- 4.2 Briefing and Scheduling of Staff
 - 4.3.1 Briefing
 - 4.3.2 Grooming
 - 4.3.3 Policies and Procedure
 - 4.3.4 VIP's in the Hotel
 - 4.3.5 Allotment of Duties
 - 4.3.6 Feedback of Staff
 - 4.3.7 Standards of Performance
 - 4.3.8 Recognition and Praise
- 4.4 Let Us Sum Up
- 4.5 Answers for Check Your Progress
- 4.6 Glossary
- 4.7 Assignment
- 4.8 Activities
- 4.9 Further Readings

4.0 LEARNING OBJECTIVES :

In this unit, we will discuss the different public areas and the cleaning procedures done by the housekeeping department.

After working through this unit, you should be able to :

- Understand the meaning of the term public areas and list them
- Describe the procedure of cleaning and maintaining the public areas
- Distinguish between the types of public areas

4.1 INTRODUCTION :

The public areas in a hotel consist of entrances, lobby, corridors, elevators, restrooms and health facilities and other areas that the guests see include dining areas, banquet and meeting rooms, spa and sometimes the sales office. The front of the house areas conveys a strong statement about the rest of the hotel, and it works as a first impression for the guests.

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

4.2 CLEANING OF PUBLIC AREAS :

4.2.1 Entrances :

Some hotels may have elaborate design features at the entrances, cleaning which may be difficult for the housekeeping department. If not cleaned and maintained daily, entrances can easily acquire a shabby look due to the heavy traffic and exposure, which can be very unappealing for an arriving guest.

The preventive maintenance of floors at the entrance is essential since this is the inlet point for dust and dirt trekked in by all the guests' shoes. If the dirt and grit are not prevented from entering the establishment at this stage, they will eventually become embedded in the floor and deteriorate the surface. So, care must be taken in keeping cleanliness.

➤ Cleaning of Flooring, Mats and Doors :

A doormat or runner should be placed just outside the entrance to prevent most dirt and soil from being brought in with the guest's shoes. Another doormat or runner must be placed just inside the entrance to remove any dust remnants from the shoes.

The other cleaning and maintaining tasks for this area is given below.

- Glass doors should be cleaned twice a day, and where public traffic is high, the frequency of cleaning may have to be even three or four times daily.
- Plants at the entrances should be watered when required.
- Doors and door tracks are usually cleaned thoroughly early in the morning.
- The doormats and runners must be vacuum cleaned daily.
- In the rainy season and during times of heavy traffic, cleaning the mats twice a day or even more.
- The floor at the entrance must be mopped frequently throughout the day.
- Wooden doors should be damp dusted once daily.

House Keeping Management

- Brass knobs and handles should be polished weekly.
- Lights and lighting fixtures should be checked daily and cleaned weekly.

4.2.2 Lobbies :

It is the area in the hotel which comes first in contact with the guest. This is the place where guests interact, relax and check-in. Like entrances, these are also heavy-traffic areas. Many lobbies are carpeted, while others have hard flooring. Floors in the lobbies need to be frequently cleaned. Hence cleaning should be scheduled for the night or early morning when there is less traffic. Lobbies may have high ceilings, elaborate chandeliers and other features that are difficult to clean. In many hotels, these features are cleaned and maintained by contractors.

➤ The Daily Cleaning of the Lobby :

- Doors, door handles, and knobs should be damp dusted daily.
- Carpeted areas should be suction cleaned daily to remove dust and dirt.
- Any stains on the carpet or upholstery should be removed immediately.
- Hard floors must be mopped or vacuumed daily.
- Lights and lighting fixtures should be checked daily and cleaned weekly.
- Furniture should be damp dusted daily.
- Telephones must be damp dusted with a disinfectant solution and wiped dry with a dry duster.
- Ashtrays, sand urns, and wastepaper baskets should be emptied and damp-dusted
- Flower arrangements should be attended to daily, and indoor plants watered as required.
- Glass surfaces and windows should be cleaned with a proprietary glass-cleaner daily.

➤ Periodic cleaning of Lobby :

These tasks should be scheduled periodically, once a week, once a month, once in six months, or once in a year.

- Wooden furniture should be polished once a week.
- Curtains should be suction-cleaned weekly.
- Carpets should be shampooed once a month, but in heavy traffic or heavy soiling, the cleaning frequency could be once a week.
- Ceilings and other hard-to-reach areas such as tops of fans and cornices should be cleaned once a week.
- Very high ceilings may be dusted once a month.
- Elaborate chandeliers may be brought down and cleaned once in six months.

4.2.3 Front Desk :

The cleaning should be done at non-peak hours so as not to interrupt the flow of business. When guests approach the front desk during the cleaning process, cleaning should be stopped, and the employee doing the task should step aside. Cleaning tasks should in no way hamper the flow of work at the front desk.

Front desks may be elaborately designed or be simply practical in design. In the latter case, they will be easier to clean. The front desk in most hotels is a part of the entrance lobby.

- The front desk needs to have a spotless appearance always.
- Regular vacuuming.
- Any kind of surface damage should be reported.
- Not to unplug any equipment at the front desk area.
- Not to touch any paper or business-related items.

4.2.4 Elevators :

They should always be taken out of service for cleaning. The necessary signboards indicating that cleaning is being carried out must be displayed prominently. Elevator doors are usually made of steel, and sometimes they may be covered with wooden panels. Steel doors show grease marks from fingers easily. Elevators should be cleaned daily, and a more thorough cleaning may be done periodically. The cleaning steps are given below.

- The steel doors, inside and out, by using neutral detergent solution wipe and clean using water. Dry it with a clean duster.
- Damp-dust the inside wall panels, door panels and control panel.
- Suction-clean the elevator floor if carpeted.
- Suction-clean the door tracks on all the floors using a crevice-cleaner attachment on the vacuum cleaner.
- Lightly damp dust the ceiling and light fixtures.
- Clean any air-conditioning or ventilation ducts using a suction cleaner.

4.2.5 Staircases :

The appropriate way to clean staircases is to divide them into half lengthways and clean one half at a time. This is required to prevent dirty footprints on a wet floor and as a safety precaution so that there are no accidents due to slipping on wet steps. The various cleaning tasks may be carried out at different periodicities daily, weekly, or less often. While cleaning staircases, care should be taken that dirt and debris do not fall downwards through the gaps in bannisters and railings. Any kind of sweeping should be directed towards the wall. Carpets should be suction cleaned daily, and any stains should be attended to immediately. Due to practical reasons, a backpack type of vacuum cleaner is best for suction-cleaning staircases. Hard-floored staircases should be suction-cleaned and then damp-mopped. They can be scrubbed weekly with a deck scrubber using a neutral detergent.

4.2.6 Guest Corridors :

The guest corridor should be divided into sections for cleaning. The corridor should be divided into half lengths so that the other half is open for use while one half is being cleaned. Appropriate cautionary signs should be used to indicate that cleaning is in progress. Many hotel corridors are fully carpeted. These carpets should be attractive and sturdy, and durable to withstand everyday wear and tear. The carpet should be vacuum cleaned daily. It also needs to be shampooed once in six months—this may be scheduled as a special project in the off-season periods. The wall skirting or baseboards all along the corridor should be cleaned. Thorough cleaning of walls may be done weekly. The exit and

House Keeping Management

entrance doors on the corridor should be damp dusted on both sides, and the tracks cleaned. Brass knobs and handles should be polished once a week.

4.2.7 Public Restroom :

The washrooms and toilets are meant for use by the general public and are not restricted to guests at the hotel. Washrooms may have elaborate mirrors, other ornate fixtures, and some pieces of upholstered furniture. The sanitary fittings commonly found in washrooms are WCs, urinals, sluices, bidets and vanity units or pedestal-type washbasins. Public restrooms need to be cleaned twice a day thoroughly at the minimum; when guest traffic is more, the frequency will have to be higher. In lower traffic periods, frequent but light tidying may be required.

4.2.8 Banquet Halls :

These may be used for dinners, conferences, conventions, exhibitions etc. When banquet halls have bookings for several functions on the same day, cleaning them becomes more of a challenge. A larger workforce and good organisation will be required on such days. The cleaning process includes daily cleaning tasks and weekly cleaning tasks.

- Sweep and mop the floor area well before the event. If the area is carpeted, a vacuum cleaner should be used.
- Damp-dust or suction-clean the furniture.
- Tablecloths, chair covers, and decorative bows should be replaced if dirty.
- Lighting fixtures should be checked.
- Flower arrangements, mineral water, glasses, and other specific requirements such as notepads and pencils should be provided and arranged neatly in place.

4.2.9 Leisure Areas :

Hotel leisure areas include the health club, saunas and solariums, swimming pool, spas and changing areas. These are areas meant for the recreation and relaxation of guests.

Health Club : The equipment in health clubs includes treadmills, bench presses, rowing machines, cycling machines, dumbbells, etc. The flooring in health clubs should be non-slippery and should not be polished to a very high shine, or else it will not provide good friction for anti-skid properties. The walls will usually have several mirrored panels. Health clubs also have shower cubicles and lockers. The cleanliness of the whole area, including the equipment, is the housekeeping department's responsibility.

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

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

Cleaning Solariums : This primarily involves cleaning the glass panels. A proprietary glass-cleaner or a solution of vinegar in water is used for this purpose.

Swimming Pools, Spas and Changing Rooms : Regular cleaning of swimming pools is essential from the point of view of hygiene. If they are not cleaned to a regular schedule, it creates a problem may become carriers of waterborne infections. The swimming pool's water becomes contaminated with body fats and oils, sweat, saliva, urine, cosmetics, and airborne dust particles. However, ideally, the pool should contain as few bacteria as drinking water. The daily cleaning of the swimming pool usually comes under the purview of the housekeeping department. The primary concerns in cleaning swimming pools are water clarity and water chemistry control. Water clarity results from effective filtration to remove all particulate matter. When filters are not effective, they may need cleaning by a backwash cycle, in which a reversed water flow is created through the valves. This forces the discharge of debris into the sewer system.

Water chemistry control implies the chemical safety of the water for swimming. It involves the maintenance of a neutral ph to control the growth of harmful bacteria in the pool water. If the water is too alkaline, the sides and bottom of the pool will become slippery and prone to black algae. If the water is too acidic, it may deteriorate the pool finish and damage the pump. Chlorine or bromine was earlier used for this purpose but now are discouraged because of specific health hazards such as eye irritation, hair loss and skin rashes resulting from exposure to these. Spa baths are small pools of warm water with a temperature maintained at a maximum of 39°C. Jacuzzis are small pools in which alternate jets of warm water bring about therapeutic effects. They are cleaned in the same way as swimming pools.

❑ **Check Your Progress – 1 :**

Fill in the missing gaps :

1. _____ areas meant for the recreation and relaxation of guests.
2. Public area corridors should be _____ every day and _____ should be attended immediately.
3. Water chemistry control implies the _____ of the water for swimming.

4.3 BRIEFING AND SCHEDULING OF STAFF :

4.3.1 Briefing :

It is the process at the beginning of a work shift that is provided by management to facilitate two-way communication between management and staff. It is the one time during a shift that all housekeeping staff share information and feelings before they disperse to their work areas. It is usually undertaken where all employees must report on duty at the beginning of the shift. This is after the employees have formally clocked into the hotel at the time office and have already received their fresh uniforms, which they change into their respective locker rooms. All employees must report for briefing properly attired and at the scheduled commencement of the shift or earlier. In Housekeeping, the briefing is conducted at a prescribed common Housekeeping Lounge or the Housekeeping Control Room. Ideally, the Executive Housekeeper must conduct the briefing; however, they may delegate this to a deputy due to odd shift timings.

House Keeping Management

4.3.2 Grooming :

Housekeeping staff are mostly in guest visibility and contact areas, and it is thus essential that they are well-groomed and clean. While grooming projects the image and quality of the hotel, a guest also likes to feel that the people who clean his room are themselves very clean. It is thus essential for the Housekeeper to ensure the following :

- Personal cleanliness – fingernails should be clean and cut short; men should shave and emit no body odour.
- Hair should be clean and neatly combed/arranged. Hairnets are suggested but not essential.
- Little or no make-up
- Careful use of lipsticks for maids
- No necklaces or bracelets; earrings, if worn, must be small and unobtrusive.
- Uniforms must be clean and well pressed.
- Shoes should be dark in colour, low-heeled and clean.

4.3.3 Policies and Procedures :

Any new policies and procedures laid by the management should be informed among the staff.

4.3.4 VIPs in the hotel :

Before starting with daily work, the in-house guest names, room numbers, and the importance of each VIP staying in the hotel must be communicated to all staff, especially those assigned to their floors.

4.3.5 Allotment of Duties :

During the time of the briefing, the duties of each staff member and the areas of accountability are given. It means the floor and the number of rooms allotted to that room attendant. The public area attendants, likewise, are told which public areas they are assigned to for cleaning. They are also informed which supervisor would be in charge.

4.3.6 Feedback of Staff :

The Executive Housekeeper talks to the staff to receive any professional or personal grievances of staff. This helps resolve the problem and ultimately improves the productivity or at least heard to resolve them. This can also be an opportunity to test out whether policies and procedures already explained have been understood and implemented.

4.3.7 Standards of Performance :

Each staff is allotted to certain areas and is given a specific task for a shift in day to complete by an Executive Housekeeper. And they are constantly reminded of the standards expected by management from them. Standards could be the number of rooms to be completed by a maid in her shift or the time taken to complete a departure room. At the time of briefing and de-briefings, the housekeeping staff should get feedback, and corrective actions should be informed on whether they are maintaining the required standards.

4.3.8 Recognition and Praise :

When shift staff gather for a short briefing, the Housekeeper should praise and encourage good work and recognise deserving candidates.

Check Your Progress – 2 :

1. List the missing point for importance of briefing :
 - a. Two-way communication between the staff and the management
 - b. It helps to keep a check on the regular grooming of the staff.
 - c. _____

4.4 LET US SUM UP :

In this unit, we :

- Stated the cleaning procedures of the public area such as cafeteria, hotel lobby floor, terrace elevator, guest floors etc.
- Appreciated the importance of cleaning and maintaining the public areas
- Listed the daily, weekly, and periodic cleaning tasks for public areas

4.5 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. Leisure, 2. Vacuumed, Stains, 3. Chemical Safety

Check Your Progress 2 :

c. Share information with the staff for the day's work.

4.6 GLOSSARY :

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

Sauna : Steam-bath cubicle made of wood or glass.

Suction Clean : Vacuum Clean

Upholstery : Textiles used for furniture decor

4.7 ASSIGNMENT :

What are the various leisure areas in a hotel? How are they cleaned ?

4.8 ACTIVITIES :

Gather information on the construction, functioning and cleaning of a swimming pool, a spa bath, and a jacuzzi. Present a report, including relevant diagrams.

4.9 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G. Raghubalan and Smritee Raghubalan, 2007, Oxford University Press.

Housekeeping Management, Matt A. Casado

Managing Housekeeping Operations, Aleta A. Nitschke and William D. Frye

BLOCK SUMMARY

This block covered different types of cleaning equipment used by the housekeeping staff to perform cleaning and regular maintenance of all areas of the hotel. The types, usage, care, and storage of various equipment categories have been discussed in detail with pictures for a better understanding of the students. Proper use and correct maintenance will help in increasing the life expectancy of the equipment. Nowadays, equipment may be multipurpose; hence the housekeeper should select user-friendly equipment and get maximum functions out of it. Cleaning agents also need to be considered very carefully so that it is not dangerous for the employees to use, and proper guidelines should be set for their usage.

The guestroom is the most crucial product that hotels sell to generate revenue. In this section, we covered the importance and types of guestrooms that are there in a hotel. It is imperative to maintain the overall look of the place by providing a proper hygienic ambience to the guest. Hence daily cleaning of the guestroom is critical. The guests who come to stay expect a certain level of hygiene and cleanliness for their price. It is the responsibility of the housekeeper to set cleaning standards and ensure they are followed. Efficient cleaning will satisfy guests, which in turn will generate favourable reviews and lead to repeat business. The last portion of the block deals with public areas and their maintenance. It is essential to maintain the standard as it builds up the first impression for the guest. The workflow of cleaning these areas is well distributed throughout the day for housekeeping public area attendant. Some hotels may outsource this cleaning service.

BLOCK ASSIGNMENT

Short Question Answer

1. State the purpose of hand caddy.
2. Differentiate between Twin room and Hollywood Twin room.
3. Name the evening service provided in guestrooms.
4. State the purpose of a miter fold.
5. Identify public areas in a hotel.

Long Question Answer

1. Explain the cleaning of wooden surfaces.
2. Explain the cleaning of leather.
3. Expand the following codes and explain them. (OCC, OOO, DND, C/O)
4. Analyse why orderly closing down after cleaning is important.
5. Describe how elevators, staircases and guest corridors are cleaned.

House Keeping Management

❖ Enrolment No. :

1. How many hours did you need for studying the units ?

| | | | | |
|--------------------|----------|----------|----------|----------|
| Unit No. | 1 | 2 | 3 | 4 |
| No. of Hrs. | | | | |

2. Please give your reactions to the following items based on your reading of the block :

| Items | Excellent | Very Good | Good | Poor | Give specific example if any |
|--|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Presentation Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Language and Style | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Illustration used (Diagram, tables etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Conceptual Clarity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Check your progress Quest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Feed back to CYP Question | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |

3. Any other Comments

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HOUSE KEEPING MANAGEMENT



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ROLE OF SELF INSTRUCTIONAL MATERIAL IN DISTANCE LEARNING

The need to plan effective instruction is imperative for a successful distance teaching repertoire. This is due to the fact that the instructional designer, the tutor, the author (s) and the student are often separated by distance and may never meet in person. This is an increasingly common scenario in distance education instruction. As much as possible, teaching by distance should stimulate the student's intellectual involvement and contain all the necessary learning instructional activities that are capable of guiding the student through the course objectives. Therefore, the course / self-instructional material are completely equipped with everything that the syllabus prescribes.

To ensure effective instruction, a number of instructional design ideas are used and these help students to acquire knowledge, intellectual skills, motor skills and necessary attitudinal changes. In this respect, students' assessment and course evaluation are incorporated in the text.

The nature of instructional activities used in distance education self- instructional materials depends on the domain of learning that they reinforce in the text, that is, the cognitive, psychomotor and affective. These are further interpreted in the acquisition of knowledge, intellectual skills and motor skills. Students may be encouraged to gain, apply and communicate (orally or in writing) the knowledge acquired. Intellectual- skills objectives may be met by designing instructions that make use of students' prior knowledge and experiences in the discourse as the foundation on which newly acquired knowledge is built.

The provision of exercises in the form of assignments, projects and tutorial feedback is necessary. Instructional activities that teach motor skills need to be graphically demonstrated and the correct practices provided during tutorials. Instructional activities for inculcating change in attitude and behavior should create interest and demonstrate need and benefits gained by adopting the required change. Information on the adoption and procedures for practice of new attitudes may then be introduced.

Teaching and learning at a distance eliminates interactive communication cues, such as pauses, intonation and gestures, associated with the face-to-face method of teaching. This is

particularly so with the exclusive use of print media. Instructional activities built into the instructional repertoire provide this missing interaction between the student and the teacher. Therefore, the use of instructional activities to affect better distance teaching is not optional, but mandatory.

Our team of successful writers and authors has tried to reduce this.

Divide and to bring this Self Instructional Material as the best teaching and communication tool. Instructional activities are varied in order to assess the different facets of the domains of learning.

Distance education teaching repertoire involves extensive use of self- instructional materials, be they print or otherwise. These materials are designed to achieve certain pre-determined learning outcomes, namely goals and objectives that are contained in an instructional plan. Since the teaching process is affected over a distance, there is need to ensure that students actively participate in their learning by performing specific tasks that help them to understand the relevant concepts. Therefore, a set of exercises is built into the teaching repertoire in order to link what students and tutors do in the framework of the course outline. These could be in the form of students' assignments, a research project or a science practical exercise. Examples of instructional activities in distance education are too numerous to list. Instructional activities, when used in this context, help to motivate students, guide and measure students' performance (continuous assessment)

PREFACE

We have put in lots of hard work to make this book as user-friendly as possible, but we have not sacrificed quality. Experts were involved in preparing the materials. However, concepts are explained in easy language for you. We have included many tables and examples for easy understanding.

We sincerely hope this book will help you in every way you expect. All the best for your studies from our team!

HOUSE KEEPING MANAGEMENT

Contents

BLOCK 3 : OTHER AREAS OF THE HOUSEKEEPING DEPARTMENT

Unit 1 Housekeeping Control Desk

Introduction, Duties of a Control Desk Supervisor, Records and Registers Maintained, Communication Process, Handling Telephone Calls, Transferring the Call, To Hold the Call, Take the Messages, Make a Call, Handling Difficult Situation, Handling Room Transfers

Unit 2 Safety and Security

Introduction, Potential Hazard in Housekeeping, Basic Guidelines for the Prevention of Accident, Procedures to be Followed in Case of An Accident, Types of Fire, Prevention of Fire, Fire Warning Systems, Types of Fire Extinguishers, Fire Protection Checklist, First Aid, Prevention for Emergencies, Dealing with Bomb Threats, Scanty Baggage, Guest and Employee Thefts, Sickness or Death

Unit 3 Key Control and Lost and Found Procedure

Introduction, Types of Keys, Key Control Procedure, Issuing of Keys, Custody of Keys, Loss of Keys, Changing Locks and Keys, Electronic Lock Key Cards, Lost and Found Procedure, Disposal of Lost and Found Article if Not Claimed

Unit 4 Pest Control Management

Introduction, Types and Methods of Pest Control, Bed Bug, Cockroach, Silverfish, Mosquitos, Mice and Rats, Flies, Ants, Termites, Goals of Pest Control, Avoiding the Harmful Effects of Pest Control



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House Keeping Management

BLOCK 3 : OTHER AREAS OF THE HOUSEKEEPING DEPARTMENT

UNIT 1 HOUSEKEEPING CONTROL DESK

UNIT 2 SAFETY AND SECURITY

UNIT 3 KEY CONTROL AND LOST AND FOUND PROCEDURE

OTHER AREAS OF THE HOUSEKEEPING DEPARTMENT

Block Introduction :

The first unit in the block discusses the control desk, the nerve centre for the housekeeping department.

The second unit in the block focuses on the basic security and safety measures and practices that all the hotel staff should be aware of. Since a hotel is a place of temporary accommodation for many guests and an organisation that employs a high workforce from different backgrounds, it is very important to have basic security and safety policies in place. Notably, such policies should be adhered to in all the areas of the hotel. The unit discusses the measures that employees are expected to take in emergencies and the general safety precautions to be taken to avoid any mishaps.

The Lost and Found section of the housekeeping department is also stressed upon, as it is a department that deals with guests' lost valuables/unclaimed materials found on the premises of the hotel.

The last unit discusses pest control management which the housekeeping department does.

Block Objectives :

- Describe the importance and role of the housekeeping control desk.
- Discuss the role of the control desk in coordination with other departments.
- Identify the potential hazards in housekeeping.
- Compare the different types of keys.
- Outline the procedures for dealing with lost and found items.
- Identify the characteristics of common pests found in hotels.
- Illustrate the different methods of pest control.

Block Structure :

Unit 1 : Housekeeping Control Desk

Unit 2 : Safety And Security

Unit 3 : Key Control and Lost and Found Procedure

UNIT STRUCTURE

- 1.0 Learning Objectives
- 1.1 Introduction
- 1.2 Duties of a Control Desk Supervisor
- 1.3 Records and Registers Maintained
- 1.4 Communication Process
 - 1.4.1 Handling Telephone Calls
 - 1.4.2 Transferring the Call
 - 1.4.3 To Hold the Call
 - 1.4.4 Take the Messages
 - 1.4.5 Make a Call
 - 1.4.6 Handling Difficult Situation
 - 1.4.7 Handling Room Transfers
- 1.5 Let Us Sum Up
- 1.6 Answer for Check Your Progress
- 1.7 Glossary
- 1.8 Assignment
- 1.9 Activities
- 1.10 Case Study
- 1.11 Further Reading

1.0 LEARNING OBJECTIVES :

In this unit, we will discuss the housekeeping control desk and state its functions.

After going through this portion, students would be able to understand :

- Understand the importance and role of the housekeeping control desk.
- List down the forms, formats and registers that are used at the desk.
- Discuss the role of the control desk in coordination with other departments.
- Explain the method of handling calls using standard phrases.
- Discuss the steps of handling guest transfers

1.1 INTRODUCTION :

The housekeeping control desk is a one-point contact for all activities. It helps in good coordination with other departments and a constant link with different areas of the hotel where housekeeping employees are working. Complete coordination with the front office regarding room status information and with the maintenance department regarding any guestroom maintenance issues. Apart from

House Keeping Management

keeping inter and intradepartmental communication, it also receives messages of in-house guests related to any request or complaint. The control desk is where the housekeeping staff report for duty in all shifts, issuing respective area keys, handing over from one shift to the other, all takes place in this area.

The control desk area consists of :

- A key cabinet (to store all the keys of respective areas)
- A notice board (to put all information for staff to go through daily)
- Number of Registers (to update all operational details)

This area is staffed round the clock for a better flow of communication and smooth workflow.

❑ Check Your Progress – 1 :

1. Which of the following is not kept at the control desk ?
 - a. Registers
 - b. Key cabinet
 - c. Roll-away Bed

1.2 DUTIES OF A CONTROL DESK SUPERVISOR :

- Coordinate with the front office for information on departure rooms and handing over of cleanrooms
- Coordinate with other departments for smooth functioning and efficiency
- Receive complaints on maintenance and housekeeping
- Maintain registers kept at the control desk
- Receive special requests from guests
- Responsible for guestroom keys given to room attendants and to storing the keys, and maintaining a key register

Control Desk needs to have close coordination with Front Office. This is essential to ensure that the rooms are made available for sale at the right time to have maximum occupancy and resultant high revenues and sales. The desk attendant receives departure notification from the front office, which must be transmitted onwards to the appropriate floor so that the rooms can be cleaned and made ready for sale. Once the rooms are cleared, the floor supervisor calls the desk attendant, handing over the cleaned rooms. The desk attendant informs the front office regarding the cleared rooms. The desk attendant also receives information that requires special attention from Housekeeping. These may be as follows:

VIPs in the House : Knowledge of important guests and their rooms assist the housekeeping department in taking extra care of the guest, ensuring cleanliness, placement of amenities, minibar etc., as per house policies.

Groups in the House : Since groups stay in the house under time parameters, it becomes essential to clean their rooms at a set time together. The groups move together during arrivals, departure and sightseeing or for meals, and various activities must be coordinated by the Housekeeping.

Airline Crews : The airline crews are accommodated on specific floors in predetermined rooms. The arrivals and departures of these groups generally overlap, so the rooms need clearance quickly. Due to odd timings, these rooms may be unavailable for cleaning, so alternate rooms might have to be made available by the Housekeeping.

Flowers : Important guests receive special attention in the house, and sometimes the management extends its compliments by a unique gesture of arranging flower arrangements, complimentary fruit baskets, a tray of in-house chocolates or minibar. Housekeeping must ensure that flowers are sent to the correct room number at the right time or changed as per house policies.

The control desk must coordinate closely with the maintenance department as all maintenance work is generally communicated to the control desk. The control desk needs to inform the maintenance department and get the work done at the earliest. The desk uses maintenance job orders to communicate the work to be done by or maintenance carried out by the engineering department at specified times. Some operations use maintenance registers giving room numbers, the nature of the complaint, and the attendant who lodged the complaint.

☐ Check Your Progress – 2 :

1. Following are the duties of the housekeeping control desk supervisor. Tick the odd one out.
 - a. Coordinate with the front office
 - b. Coordinates with kitchen for in-house guest menu planning
 - c. Receive special requests from guests

1.3 RECORDS AND REGISTERS MAINTAINED :

Many records and registers are maintained at the housekeeping control desk. The following are:

Key Control Register : The key register plays a crucial role in maintaining proper control over every shift's key issuing and handover process. The employee collects their respective area key and signs it in the key control register mentioning the time and name.

| Hotel ABC | | | | | | | |
|---------------------------------|------|-----------|----------|-----------|---------|-----------|-------------|
| <u>Key control sheet</u> | | | | | | | |
| Date _____ | | | | | | Page no. | |
| Key code | Name | Signature | Time out | Issued by | Time in | Signature | Received by |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Logbook : A logbook is used to record information for a proper shift handover. In this, any essential messages are passed on to the next shift.

| | | |
|--|-----------|-----------|
| Housekeeping Logbook | | |
| Shift..... | Time..... | Date..... |
| Shift Entries | | |
| - | | |
| - | | |
| - | | |
| Name and signature of the Desk Attendant | | |
| | | |

House Keeping Management

Maintenance Register : This register is used to record all maintenance work needed in the areas according to that work orders are generated by the control desk supervisor.

Lost and Found Register : This register is of great importance as the missing items may be found later, and there should be a record giving the details of the item. Also, sometimes there may be a pattern in the articles missing from guestrooms, and the name of a single employee may be found involved in each case.

Lost and Found Log

| Building Name/Number: | | | | | | | Month/Year | |
|-----------------------|------------|------------------|--------------------------|------------------------|-------|-------------------------|---------------|---------------|
| Date | Log Number | Item Description | Turned in by (full name) | Claimed by (full name) | Phone | Released by (full name) | Date Released | Time Released |
| | | | | | | | | |
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Room Transfer Record : The control desk should keep a record of all room transfers since this information may be required at a later stage. For instance, any small guest article left behind in an earlier room can be quickly delivered to the appropriate room by referring to these records.

Area Inventory List : An inventory of all items in a room is maintained. If furniture, accessories, or articles are moved from one guestroom or location to another in the hotel, it must be recorded.

Guest Message Register : The housekeeping Control Desk is a point of contact for in-house guests who requires any housekeeping related services. Guest requests are received at the desk and then delivered to the concerned area staff.

Deep Cleaning Schedule Register : All additional cleaning tasks are noted with the date and name of the employee performing the task, like carpet shampooing.

Incident Report : Records all accidents that employees or guests have met with at the hotel.

Stores Indent Book : The stores indent book is at the control desk. The supervisors indent for housekeeping supplies that the guest room attendant requires. The supervisors fill up the indent sheet in the book, and the desk supervisor forwards it to stores after approval for the issue of supplies.

➤ **Room Checklist File :**

All room inspection checklists are filed in the room inspection checklists file kept at the control desk. These reports may be referred to in case there are guest complaints on cleaning. The executive housekeeper will find the supervisor in charge of inspecting the guestroom in this file and confirm whether he or she checked the surface in question.

❑ **Check Your Progress – 3 :**

1. Tick the odd one out.

The purpose of a logbook is to :

- a. Give proper handover from one shift to the next.
- b. Important messages are passed on to the next shift.
- c. A physical count of all items in the room is mentioned here.

1.4 COMMUNICATION PROCESS :

There are some critical tasks that Control Desk must perform in addition to what has been described above. These tasks are essential and must be carried out to ensure operational efficiency and guest satisfaction. Some critical tasks performed are:

1.4.1 Handling Telephone Calls :

The control desk manages intra- and inter-departmental communication and handles telephone calls. It is always advantageous when the hotels have a telephone policy to strictly adhere to the procedures of answering, transferring, and making telephone calls.

Answering the calls

- Answer calls promptly generally should be within the third ring.
- Answer politely and talk distinctly.
- Start with a greeting apt for the time of day.
- Introduce yourself by name.
- Identify your department.
- Ask how you may be of assistance.
- Listen to the caller attentively and let them finish speaking before replying.
- Request any other information required for you to clarify what precisely the caller needs. Understand their needs completely.
- Ascertain the caller's name and identity.
- Take the proposed action and get back to the caller to inform them of what has been done.

If the assistance required is not in your hands or the kind of assistance needed is another employee's responsibility, transfer the call to the concerned person.

1.4.2 Transferring the Calls :

When you have understood the caller's needs but cannot provide assistance, transfer the call to a staff member you know will fulfil the requirement. Before transferring a call, inform the name and department of the person they are being connected to. When the concerned person is online, explain the caller's requirements briefly and then make the connection. If you find the extension is busy, inform the caller of this and ask whether they would like to be called back later or hold the line for some minutes. Take the caller's contact number and ask for an ideal time to call back in the former case.

House Keeping Management

1.4.3 To Hold the Calls :

When a caller is holding the line to be connected, they may feel the wait has been too long even though it may be just a few seconds' delay. This is a natural reaction while holding a call. Therefore, you should frequently check whether the caller still wishes to remain on hold or wants to be called back. While the caller is on hold, you can put on the 'on-hold' music. Avoid leaving the caller unattended for too long. Before finally connecting the line, inform the caller that you are connecting them now.

1.4.4 Taking the Messages :

There are situations when you must take messages on some other employee's or guest's behalf. Write the message down on a message pad with a pencil. Take the message accurately. Ensure that you fill in the date, time, name of the person for whom the message is intended, caller's name, contact number, and a brief description of the message. Inform the caller that you will pass on the message as soon as possible. After disconnecting, ensure that the concerned person receives the message as quickly as possible.

1.4.5 Making a Call :

Before making a call, ascertain whether and why it is needed. Decide on what you are going to convey. If required, make notes to help you put forth the points. Dial the number or the extension of the person you want and ask for them. Convey the information you must deliver or request for information you need clearly. Thank the person on the line.

1.4.6 Handling Difficult Situations :

There may be some unexpected difficulties that the housekeeping department may have to deal with. The control desk plays a significant role in handling such situations. Situations may include an emergency such as a fire, a worker or a guest meeting with an accident, the aftermath of a guest complaint or a security problem. Alertness and presence of mind are helpful traits in dealing with difficult situations and should be cultivated in individual employees. Ideally, all kinds of difficult situations in a hotel should be identified, and procedures should be set for dealing with such situations. Moreover, employees should be trained in handling difficult situations through role-play, demonstrations, and drills.

1.4.7 Handling Room Transfers :

The control desk often must coordinate a 'room transfer' for a guest who may wish to be transferred to a room other than the one they have been registered in. The guest may request this change due to many reasons-the small size of the room currently allotted, acoustic reasons (for instance, the room is next to the elevator), the view from the room not being scenic, the room costing more than the guest's budget, etc. Once the front desk gives permission for the room transfer and provides an alternative room number to the housekeeping control desk, a supervisor and an attendant are assigned to help the guest with the transfers. All hotels have guidelines and policies laid out for handling room transfers. All the housekeeping employees' concerned need to know these policies. Hence room transfer registers come out of utmost importance.

Check Your Progress – 4 :

Fill in the blanks :

1. _____ needs to coordinate with front office for room transfer.
2. During a call, avoid leaving the caller _____ for too long.

1.5 LET US SUM UP :

In this chapter, we have learned the following :

- Listed the importance and functions of the housekeeping control desk.
- Understood the documents and files that are maintained at the desk.
- The procedure of handling guest calls.

1.6 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1 : c

Check Your Progress 2 :

1 : b

Check Your Progress 3 :

1 : c

Check Your Progress 4 :

1 : Control Desk, 2 : On-hold

1.7 GLOSSARY :

Housekeeping Control Desk : The nerve centre of the entire housekeeping department for dissemination of information and communication to and from the department.

Inspection Checklist : Document that itemises all the surfaces and articles in guestrooms or public areas and lays down cleanliness standards with space for supervisors to indicate approval and record their observations.

Logbook : A vital register in the housekeeping department that helps give a proper handover from one shift to the next.

SOP : Standard Operating Procedure, a document that specifies a specific operating method to accomplish a task.

1.8 ASSIGNMENT :

Why is the control desk crucial to the housekeeping department ?

1.9 ACTIVITIES :

Collect the formats of all forms and records maintained at the housekeeping desk of a resort property.

1.10 CASE STUDY :

At the housekeeping control desk, a guest complained that she had given a shawl for dry cleaning in the morning, which she had explicitly mentioned on the laundry list. But in the evening, when she received the shawl back, it had

**House Keeping
Management**

shrunk in size. She now wants to meet the laundry manager to discuss the problem directly.

1. Explain what the control desk supervisor should say to pacify the angry guest.
2. Discuss in steps how would the laundry manager handle this situation.

1.11 FURTHER READINGS :

Hotel Housekeeping A Training Manual, Sudhir Andrews, 2013, Published by McGraw Hill Education (India) Private Limited

UNIT STRUCTURE

- 2.0 Learning Objectives
- 2.1 Introduction
- 2.2 Potential Hazard in Housekeeping
- 2.3 Basic Guidelines for the Prevention of Accident
- 2.4 Procedures to be Followed in Case of An Accident
- 2.5 Types of Fire
 - 2.5.1 Prevention of Fire
 - 2.5.2 Fire Warning Systems
 - 2.5.3 Types of Fire Extinguishers
 - 2.5.4 Fire Protection Checklist
- 2.6 First Aid
- 2.7 Prevention for Emergencies
 - 2.7.1 Dealing with Bomb Threats
 - 2.7.2 Scanty Baggage
 - 2.7.3 Guest and Employee Thefts
 - 2.7.4 Sickness or Death
- 2.8 Let Us Sum Up
- 2.9 Answer for Check Your Progress
- 2.10 Glossary
- 2.11 Assignment
- 2.12 Activities
- 2.13 Case Study
- 2.14 Further Reading

2.0 LEARNING OBJECTIVES :

In this unit, we have discussed the basic safety and security practices to be followed in a hotel by every employee. Different situations, which require prompt action, are discussed, and the immediate measures to be taken in such cases are illustrated.

After reading this unit, you should be able to :

- Explain the potential hazards in housekeeping
- Prevent accidents
- Specify the types of fires
- Enumerate various fire protection checklist
- Describe the first aid practices
- Discuss various malpractices and their prevention

2.1 INTRODUCTION :

Safety and security are two major responsibilities of the hotel's management team. Guests coming to the hotel seek a safe and sound environment for themselves and are entitled to reasonable care under the law. Security refers to handling all kinds of emergencies and providing guests with a safe environment within the hotel. The two departments in a hotel prone to accidents or injuries are housekeeping and maintenance, which involves a lot of physical activity and equipment handling. The executive housekeeper should be aware of the potential safety hazards and develop procedures to prevent accidents and reduce the risks. Hence it is the responsibility of the executive housekeeper to maintain safe working conditions and provide an ongoing safety training program to all staff. Ongoing safety training programs help to ensure safe working conditions are maintained in all areas.

2.2 POTENTIAL HAZARDS IN HOUSEKEEPING :

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

- Faulty equipment
- Damaged flooring or chipped tiles
- Slippery floors and spills not mopped
- Slippery guest bathrooms
- Cracked or broken glass
- Cleaning agents left uncapped
- Non-adherence to instructions outlined in the material safety data sheets
- Handling corrosive cleaning agents with bare hands
- Worn out electrical insulation or fittings
- Overload electrical sockets
- Trailing equipment flexes
- Cleaning equipment left lying around
- Unsafe use of ladders
- Inadequate lighting
- Loose stair treads
- Mixing certain chemical cleaners, causing undesirable/dangerous reactions
- Cleaning agents kept in unmarked or wrongly marked containers
- Incorrect use of trolleys
- Wrong methods of bending and lifting
- Unsatisfactory hygiene and sanitation
- Incorrect posture

❑ Check Your Progress – 1 :

Tick the odd one out.

Potential Hazards Are :

- a. Incorrect posture
- b. Unsafe use of ladders
- c. Making a guestroom without assistance.

2.3 BASIC GUIDELINES FOR THE PREVENTION OF ACCIDENTS :

The following guidelines can be followed for the prevention of accidents :

- Always follow instructions when using any cleaning pieces of equipment.
- Replace caps on cleaning chemicals immediately and securely after dispensing.
- Label cleaning agents.
- Keep floors clean and dry.
- Place warning and safety signs around the area while cleaning.
- Always dry hands before touching plugs, sockets, and electrical fittings.
- Mark faulty equipment as 'out of order'.
- Dispose of rubbish carefully.
- Never place cigarette butts or sharp objects in the trash bag on the room attendant's cart.
- Open and shut doors carefully.
- Clean away broken glass carefully.

❑ Check Your Progress – 2 :

Fill in the blanks :

- a. Broken _____ should be cleaned immediately.
- b. At cleaning areas, we should place _____
- c. Always keep your floor clean and _____

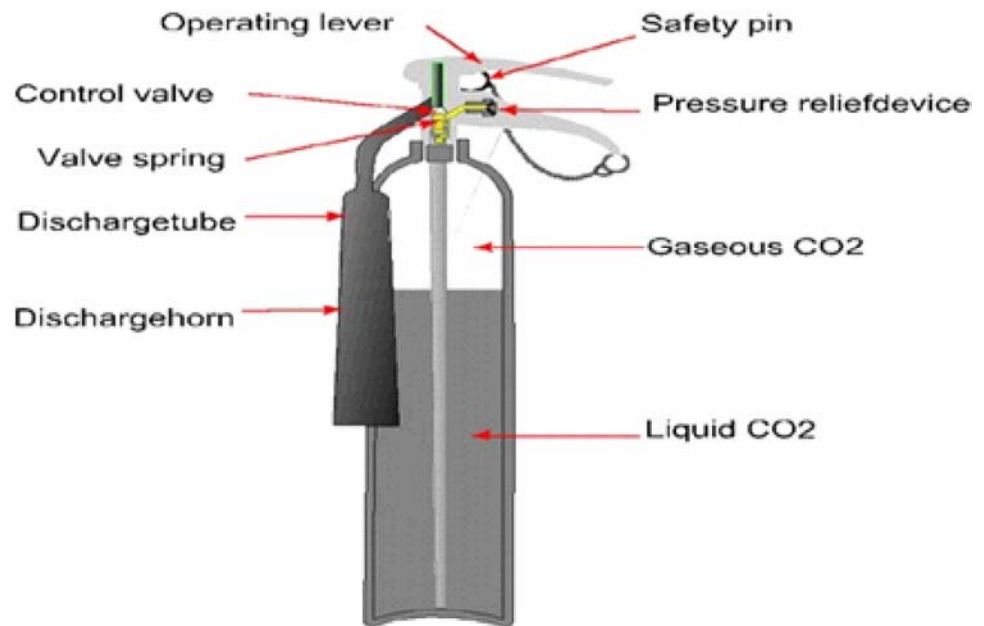
2.4 PROCEDURES TO BE FOLLOWED IN CASE OF AN ACCIDENT :

- With the help of another person, check if the victim requires any assistance.
- Report the matter immediately to the manager concerned.
- Offer first aid. Either administer first aid or get help from trained personnel.
- Transport the victim immediately to a hospital if required. If the injury is severe, call an ambulance for the same. Follow all necessary first-aid measures until the ambulance arrives.
- Fill in the accident report form and hand it over to the manager concerned.

2.5 TYPES OF FIRES :

To understand fire prevention and firefighting, one must know how fires are classified. Fires may be classified into five groups based on their source of fuel.

Carbon dioxide extinguisher (small size)



- **Class A :** These are fires with trash, wood, paper, or other ordinary combustible materials as their fuel source.
- **Class B :** These are fires with flammable or combustible liquids as their fuel source.
- **Class C :** These are fires involving electrical equipment
- **Class D :** These are fires with certain ignitable metals as the fuel source.
- **Class K :** These are fires that are caused due to vegetable oil, animal oil or fats in cooking appliances.

2.5.1 Prevention of Fire :

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

- Guests smoking in bed
- The hotel not providing sand urns or sufficient and appropriate ashtrays in rooms as well as public areas
- Using high wattage light bulbs in lamps
- Leaving linen chute doors open
- Storing rags and cloths with residues of cleaning polish still on them
- Not unplugging electrical appliances when not in use
- Using faulty electrical equipment or sockets
- Leaving magnifying glasses where the sun can catch them
- Using easily combustible furnishing materials

2.5.2 Fire Warning System :

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

Fire alarms can be set off by smoke detectors, heat detectors, sprinkler systems, or pull stations. The most common fire alarms are operated by pull stations located in corridors, lobbies and near elevators.

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

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

2.5.3 Types of Fire Extinguishers :

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

Dry Chemical Foam : These are used on flammable liquids, oils and fats but may have multipurpose uses.

Halon/Vaporising Liquid : These contain gas or volatile liquid that stops the chemical reaction, which takes place when fuels burn. As they leave no residue to clean up, this type of extinguisher is often used to protect valuable electrical equipment and apparatus. The initial spread of halon should be carried out at the base of the fire, continuing even after the flames have been extinguished.

Water-Gas or Soda-Acid Extinguishers : These extinguishers contain water and compressed gas and should only be used on class A fires.

Carbon Dioxide : Carbon dioxide-based extinguishers are most effective on class B and C fires (liquids and electrical). Since the gas spreads out quickly, these extinguishers are only effective within 3–8 feet from the fire. The quality of expanding on release; the carbon dioxide is stored as a compressed liquid in the extinguisher. It cools the surrounding air. The cooling effect changes to ice formation around the "horn" from which the gas is expelled. Since the fire could re-ignite, continue to apply the agent even after the fire appears to be out.

2.5.4 Fire Protection Checklist :

The manager of each hotel should either personally supervise the use of the checklist or delegate the responsibility for examining the checklist after the engineering department has done the survey. Any items shown as defective after the review should be promptly entered in a logbook for correction. The management should follow up and insist that appropriate action be taken on every open item in the logbook until the deficiency is corrected. A notation should be made in the logbook when the defect has been eliminated.

The following items should be checked monthly :

- Check all exits and exit lights.
- Keep stairways on fire escapes unobstructed.
- Clean air-conditioning filters
- Check filters, kitchen hoods.
- Test fire alarm system.

House Keeping Management

- Check floor lamps for long or worn cords.
- Open all sprinkler control valves.
- Check fire pump operation.
- Check fire supply lines and tanks.
- Check watchman's time charts.
- See that all house fire alarm boxes and hose outlets are unobstructed.
- Clear rubbish at shaft bottoms.
- Check fire doors, shutters for defects.
- Check for missing fire extinguishers.
- Keep the doors of the stairs closed.
- Remove wastes behind stoves, ranges, refrigerators in the kitchen.
- Check 'no smoking' signs in restricted areas.
- Check fire hazards, paint shop.
- Check fire hazards, carpenter shop.
- Check fire hazards, cellars, ballrooms, and other public rooms.
- Check for exit units
- Check for fire appliances if they are in use.
- Check for ash receivers.
- Check for the electrical outlets, whether they are overloaded.
- Check for any waste in anterooms.
- Check hazards in sample rooms.
- Use flameproof decorators.
- Check for the emergency lighting system for proper functioning.
- Check laundry ducts and hoods.

The following items should be checked on a semi-annual basis :

- Hold fire brigade drill.
- Check fuses boxes for improper fuses.
- Clean all electric motors.
- Examine and check space heaters.
- Test kitchen range extinguishing systems.
- Check if window screens open quickly.
- See if exit information is posted in guest rooms.
- Clean all vent ducts.
- Check if more ashtrays are required.

☐ Check Your Progress – 3 :

Choose the correct option :

Identify the one that should not be cleaned monthly:

- a. Open all sprinkler control valves.
- b. Check fire pump operation.
- c. Clean all electric motors.

2.6 FIRST AID :

All housekeeping personnel should be able to administer first aid, since they may be the first ones to attend to a guest or another employee. Many hotels organise training classes by the Red Cross for their housekeeping staff who are awarded certificates in recognition of having completed a first aid programme. This shows the importance hotels give to skills of first aid as inherent to housekeeping personnel's jobs.

The first step is to have a first aid cupboard, which should contain :

- Clinical thermometer
- Bandage rolls
- Cotton wool
- Adhesive dressings
- Sterilised gauze
- Tweezers
- Bedpan and urine bottle
- Rubber sheeting
- Safety pins

The medicines should include :

- Tincture iodine
- Tincture benzene
- Tincture iodine solution
- Dettol
- Burnol or Furacin
- Crocin tablets
- Aspirins
- Mercurochrome
- Fruit salts
- Antiseptic creams

Following are some immediate steps in first aid :

- **Burns and Scalds :** Apply Burnol liberally. Place burnt area under cold running water or ice. If burns are severe, apply a sterile dressing and send the person to a hospital immediately.
- **Bleeding :** Clean the wound with cotton dipped in Dettol. Put dry antiseptic dressing or tincture iodine for bigger wounds. Put pressure on the wound by placing gauze on it and bandaging tightly.
- **Clothes on Fire :** Prevent the person from running, smothering flames by wrapping with heavy material, e.g., curtain, blanket, heavy coat.
- **Fainting :** Loosen clothing; lay patient flat on back with feet raised or placed in chair bending the head forward between the knees. Apply warmth to lower limbs and rub limbs upwards. Give hot, sweet tea to drink when the patient can take it.

House Keeping Management

- **Fracture** : Immobilise the limb by tying both legs and arms across the body, respectively. An alternative is to get two boards and tie the leg or arm between them. Send for a doctor.
- **Heart Attack** : Call for a doctor immediately. Do not move a person from the room; clear all other people. If critical, try artificial respiration by mouth-to-mouth method.
- **Insect Sting** : Apply soda-bicarbonate soaked in solution or paste over the inflamed area.
- **Object in The Eye** : Do not let the eye be rubbed. Use an eye bath with warm water to rinse out the eye. If no improvement, check the eye against light and locate any foreign matter. Remove it with the corner of a clean handkerchief. If foreign material is embedded in the eyeball, do not get it out. Drop two drops of castor oil in the eye, cover the eye with a soft pad, bandage lightly and take to a doctor.
- **Sprain** : Apply a dry bandage firmly wrapped around the affected part and soak with cold water. Rest the limb.
- **Shock** : Rest the patient by laying them on the couch. Loosen the clothing; give warmth by hot beverage and hot water bottle. Keep the surrounding area silent.

☐ Check Your Progress – 4 :

Fill in the blank.

The first aid box should contain the following :

- | | |
|----------------|---------------|
| a. Cotton Wool | b. Safety Pin |
| c. _____ | d. _____ |

2.7 PREVENTION FOR EMERGENCIES :

All properties must have a crime prevention committee or a security committee. The committee should consist of key management personnel, including department heads. The supervisors and other selected employees can also be roped in for valuable information and inputs.

The committee members should meet on a scheduled basis periodically to review past plans and form new ones.

The general responsibilities of this committee should be to :

- Design a security booklet for all employees.
- Develop orientation and training programmes on crime prevention in coordination with the training department.
- Analyse and resolve recurring security issues. Investigate any security-related incidents.
- Conduct spot security checks and inspections of the property.
- Liaise with the local police department
- Monitor the keeping records and documentation of all security-related incidents.

2.7.1 Dealing with Bomb Threats :

As an example of dealing with emergencies, the procedure for dealing with a bomb threat is outlined below :

Bomb threats may be delivered in writing or orally, in person or over the telephone. Nowadays, threats are also sent over the Internet.

In case of a written threat in the form of a letter, note or telegram, the message and the envelope should be handled carefully and held only at the corners to preserve fingerprints and other evidence. Protect the document and the envelope and hand it over to the general manager. Inform the police of the contents of the note.

In case the bomb threat was made orally, as in any employee becoming aware of the bomb threat through personal contact or by overhearing someone make such a threat, the person should immediately convey the information to the general manager in a discreet manner so as not to alarm the guest. The police should be informed promptly. If possible, the person issuing the threat should be kept under observation and the person's physical characteristics noted. These may include the person's height, weight, build, the colour of hair and eyes, description of clothes and jewellery or any other scar or marks on the face etc. These facts should be furnished to the General Manager immediately for communication to security personnel and the police.

The most usual way in which a bomb threat is received is over the telephone. The switchboard operators usually receive them from the public telephone number, and the call is typically brief so that there is no chance to trace the number. Therefore, switchboard operators should record the information accurately to provide the security and the police personnel with as much documented information as possible.

Housekeeping employees may also be part of the search team looking for unclaimed, unidentified, or unusual foreign objects that could contain the bomb. All housekeeping employees should be aware of the evacuation plans explained in the safety manual of the property and help in evacuation in case it is necessary. In case of an explosion, the employees should help in the rescue process and provide first aid when required.

2.7.2 Scanty Baggage :

A guestroom with a guest checking in with very light luggage is coded as 'scanty baggage'. Such guests can quickly turn 'skipper' by just walking out of the hotel without settling their account. Therefore, most organisations follow a policy that 'scanty baggage' guests should pay a deposit in advance to safeguard against skipping out of the hotel. When such a guest checks into the hotel, the front office assistant stamps 'scanty baggage' on the guest's registration card and enters the particulars in the scanty baggage register. The lobby manager or the front office manager must sign the registration card and the scanty baggage register and has the discretion to ask for a deposit from the guest. Housekeeping employees must report any suspicious movements of such guests to their manager.

2.7.3 Guest and Employee Theft :

All hotels face the problem of employee and guest thefts at some time or the other. The management can reduce the volume of soft goods, fixtures and equipment stolen from the property by reducing the opportunity to steal.

- Proper supervision of hotel amenities
- Eye for detail during the check-in and check-out procedures
- To keep the amenities to a minimum in the guests' room and they should be with logo or monogram

House Keeping Management

- To reduce guests' thefts, items such as monogrammed towels, bathrobes, etc., may be placed on sale in hotel gift shops. This may reduce the likelihood of theft since guests have the option of purchasing these items.
- Minute observation can be kept on the maid's carts, lying along the corridors during the room cleaning process.
- All the pictures and frames connected to the wall should be affixed discreetly to make them difficult to remove from the wall.
- Expensive items such as televisions should be bolted and equipped with an alarm that alerts the front desk or security if an attempt is made to remove the item.

The management should have explicit regulations concerning employee theft.

- While screening applicants for the job, a thorough check of the background, including any criminal convictions, should be carried out, gaps in the employment history, all references should be cross-checked etc.
- Orientation and training programmes should emphasise the value of honesty.
- Good inventory control procedures should be followed. Conduct a monthly inventory of all housekeeping supplies, such as toilet paper, amenities, and linen.
- All storeroom doors should be kept locked, and these locks should be changed periodically to reduce the opportunity for theft.
- An effective key control programme, lost and found procedure, and the gate-pass system should be in place and enforced at all times.
- Regular locker inspections also discourage employees from stealing for lack of a hiding place for articles.
- Employee entrances should have a security staff office that monitors arriving and departing employees.
- Employee parking should be well lighted and sufficiently far from the hotel building.

2.7.4 Sickness and Death :

On many occasions, housekeepers find sick guests on their hands. Guests too ill to travel, as in the case of overseas travellers, should be attended by a doctor on call.

If medical aid is on the way, the housekeeper may have to administer first aid to the ailing guest. The housekeeping staff should regularly visit unwell hotel guests. In a contagious illness, the general manager or the doctor should inform the local health authorities.

Sometimes an illness or an accident may lead to death. Staff who encounter such a situation should not touch anything in the room, as they might help establish the cause of death. The employee should lock the door and inform the executive housekeeper, who conveys the information to the general manager. The police are then informed about the death. The guestroom where a death has occurred should be double-locked and sealed until the police have arrived. The staff should assist in any subsequent investigations being carried out by the authorities.

When a dead body is being taken away from the hotel, using the service exit will discreetly ensure other guests are not disturbed and any panic is avoided.

❑ Check Your Progress – 5 :

Complete the following :

1. Scanty is a guest who checks in with
2. Skipper is a guest who checks out with

2.8 LET US SUM UP :

In this unit, we:

- Identified the potential hazards in housekeeping
- Studied how to prevent accidents
- Identified the types of fires
- Studied the various fire protection checklist
- Elaborated on first aid practices
- Studied various preventions for emergencies

2.0 ANSWER FOR CHECK YOUR PROGRESS :

❑ Check Your Progress 1 :

1 : c

❑ Check Your Progress 2 :

a. Glass, b. Safety Signs, c. Dry

❑ Check Your Progress 3 :

1 : c

❑ Check Your Progress 4 :

c. Dettol, d. Burnol

❑ Check Your Progress 5 :

1 : Light luggage, 2 : Settling his/her account

2.10 GLOSSARY :

First Aid : This is the initial assistance or treatment given to a casualty for any injury or sudden illness before the arrival of an ambulance, doctor, or another qualified person.

MSDS : Material Safety Data Sheet, a form supplied along with the delivery of a chemical by the chemical's manufacturer. It contains detailed safety information about the chemical.

Safety : The term safety is used concerning disasters, emergencies, fire prevention and protection, and conditions that provide freedom from injury and damage to property.

Scanty Baggage : A room status indicating a room that has been assigned to a guest with small, light luggage that could be carried away by hand without indicating an obvious departure, should a guest walk out with it.

House Keeping Management

Skipper : A guest who leaves the hotel without making arrangements to settle his or her account.

SOP : Standard Operating Procedure.

2.11 ASSIGNMENT :

- What are the steps to be taken by an employee in a fire emergency ?
- Classify fires and write a note on fire extinguishers.

2.12 ACTIVITIES :

Plan out a fire emergency program for a 50–room luxury resort property.

2.13 CASE STUDY :

The Quick Stop Motel was a small property with a limited staff. It was the first hotel built in the city when the expressway came through forty years earlier.

Juanita looked up and smiled as a guest came toward her cart. "Good afternoon Mr Tills." "I bet u think its good afternoon," Mr Tills snarled at her. "Best afternoon of your life"

"Sir?" Juanita queried, looking bewildered.

"Oh, the very picture of innocence!" he said sarcastically. "I suppose u don't know anything about my wife's earrings". Juanita's eyes got wide, and she shook her head slowly. "Sir, I don't know what you are talking about."

"The earrings you stole from my wife. She left them in the room after she took them off last night and this afternoon they were gone – after you had cleaned the room. If you fork them over right now, maybe I won't tell your supervisor".

Juanita continued to shake her head, "Sir I do not steal things, I am not a thief".

"Then would you care to tell me where they are? Surely you are not so obtuse that you would vacuum up a pair of \$1,000 diamond earrings!" "Sir, no, I....."

"Forget it," Mr Tills snapped at her, "I'll just go the front desk, and you can be sure if I don't get them back, I'll have that \$1,000 out of your paycheck!"

Mr Tills turned and stomped off to the front desk, leaving a distraught Juanita, who immediately abandoned her cart and headed straight for the housekeeping offices. She entered the stock room where Cindy, the executive housekeeper, was going over inventory with the assistant executive housekeeper, Candice.

"Miss Volk, a guest just accused me of being a thief", Juanita burst out.

Cindy set her clipboard down. Juanita seemed on the verge of either crying or screaming. Cindy wished once again that the hotel had security officers who could handle this situation. She mentioned to Candice to follow her and gently said, "Juanita, let's go sit in my office and you can tell me what happened."

The three quickly retreated to the executive housekeeper's office, where Cindy sat down beside Juanita, and Candice sat on the chair behind the table.

"Ok, Juanita you seem very upset. What happened?" Cindy asked.

"Mr Tills said I stole his wife's earrings, and he is going to have \$1,000 held out of my paycheck. How am I supposed to feed my family if I have to give

him that amount? Miss. Volk, I have worked for this hotel for 20 years, and no one has ever called me a thief! I don't have to put up with this.

"Well, I am not going to call you a thief, Juanita. Take a deep breath and let me ask you some questions so we can try to sort this out. Did you clean the Tillses room this morning?"

"Yes, but I didn't even see any earrings!"

"So, the earrings weren't there when you cleaned the room?"

"How should I know? I didn't go through her purse or their suitcases."

"What time did you clean the room?"

It was around 9:30 A.M. I saw the Tillses leave for breakfast and wanted to get their room clean for them before they returned."

"Did you observe any unusual activity around the guestroom? Did anyone else enter the room or try the door?"

"I am not sure," Juanita answered. "But Evans was working the rooms across the hall; he might have seen something. I only cleaned the poolside rooms on that floor. There was a basketball team checking into rooms down the hall."

"Ok. When you cleaned the room did you move their suitcases and open the drawers?"

"Let me try to remember, it was my second room they had a makeup bag on the bed that I moved to the nightstand so I could make the bed." Juanita said, "I didn't open the drawers – I never do in stayover rooms."

Mark called from the front office to inform the guest complaint about the stolen item.

Question :

1. Study the situation and list down steps that Cindy should take to investigate the situation.

2.14 FURTHER READINGS :

Managing Housekeeping Operations, Aleta A. Nitschke, William D. Frye, Revised Third Edition

UNIT STRUCTURE

- 3.0 Learning Objectives
- 3.1 Introduction
- 3.2 Types of Keys
- 3.3 Key Control Procedure
 - 3.3.1 Issuing of Keys
 - 3.3.2 Custody of Keys
 - 3.3.3 Loss of Keys
 - 3.3.4 Changing Locks and Keys
 - 3.3.5 Electronic Lock Key Cards
- 3.4 Lost and Found Procedure
- 3.5 Disposal of Lost and Found Article if Not Claimed
- 3.6 Let Us Sum Up
- 3.7 Answer for Check Your Progress
- 3.8 Glossary
- 3.9 Assignment
- 3.10 Activities
- 3.11 Further Reading

3.0 LEARNING OBJECTIVES :

In this unit, we have discussed the key handling procedures by the housekeeping department. Proper handling of guest belongings left behind by mistake and found by the hotel employees is left at the housekeeping department to make a proper entry.

After working through this unit, you should be able to :

- Describe the procedures for the control of keys.
- List the different types of keys.
- Explain the procedures for dealing with lost and found items.
- Discuss the categorisation of lost and found for better handling of the items.

3.1 INTRODUCTION :

Keys are essential for the safety and security of the guests and as well as for the hotel. Every lock in the hotel should have a different key, and an authorised person can only access it. Different locking systems are used in hotels like:

- For smaller establishments, generally, the traditional metal lock and key is used.
- Built-in door lock with a double locking system using a traditional key system.

- Built-in door lock with a double locking system opened using a key card system.

Lost and Found procedure is one in which unclaimed articles found in the hotel premises should be handed over to the housekeeping control desk. A proper entry and storage should be done of the item as we are dealing with guest belongings.

3.2 TYPES OF KEYS :

Keys that are used in the hotels are :

- Guestroom Keys
- Floor Master Keys
- Section Master Keys
- Grand Master Key/Emergency Key
- Supply Rooms Keys

Guestroom Keys are handed to the registered guest on their arrival. The guestroom keys do not have the room number on them for security reasons. If the guest misplaces the key, it is difficult to trace back. All the keys are coded, and the coding details are maintained at the front desk and recycling of keys are possible by changing the codes.

Floor Master Key operates on all sections of a floor that a floor supervisor supervises. This key is used to examine a room after the housekeeping attendant does the cleaning work.

Section Master-Key operates all rooms that are assigned to an individual for cleaning on a floor. It can access the rooms in that section except for the ones that are double locked.

Grand Master Key opens all hotel guestrooms, including the double-locked rooms. This key is used for emergencies by the manager to access any area of the hotel.

Supply Room Keys are used within the supervisory level of staff to ensure that equipment, chemicals, and supplies are safely stored away when not in use.

☐ Check Your Progress – 1 :

Identify the function of the grand master key.

- a. Are used by the front desk attendant for check-in
- b. Are used by room attendants for cleaning
- c. Are used by managers to handle any emergency.

3.3 KEY CONTROL PROCEDURE :

The key controlling procedure helps maintain a system of incoming and outgoing keys from the department, hence reducing theft in the property and any other security-related issues. If the hotel does not have a key card system, the following security measures should be taken:

- Room keys should not have any tagging which can trace it back to the property.
- No room number should be mentioned on the key card.

House Keeping Management

3.3.1 Issuing Keys :

1. **Guest room Keys :** these keys are handed over to the guests on their arrival after completing the registration process. The guest is requested to submit these keys at the front desk whenever he leaves the hotel premises.
2. **Other Keys :** all section master keys, master keys and grand master keys should be signed out each time they are taken, and their return noted in a key control sheet.

Key Control Sheet

| Hotel ABC | | | | | | | |
|--------------------------|------|-----------|----------|-----------|---------|-----------|-------------|
| <u>Key control sheet</u> | | | | | | | |
| Date _____ | | | | | | Page no. | |
| Key code | Name | Signature | Time out | Issued by | Time in | Signature | Received by |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

3.3.2 Custody of Keys :

These are the measures to be taken while the key is with a guest or employee after being issued for use.

- Usually, master keys are to be attached to the belt /uniform of an employee at the beginning of the shift to prevent loss / misplacing.
- Employees are not allowed to loan the keys assigned to them to one another.
- Employees must hand over keys whenever they leave the property.
- Spot checks should take place to ensure that keys are in the right hands.

3.3.3 Loss of Keys :

A careful watch must be practised.

- If a section master key is lost under circumstances that may result in a guest being at risk, the entire section should be re-keyed.
- If a master key or grand master key is lost under any circumstance, the general manager must report it to the owner or the corporate office immediately.

3.3.4 Changing Locks and Keys :

Whenever a new key is made or a new lock is fitted, certain precautions are necessary.

- A record must be kept on how many keys are made for each room, and they are made.
- A log must be kept of all locks change and re-keys.

Check Your Progress – 2 :

Identify the correct key issuing procedure.

- a. Guest room keys are handed to the guest before registration.
- b. The room attendant can carry the keys outside the hotel after their work.
- c. The incoming and outgoing keys should be entered with time in the register.

3.3.5 Electronic Key Cards :

Electronically coded key cards are replacing traditional room locks and keys. Most of the hotels are nowadays having a key card locking system. While not considered a key, a key card is a plastic card that stores a digital coding used with electronic access to the locks. The Plastic rectangular card looks like a credit card with magnetic strips on the side. The System uses a computer that codes the cards to lock and unlock the doors. Rather than re-keying the door locks in case of loss of keys, the computer is used to create new room lock codes for each room. Master keys may be easily created and destroyed through the computerised card system.

3.4 LOST AND FOUND PROCEDURE :

All lost and found articles should be stored in the lost and found cupboard, always kept locked. The lost and found room should be accessible only to the executive housekeeper and the control desk supervisor. A flow-chart explaining the procedure for dealing with the lost and found articles is shown below:

- Receiving the found article at the control desk.
- Fill in details in the lost and found logbook; prepare the lost and found form in triplicate.
- The original copy is kept with the article, which is stored in the lost and found cupboard. The duplicate copy is sent to the front office to obtain data on the guest it may belong to, and the third copy is retained in the lost and found book.
- The article is stored in an opaque plastic bag with the date of finding and the serial number of the article recorded in the logbook.
- Receive any enquiry about the lost and found article.
- Ascertain enquiry with the register.
- If satisfied, issue the article, and obtain the signature of the person collecting the article on the original form.
- File the original slip, recording the date and time of delivery of the article in the register.

Following are the contents of the lost and found form:

Date _____
Place _____
Time _____
Finder's name _____
Article/s found _____
Description of the article _____
Guest's address and contact number _____
Signature of the control desk supervisor _____

After the guest's identification, a letter must be forwarded to the owner informing them about the found article.

Thus, these details should be recorded in a lost and found register, and the content are as follows :

**House Keeping
Management**

Sr. No. _____
Date _____
Type of the article _____
Place or room no. where found _____
Finder's name _____
Finder's signature _____
Name of the claimant _____
Claimant's signature _____
Remarks _____

3.5 DISPOSAL OF LOST AND FOUND ARTICLE IF NOT CLAIMED :

A hotel may store lost and found articles for 3–6 months, depending on the hotel's policy. If the article has not been correctly claimed by its rightful owner at the end of this period, it will be offered to the finder.

If the finder desires the article, he or she will be issued a gate pass by the housekeeping department, authorising the removal of the article from the hotel.

Check Your Progress – 3 :

All lost and found items are stored for :

- a. 1 to 2 years
- b. 10 to 12 months
- c. Depending on the hotel's policy

3.6 LET US SUM UP :

In this unit, we :

- Identify the types of keys.
- List the set of key control procedures.
- Describe the Lost and Found Procedure

3.7 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1 : c

Check Your Progress 2 :

1 : c

Check Your Progress 3 :

1 : c

3.8 GLOSSARY :

Grandmaster Key : This key opens all hotel guestrooms and often all housekeeping storage rooms. It can also double lock a room if access to it must be denied. This key can be used in emergencies when a manager needs to enter some or all areas of the hotel.

Key Control : The process of reducing guest and property theft and other security-related incidents by carefully monitoring and tracking the use of keys at a hospitality establishment.

Section Master Key : This key opens all rooms of a single floor in a hotel.

Key Control and Lost and Found Procedure

3.9 ASSIGNMENT :

What part does housekeeping play in a property's key control efforts ?

3.10 ACTIVITIES :

Visit a hotel in your city, collect the lost and found formats, and discuss them.

3.11 FURTHER READINGS :

Hotel Housekeeping A Training Manual, Sudhir Andrews, 2013, Published by McGraw Hill Education (India) Private Limited

UNIT STRUCTURE

- 4.0 Learning Objectives
- 4.1 Introduction
- 4.2 Types and Methods of Pest Control
 - 4.2.1 Bed Bug
 - 4.2.2 Cockroach
 - 4.2.3 Silverfish
 - 4.2.4. Mosquitos
 - 4.2.5 Mice and Rats
 - 4.2.6 Flies
 - 4.2.7 Ants
 - 4.2.8 Termites
- 4.3 Goals of Pest Control
- 4.4 Avoiding the Harmful Effects of Pest Control
- 4.5 Let Us Sum Up
- 4.6 Answer for Check Your Progress
- 4.7 Glossary
- 4.8 Assignment
- 4.9 Activities
- 4.10 Further Reading

4.0 LEARNING OBJECTIVES :

In this unit, we have discussed pest control which creates discomfort and disease. These are caused due to improper cleaning or sometimes by not having regular maintenance. Hence the housekeeping department plays a critical role in creating a pest-free environment.

After working through this unit, you should be able to :

- Establish goals for pest control
- Explain the characteristics of common pests found in hotels
- Discuss the different methods of pest control.

4.1 INTRODUCTION :

A pest is any organism that transmits the disease to humans and creates discomfort.

Pest creates an enormous amount of damage and causes a massive loss to all the departments in the hotel. The housekeeping department needs to be vigilant in controlling pests by maintaining proper hygiene and cleanliness in all the areas.

In most cases, this service is outsourced by the housekeeping department, but the department still requires constant supervision.

The reasons for the development of pests :

- Suitable and undisturbed condition for the growth of pests
- Humid temperature, prolonged moistness.
- Untidy place, leftover food residue can create a feeding or breeding space for them
- Not cleaned or uncovered drains constitute a significant source for rodents.

Regular pest control can only eradicate pest problems. Generally, a professional pest control agency is hired on contract.

❑ Check Your Progress – 1 :

1. Identify the missing reason for the growth of pests :
 - a. Prolonged moistness
 - b. Leftover food
 - c. _____

4.2 TYPES AND METHODS OF PEST CONTROL :

4.2.1 Bed Bugs :

These are tiny parasitic creatures that feed on the blood of humans and other animals.



Symptoms of presence – Itching or rashes on the person sleeping on the bed.

Bloodstain on sheets or fluid stain on walls/furniture. Unpleasant odour

To eradicate an infestation :

- It is necessary to treat the premises thoroughly by fumigation.
- Pouring boiling water into crevices is a temporary solution to get rid of bed bugs.
- A thick application of kerosene oil emulsion is also effective against bed bugs.

4.2.2 Cockroaches :

These are several species of nocturnal insects that spend most of the day hiding in cracks, around drains, or in other dark, secluded crevices. Two common species of cockroach are the German and the Oriental.



To eradicate : Cockroaches are challenging pests to get rid of.

- Proprietary cockroach-killer preparations may be used in the infested areas.
- Pest-control experts need to be called if the infestation persists.
- Maintaining proper hygiene and sanitation.

4.2.3 Silverfish :

These are silvery grey insects that look like minute fish without fins. They are nocturnal insects



House Keeping Management

primarily found in moist areas and feed on cellulosic materials such as paper and cellulosic fabrics such as cotton.

To eradicate :

- Keeping moist areas clean and treating those with insecticides will help to get rid of these pests.

4.2.4 Mosquitoes :

Transmits diseases such as malaria, filarial, and yellow fever.



To Eradicate :

- Repair and fill all pits and puddles.
- Cover drains and put pesticides into these to prevent larvae from thriving there and growing into adult mosquitoes.
- Fine gauze on windows prevents the entry of mosquitoes.

4.2.5 Mice and Rats :

Rats and mice both carry disease germs (such as typhoid, cholera, dysentery, and so on). They carry the disease germs on their legs and in their saliva, and these are transferred to the food on which they sit.



To Eradicate :

- Poisoning
- Trapping
- Fumigating
- To eliminate their food supply & shelter
- Rat-proof buildings
- Ultrasonic devices

4.2.6 Flies :

These filthy insects are dangerous to health as they contaminate food, causing diseases such as typhoid, cholera, dysentery, and so on. They carry the disease germs on their legs and in their saliva, and these are transferred to the food on which they sit.



To Eradicate :

- The first essential step is to destroy all possible breeding grounds early in the year before egg-laying begins.
- Burn all garbage and keep dustbins covered and maintain a good standard of cleanliness for the surroundings.
- Aerosol fly-killer sprays are also effective.

4.2.7 Ants :

These insects generally invade in large numbers when they come in search of food, especially sweet substances. They enter through crevices and travel along a definite track in a procession.



To Eradicate :

- The ants can be systematically trapped at the point where they enter an establishment.

- The vulnerable areas must be emptied of food, thoroughly cleaned, and borax – which repels them– spread over the shelves until the ants cease to come and eventually go to find food elsewhere.

4.2.8 Termites :

They are social insects, like ants. They are also called white ants because of their appearance.

To Eradicate :

- Soil should be treated before the construction of buildings with an appropriate termite killer fluid.
- During construction, wood should not be allowed to come within 6 inches of the ground.
- Coat any untreated and exposed wood with an appropriate insecticide
- Seal all cracks and crevices.
- Increase of infestations lightly puncture, kick out holes and inject an appropriate insecticide into the hole.
- Saturate infested furniture with Orth dichlorobenzene.

☐ Check Your Progress – 2 :

1. Identify the remedies to control rodents in hotel premises :
 - a. Poisoning
 - b. Trapping
 - c. Fumigating
 - d. _____

4.3 GOALS OF PEST CONTROL :

➤ Categories of Pest :

- **Continuous pest** – nearly always present and require regular control.
- **Sporadic/migratory/cyclic pest** – require control occasionally or intermittently.
- **Potential pests** – do not require control under normal conditions but may require control in certain circumstances.

To identify and control pests, one needs to know the following :

- The physical features of pests
- Characteristics of damage they cause
- Their development cycle and biology
- The goals of the pest management program.

➤ Pest control goals are :

- Prevention: keeping a pest from becoming a problem.
- Suppression: reducing pest numbers or damage to an acceptable level.
- Eradication: destroying an entire pest population.

Natural controls through a change of weather conditions affect pest activity sometimes in extreme pests do not survive or other adverse weather conditions. Pest populations survive if there is a food and water supply, or they have shelter to hide.

Mechanical or physical control can be like traps, screens, barriers, fences, nets, radiation & electricity can sometimes be used to prevent the spread of pests into an area.

House Keeping Management

Good sanitation, better cleaning methods can eliminate pest growth, timely clearance of garbage, and proper design of the food-handling area help prevent pest infestations. Pesticides are chemicals used to destroy pests, control their activity, or prevent them from causing damage.

Check Your Progress – 3 :

Match the following :

1. Prevention a. destroying an entire pest population.
2. Suppression b. keeping a pest from becoming a problem.
3. Eradication c. reducing pest numbers or damage to an acceptable level.

4.4 AVOIDING THE HARMFUL EFFECTS OF PEST CONTROL :

The Pest Control process involves not only identifying the pest but also the treatment to remove the pest. Whether this treatment is done indoors or outdoors, it needs proper care and precautions for the employees and the guests.

The following guidelines need to be followed on the use of pesticides :

- Read the precautions and instructions on the packaging before using and storing.
- The MSDS (material safety data sheet) needs to be followed and used in the safest and best-controlled method.
- Store the chemicals away from food, children, and guest area.
- Wear proper safety gear like gloves, masks, eye protection before using the chemicals.

Check Your Progress – 4 :

Complete the sentences :

1. MSDS stands for _____.
2. Before using the chemicals proper safety gears to wear are: _____
3. Before using and storing the chemical we need to read the _____

4.5 LET US SUM UP :

In this unit, we:

- Discussed that pest control for maintenance is essential for a safe environment.
- Establish a process of removal of pest control for an individual pest.
- Explain the different methods of pest control.

4.6 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. not cleaned or uncovered drains

Check Your Progress 2 :

1. Ultrasonic Devices

❑ **Check Your Progress 3 :**

1 : b, 2 : c, 3 : a

❑ **Check Your Progress 3 :**

1. Material Safety Data Sheet
2. Gloves, mask, eye gear
3. Instruction on the packaging

4.7 GLOSSARY :

Continuous Pests : Pests that are nearly always present and require regular control.

Eradication : Destroying an entire pest population

Pathogens : Disease-causing organisms

Threshold Levels : The levels of pest population at which you should take pest control action if you want to prevent the pests in the area from causing too much harm.

4.8 ASSIGNMENT :

What are the general methods of pest control ?

4.9 ACTIVITIES :

Collect information on the process of pest control and chemicals used in the hotels

4.10 FURTHER READINGS :

Hotel Housekeeping Operations and Management, G. Raghubalan, Smritee Raghubalan, Oxford University Press 2007

BLOCK SUMMARY

This block discussed the importance of housekeeping control desk and its functions. It is the nerve centre of the housekeeping department. It channels all communication within and outside the department. The documentation and files maintained at the control desk were discussed in detail, with sample formats for added clarity. Handling telephone calls is one of the major tasks of the control desk attendant. It is very important for executive housekeeper to ensure safety of guests and employees. Safety training should be provided to all employees and a department manual should be made for staff to ensure they follow work-related safety concerns.

Key handling is an important component of safety and security measures; hence a proper procedure should be set so that key related mishaps can be avoided, and better safety measures can be implemented. Handling of lost and found articles was discussed too. The last unit of the block dealt with the pest control system usually found in hotels. Generally, this activity is outsourced. It is critical to maintain a safe and pest free environment. Types of pests, their characteristics, and methods to control them was detailed.

BLOCK ASSIGNMENT

Short Question Answer

1. State two functions of the housekeeping control desk.
2. Expand MSDS and explain its function.
3. Identify one harmful effect of silver fish.

Long Question Answer

1. Illustrate the telephone etiquette to be maintained at the housekeeping control desk.
2. Describe the lost and found procedure.
3. Outline the steps to be taken by employees during a fire emergency.
4. Discuss ways to avoid the harmful effects of pest control.

House Keeping Management

❖ Enrolment No. :

1. How many hours did you need for studying the units ?

| | | | | |
|--------------------|----------|----------|----------|----------|
| Unit No. | 1 | 2 | 3 | 4 |
| No. of Hrs. | | | | |

2. Please give your reactions to the following items based on your reading of the block :

| Items | Excellent | Very Good | Good | Poor | Give specific example if any |
|---|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Presentation Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Language and Style | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Illustration used (Diagram, tables etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Conceptual Clarity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Check your progress Quest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| Feed back to CYP Question | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |

3. Any other Comments

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HOUSE KEEPING MANAGEMENT



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ROLE OF SELF INSTRUCTIONAL MATERIAL IN DISTANCE LEARNING

The need to plan effective instruction is imperative for a successful distance teaching repertoire. This is due to the fact that the instructional designer, the tutor, the author (s) and the student are often separated by distance and may never meet in person. This is an increasingly common scenario in distance education instruction. As much as possible, teaching by distance should stimulate the student's intellectual involvement and contain all the necessary learning instructional activities that are capable of guiding the student through the course objectives. Therefore, the course / self-instructional material are completely equipped with everything that the syllabus prescribes.

To ensure effective instruction, a number of instructional design ideas are used and these help students to acquire knowledge, intellectual skills, motor skills and necessary attitudinal changes. In this respect, students' assessment and course evaluation are incorporated in the text.

The nature of instructional activities used in distance education self- instructional materials depends on the domain of learning that they reinforce in the text, that is, the cognitive, psychomotor and affective. These are further interpreted in the acquisition of knowledge, intellectual skills and motor skills. Students may be encouraged to gain, apply and communicate (orally or in writing) the knowledge acquired. Intellectual- skills objectives may be met by designing instructions that make use of students' prior knowledge and experiences in the discourse as the foundation on which newly acquired knowledge is built.

The provision of exercises in the form of assignments, projects and tutorial feedback is necessary. Instructional activities that teach motor skills need to be graphically demonstrated and the correct practices provided during tutorials. Instructional activities for inculcating change in attitude and behavior should create interest and demonstrate need and benefits gained by adopting the required change. Information on the adoption and procedures for practice of new attitudes may then be introduced.

Teaching and learning at a distance eliminates interactive communication cues, such as pauses, intonation and gestures, associated with the face-to-face method of teaching. This is

particularly so with the exclusive use of print media. Instructional activities built into the instructional repertoire provide this missing interaction between the student and the teacher. Therefore, the use of instructional activities to affect better distance teaching is not optional, but mandatory.

Our team of successful writers and authors has tried to reduce this.

Divide and to bring this Self Instructional Material as the best teaching and communication tool. Instructional activities are varied in order to assess the different facets of the domains of learning.

Distance education teaching repertoire involves extensive use of self- instructional materials, be they print or otherwise. These materials are designed to achieve certain pre-determined learning outcomes, namely goals and objectives that are contained in an instructional plan. Since the teaching process is affected over a distance, there is need to ensure that students actively participate in their learning by performing specific tasks that help them to understand the relevant concepts. Therefore, a set of exercises is built into the teaching repertoire in order to link what students and tutors do in the framework of the course outline. These could be in the form of students' assignments, a research project or a science practical exercise. Examples of instructional activities in distance education are too numerous to list. Instructional activities, when used in this context, help to motivate students, guide and measure students' performance (continuous assessment)

PREFACE

We have put in lots of hard work to make this book as user-friendly as possible, but we have not sacrificed quality. Experts were involved in preparing the materials. However, concepts are explained in easy language for you. We have included many tables and examples for easy understanding.

We sincerely hope this book will help you in every way you expect. All the best for your studies from our team!

HOUSE KEEPING MANAGEMENT

Contents

BLOCK 4 : HOUSEKEEPING FUNCTIONAL AREAS

Unit 1 Linen Inventory

Introduction, Layout of Linen Room, Types of Linen, Linen Care, Reuse, and Replacement, Linen Selection Consideration, Storage of Linen, Linen Exchange, Room Linen Exchange Procedure, Restaurant Linen Exchange Procedure, Maintaining Par Stock, Linen Control Procedure, Points to Consider for Linen Purchase

Unit 2 Hotel Uniforms

Introduction, Selection and Designing of Uniform, Establishing Par Level for Uniforms, Inventory Control of Uniforms, Issuing and Exchange of Uniforms, Advantages of Providing Staff Uniforms

Unit 3 Hotel Laundry

Introduction, Type of Laundry Services, Planning of an OPL, Laundry Equipment, Washing Machine, Drying Machine, Flatwork Ironer and Pressing Machines, Laundry Process, Pre-Washing, Sorting, Weighing and Loading, Finishing, Stain Removal, Dry Cleaning, Valet Service

Unit 4 Flower Arrangement

Introduction, Flower Arrangements in Hotels, Flower Arrangement Basics, Designing a Flower Arrangement, Designs of Flower Arrangement, Placing of Flower Arrangement



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DHTM-106

House Keeping Management

BLOCK 4 : HOUSEKEEPING FUNCTIONAL AREAS

UNIT 1 LINEN INVENTORY

UNIT 2 HOTEL UNIFORMS

UNIT 3 HOTEL LAUNDRY

UNIT 4 FLOWER ARRANGEMENT

HOUSEKEEPING FUNCTIONAL AREAS

Block Introduction :

In previous units, you have studied the basic concepts and functions of the housekeeping department, types of room, rules to be followed on the guest floor by the housekeeping staff and their importance.

The first and third unit in this block focuses on the linen handling and laundry procedure with various tasks performed in the laundry. It also tries to explain the meaning of the laundry procedure and its importance in the hospitality industry. In an establishment where linen is changed frequently, its life is more often given as perhaps 200-250 washes rather than four to five years. The relationship between housekeeping and laundry is essential for the smooth functioning of the housekeeping department. The laundry provides the housekeeping department with fresh linen and uniforms daily. It also processes the guest laundry, ensuring guest satisfaction. Therefore, the housekeeping personnel needs to know something about the laundry operation to understand its importance fully. The selection and designing of uniforms are also discussed with the outline of the advantages of staff uniforms.

This block also details different types of flower arrangements in a hotel and their importance and uses.

Block Objectives :

- Explain the importance of various aspects of linen control.
- Establish the par stock of linen for a given hotel operation.
- Describe the procedure for issuing and exchanging uniforms.
- Explain the laundry services available in a hotel.
- Illustrate different tasks within the laundry process.
- Assess the relevance of floral arrangements in enhancing the beauty of the hotel interior.

Block Structure :

Unit 1 : Linen Inventory

Unit 2 : Hotel Uniforms

Unit 3 : Hotel Laundry

Unit 4 : Flower Arrangement

UNIT STRUCTURE

- 1.0 Learning Objectives
- 1.1 Introduction
- 1.2 Layout of Linen Room
- 1.3 Types of Linen
- 1.4 Linen Care, Reuse, and Replacement
- 1.5 Linen Selection Consideration
- 1.6 Storage of Linen
 - 1.6.1 Linen Exchange
 - 1.6.2 Room Linen Exchange Procedure
 - 1.6.3 Restaurant Linen Exchange Procedure
- 1.7 Maintaining Par Stock
- 1.8 Linen Control Procedure
- 1.9 Points to Consider for Linen Purchase
- 1.10 Let Us Sum Up
- 1.11 Answer for Check Your Progress
- 1.12 Glossary
- 1.13 Assignment
- 1.14 Activities
- 1.15 Further Readings

1.0 LEARNING OBJECTIVES :

In this unit, we have discussed the linen handling procedure in a hotel, an integral part of the housekeeping department.

After working through this unit, you should be able to :

- List the activities that are carried out in the linen room.
- Explain the importance and various aspects of linen control.
- Establish the par stock of linen for a given hotel operation
- Explain the various aspects of linen control.

1.1 INTRODUCTION :

Linen is considered the second largest expense for the housekeeping department. Hence good maintenance, proper laundering procedure and storage would increase the lifespan of the linen. Worn-out linen builds a wrong impression about the hotel standards and leads to guest dissatisfaction; thus, efficient laundry and proper linen management procedures are essential for the hotel. The option for processing the linen can be in-house or outsourced by the hotel. Effective communication and a constant check with timely inventory within

House Keeping Management

the department will help understand the amount of linen damage and control wastage.

☐ **Check Your Progress – 1 :**

Fill in the blanks :

To bring control on linen wastage within the housekeeping department, the points to consider are :

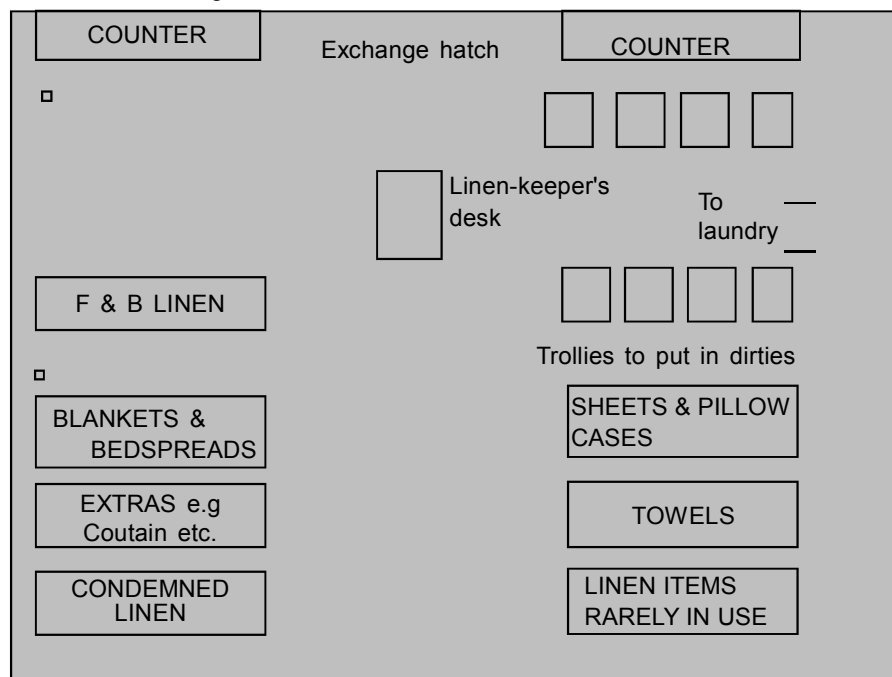
1. An effective _____ within the department.
2. A constant _____ and timely _____

1.2 LAYOUT OF A LINEN ROOM :

The linen room should be located :

- Next to the laundry for an on-premises setup, usually with an interconnecting door accessible to laundry.
- It should be near the receiving area if laundry is outsourced.
- Near the service elevator for easy transportation to other areas of the hotel.

Layout of a LINEN ROOM



1.3 TYPES OF LINEN :

Linen can be classified based on where it is used :

- On beds
- In Bathrooms
- In dining Areas

Bedsheets, pillowcases, blankets, and comforters need to look clean and give a new feel. Climatic condition is also an important feature to consider while choosing blankets and comforters and even to provide extra blankets in the guestroom. Mattress protectors may be woven or quilted fabric or made from felt. Felt ones are generally the least expensive but wear off quickly after repeated washings. Pillows can have cotton, synthetic fibres or hypoallergic foam filler inside them.

For bath linen, the most common fabric is terry cloth. Better quality towels have selvaged edges – means edges that are woven, not hemmed. These towels have a longer shelf-life and do not unravel quickly. Bathmats are generally heavier and have the same characteristics as other terry items.

Table linen is used for both practical purposes and to add an aesthetic look. Tablecloths, placemats or runners provide a clean eating surface, and napkins help guests stay neat while they eat. Aesthetically, crisp and fresh table linen with folded napkins adds an air of elegance to the dining room. Hotels with dining and banquet services require many tablecloths, table skirts, and silence cloths laid under the tablecloths, which helps absorb the noise. Runners and placemats can make inexpensive and attractive alternatives to tablecloths. They are available in a variety of styles and weaves.

☐ Check Your Progress – 2 :

Match the following :

- | | | |
|---------------------------|-------|---|
| 1. Table runner | | a. hypoallergic foam |
| 2. Bath Linen | | b. attractive alternatives to tablecloths |
| 3. Filler for the pillows | | c. has edges that are woven not hemmed |

1.4 LINEN CARE, REUSE AND REPLACEMENT :

Linen being a significant investment, it is imperative to minimize its disappearance. This can happen due to wear, improper use and theft. The damage to the linen can be reduced partly by proper laundering procedure, correct usage of chemicals, constant supervision on misuse of linen for wiping by the housekeeping attendant.

Linen reuse or recycling can save properties a good amount of money. Using discarded linen for rags is the most common recycling procedure. Many properties donate used linen as a charity, while discarded linen can be used as covering cloths for aprons.

1.5 LINEN SELECTION CONSIDERATION :

All fabrics begin with raw materials spun into long strands of fibres called yarns woven or knitted into cloths. The yarns can be made from dozens of different materials that fall into three primary groups –

a. Natural – cotton, wool, or linen :

- Cotton is strong, absorbent, and available in a wide range.
- Cotton is the fabric of choice for napery (table linens) and towels because of its superior absorbency.
- When starched, it gives a crisp appearance which makes it suitable for napkin folding.
- Mercerized cotton is more expensive, and it reduces the tendency of cotton to produce lint.
- Egyptian cotton is considered the best quality of cotton.
- Wool tends to felt, which means the surface fibres matt together. Hence nowadays, most commonly synthetic fibres are used for blankets.

House Keeping Management

- Linen is made from the fibres of the flax plant, commonly used for napery.
- Linen is smooth, durable, absorbent, and fast drying.

b. Synthetics :

- Blankets, bedspreads, and shower curtains are all made from synthetic fabrics.
- Synthetics are less absorbent and have good thermal qualities that make them a good choice for blankets.
- Synthetic make fabrics are stronger than natural fabrics.

c. Blends :

- No-iron sheets and pillow covers are generally a blend of cotton and synthetic (usually polyester) blends.
- A blended fabric can last a more significant number of washings.

☐ Check Your Progress – 3 :

Identify the type of fabric :

1. Reduces the tendency of cotton to produce lint: _____
2. Mix of cotton and synthetic(polyester) _____
3. Stronger than natural fabric _____

1.6 STORAGE OF LINEN :

Linen should be stored in a dust, and moisture-free covered place. The linen stock should be rotated in order first-in, first-out basis. While storing linen on the shelves, the closed folded end should face outward to be easy to remove. Small linens are stacked in bundles of ten to keep count.

1.6.1 Linen Exchange :

- Fresh for soiled should be followed, meaning fresh linen should be provided at the exact count of soiled linen. It is easier to keep a check on outgoing linen this way.
- Set amount in this a set amount of linen is provided daily.
- Topping is how the stock is brought up to the maximum level at the beginning of the year.
- Requisition: A requisition slip is filled in based on which linen is provided as per the requirement.

1.6.2 Room Linen Exchange Procedure :

- Soiled room linen is directly transported from floor to linen room or laundry.
- The floor supervisor takes a physical count of the soiled linen and enters into the room linen exchange sheet.
- The laundry or linen room attendant recount and tally the numbers.
- Fresh linen is issued to individual areas per the days count in exchange for the received soiled linen.
- Food and beverage
- linen is exchanged at a given time set by the department.

- The linen room staff checks the soiled linen received for any damages.
- All items are counted and verified in the linen exchange register, and similarly, fresh ones are issued.

| LINEN EXCHANGE REGISTER | | | | | |
|--------------------------------|------------------------------|---------------------------------|----------------------------------|-------------------------------|-----------------------------|
| <i>Date:</i> | | | | | |
| <i>Department/ Section</i> | <i>Linen Description</i> | <i>Linen Room Par Stock</i> | <i>Soiled Linen Received</i> | <i>Fresh Linen Issued</i> | <i>Balance in Stock</i> |
| | | | | | |

1.6.3 Restaurant Linen Exchange Procedure

- Make sure that the food and beverage employee exchanging linen has come within the given schedule.
- Check soiled linen received for damages.
- Count every item, verify with the Food and Beverages Linen Exchange Form.
- Give the same number of fresh items in exchange and enter the figures in the Linen Exchange Register
- Handover the soiled ones in the laundry for washing

1.7 MAINTAINING PAR STOCK :

The par number established for linen inventories is the standard stock level needed to accommodate typical housekeeping operations. One par means the total number of each type of linen required to outfit all guestrooms one time. One par is also known as a house setup. One par is not enough for quality service; hence the executive housekeeper needs to decide the total par stock required for an efficient operation. Three aspects need to be considered the laundry cycle, replacement linens and emergencies.

The first aspect is the Hotel's Laundry Cycle :

- One par linen is laundered, stored and ready to use.
- The second par of linen was removed yesterday and will be laundered today.
- The third par of linen will be removed from rooms today while servicing.

The second factor to consider is the replacement stock for worn out, damaged or lost linen. The general rule of thumb is to store one par of new linen as replacement stock annually.

The third factor to consider is an emergency like power failure or equipment damage. One par stock is kept as emergency stock to avoid any interruption.

1.8 LINEN CONTROL PROCEDURES :

Control of linen is an essential task for management. It falls into three main activities :

1. All employees must constantly check hygiene standards and the appearance of linen in their areas.
2. Timely exchange of linen between the guest floor and linen room/laundry.
3. Purchase details, inventories and stock taking records.

➤ **Inventory Control of Linens :**

- A floor par is the quantity of each type of linen required to outfit all rooms serviced from a floor linen closet.
- Linen par of each floor should be posted on the linen cupboard
- The linen requirement for each floor depends on the total occupancy of that day.
- Room attendants/floor supervisor keeps a note on the total count of soiled linen that is removed from the rooms.
- Based on the soiled linen removed, the evening crew member restocks the floor pantry with fresh linen.
- This helps in bringing up the stock of each floor to full par.
- Clean but damaged linen should be noted and handed over to the laundry supervisor.
- Careful records for all discarded linen must be maintained.

➤ **Taking a Physical Inventory of Linens :**

- A physical inventory should be done once every month. Generally, it is at the end of the month.
- The timely inventory helps the executive housekeeper accurately count the linen in circulation, the amount discarded or missing.
- Linen should be carefully budget
- ed.
- The floor supervisor does the inventory with the help of a housekeeping attendant.
- Each type of linen in the rooms is counted, and the total is compiled at the day's end.
- Linen in all areas should be included in the count.
- The linen count sheet should be filled out for every type of linen in each location.
- After each physical inventory, the executive housekeeper should ensure that the par levels are returned to the initial levels for each linen item.

☐ **Check Your Progress – 4 :**

Fill in the blanks with the correct term :

1. A _____ is the quantity of each type of linen required to outfit all rooms on a single floor.
2. _____ is a stock maintained for damage or loss of linen.

1.9 POINTS TO CONSIDER FOR LINEN PURCHASE :

- Estimate the quantity of linen for the purchase of linen. It should be accurate so that the items are not purchased in excess.
- Accurate specifications must be provided when placing orders, especially with sizes.
- Take samples of linen and test for 'dressing' that falls out from the fabric when rubbed together.
- Also, check the samples for laundering effects like shrinkage, loss of shape, colour.
- Storage space should be checked for large quantity orders.
- A Purchase Index Card must be maintained for every linen item in stock.
- A good rapport with the supplier is essential for credit facilities.
- In case of any quality rejection, the product needs to be replaced by the supplier.

1.10 LET US SUM UP :

In this unit, we :

- Identified the challenges to inventory control for linens in a housekeeping operation.
- Understood the importance of maintaining Par Stock for linen.
- Discussed the importance of physical inventory for linen.
- Listed points to consider for linen purchase.

1.11 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. Communication 2. Supervision, Inventory

Check Your Progress 2 :

1 : b, 2 : c, 3 : a

Check Your Progress 3 :

1. Mercerized, 2. Blend, 3. Synthetics

Check Your Progress 4 :

1. Floor Par, 2. Replacement

1.12 GLOSSARY :

Floor Par : The quantity of each type of linen required to outfit all rooms serviced from a floor linen closet.

House Setup : The total number of each type of linen needed to outfit all guestrooms one time, also referred to as one par of linen.

Inventories : Stock of merchandise, operating supplies and other items held for future use in the hospitality operation.

Issuing : The process of distributing inventory items from the storeroom to authorized individuals using formal requisitions.

**House Keeping
Management**

1.13 ASSIGNMENT :

How is linen issued for guestrooms and the food and beverage department?

1.14 ACTIVITIES :

Visit one prominent hotel in your city and make a report on the following:

- The layout of the linen room
 - And the workflow within the department
 - Analyze the layout and suggest if any changes are required.
-

1.15 FURTHER READINGS :

Managing Housekeeping Operations, Third Edition. by Aleta A. Nitschke and William D. Frye

UNIT STRUCTURE

- 2.0 Learning Objectives
- 2.1 Introduction
- 2.2 Selection and Designing of Uniform
- 2.3 Establishing Par Level for Uniforms
- 2.4 Inventory Control of Uniforms
- 2.5 Issuing and Exchange of Uniforms
- 2.6 Advantages of Providing Staff Uniforms
- 2.7 Let Us Sum Up
- 2.8 Answer for Check Your Progress
- 2.9 Glossary
- 2.10 Assignment
- 2.11 Activities
- 2.12 Further Readings

2.0 LEARNING OBJECTIVES :

In this unit, we have discussed hotel uniform and its specifications.

After working through this unit, you should be able to :

- Discuss the design of uniforms for hotel staff.
- Establish par levels for staff uniforms in each property
- Understand the procedure for issuing and exchanging uniforms
- Outline the advantages of providing uniforms to the staff.

2.1 INTRODUCTION :

Uniforms are made up of unique materials, colours and designs usually given by the organization. Most hotels have uniformed staff members for individual departments, and there are different specifications for uniform pattern, style, colour and design. The housekeeping department is the one who takes care of the regular processing of these uniforms, storing them and timely issuing of the uniforms. It is quite challenging for large hotels as there are many types, quantities and sizes.



2.2 SELECTION AND DESIGNING OF UNIFORMS :

Image and Identity of the Property : Depending on the theme or desire of the hotel to build a professional or unique image about itself, it may customize the employees' uniforms.

Wear Comfort : A suitable fabric with a good fit and design makes the employees look more professional. Staff need to be active; hence the uniform should have a comfortable fabric and good fit so that it does not create any hindrance or restriction in body movement during work.

Purpose of Work : Designing for work is essential. For example, it is comfortable for a guest room attendant to have a short-sleeved uniform or kitchen staff to wear safety shoes while working. Dungarees or overalls must have several deep pockets for the maintenance employees to keep tools handy.

Appearance and Style : A uniform should be designed to look good in all sizes of people.

Climatic Conditions of the Place : Need to be considered for choosing the fabric and pattern of the uniform. If the hotel is not centrally air-conditioned and is a spread-out property, then the management needs to consider the type of fabric and the design of the uniform.

Ease of Availability of Materials : the fabric and accessories chosen for the uniform must be readily available whenever new uniforms are required.

❑ **Check Your Progress – 1 :**

Fill in the missing blanks :

1. An excellent fitted and well-designed uniform makes the employees look more _____
2. The uniform can be _____ to give a themed look to the hotel.

2.3 ESTABLISHING PAR LEVELS FOR UNIFORMS :

To make the budget for the uniforms, the executive housekeeper needs to consider the life expectancy of the garments, seasonal requirements and the laundry cycle. As a rule, the staff should be supplied with at least three sets of uniforms. Certain areas like the kitchen need to maintain more par.

The following factors are considered :

To establish par for all types of uniforms, the executive housekeeper needs to know how many uniformed personnel work in each department, the specification of the uniform and the cleaning procedure.

To determine the turnaround time by the laundry for processing the uniforms. How often would the uniform need laundering?

The nature of the job will determine how often the staff would change and require a fresh set of uniforms.

2.4 INVENTORY CONTROL OF UNIFORMS :

- All uniforms should be controlled and issued through the uniform room.
- Adequate space should be there to store the uniform properly
- It should stack as per the department so that it becomes easy to handle and becomes hassle-free during issuing

- A proper systematic process should be there for receiving the soiled and issuing fresh ones.
- A register is maintained department-wise when a uniform is issued to a new employee with the count of items and a proper handover when leaving the job.
- For any repair work, a form should be filled and then handed to the tailor of the hotel for repairing.

Calculating Par Stock quantity for Uniforms :

Depending on the cleaning schedule for uniforms – daily or alternate days, the number of pars is decided. **Generally, the par required is three – one in use, the second in the uniform room, and the third in the laundry.**

➤ Storage of Uniforms :

1. Fresh uniforms are received from the laundry and stored department wise in the uniform room.
2. The uniform room should be aired, the humidity of the room should not be more than 20 per cent.
3. Generally, staff are not allowed to take uniforms outside the hotel, and they are provided with lockers to keep their uniform at the end of the shift.

☐ Check Your Progress – 2 :**Complete the Sentences :**

1. The par of the uniform is decided based on the _____
2. Uniforms should be stored in a room where the humidity _____
3. Staffs are not allowed to take uniform _____

2.5 ISSUING AND EXCHANGE OF UNIFORMS :

➤ Issuing uniforms for new employees :

- Uniforms are issued on a specific authorization letter received from the human resource department.
- The employee is required to sign for his or her uniform.
- A uniform issue slip is filled and provided to the employee by the human resource department.
- The uniform is then issued from the linen room where the department name, items issued are entered in the register, and employee signature is also taken.

➤ Issuing uniforms for regular employees :

- The fresh uniform is generally issued in exchange for a soiled one.
- On leaving the organization, the employee needs to hand over the uniform and get a signature done on the clearance form from the head of the department.

➤ Uniform Exchange Procedure :

- Employees need to follow the timing of the uniform exchange
- Check for any damage in the uniform
- Issue a fresh uniform once the soiled is received

House Keeping Management

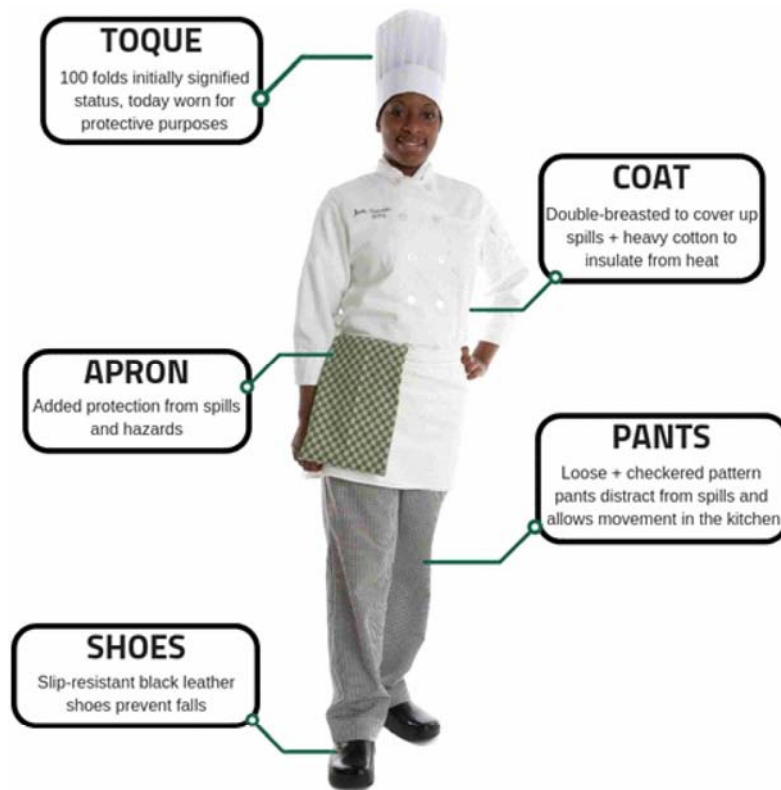
❑ **Check Your Progress – 3 :**

Match the following :

- 1. Fresh uniform is issued on a. check for any damage
- 2. Before collecting the soiled uniform b. by human resource department
- 3. Authorization letter is issued c. exchange of soiled one

2.6 ADVANTAGES OF PROVIDING STAFF UNIFORMS :

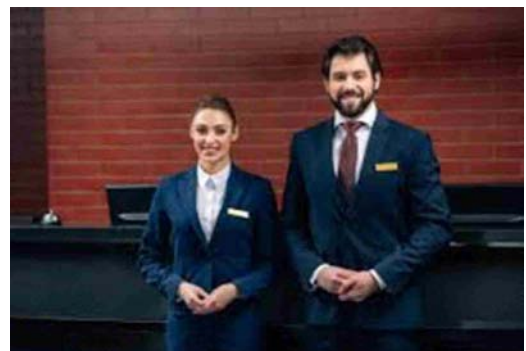
- Gives a well-groomed appearance for the staff
- It helps in identifying the hotel staff with their department and position
- If properly designed, they provide comfort for the staff while working.
- They instil a feeling of belonging and loyalty for the establishment.



CHEF UNIFORM



HOUSEKEEPING UNIFORM



FRONT OFFICE UNIFORM



F & B SERVICE UNIFORM

2.7 LET US SUM UP :

In this unit, we :

- Discussed uniform designing.
- Explained the process of maintaining the par stock for uniform
- Illustrated the issuing procedure of uniform.

2.8 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1. Professional, 2. Customized

Check Your Progress 2 :

1. Cleaning Schedule of the uniform
2. Is not more than 20 per cent
3. Outside the hotel

Check Your Progress 3 :

1 : c, 2 : a, 3 : b

2.9 GLOSSARY :

Drill : Hardwearing, smooth cotton fabric, twill or satin woven, used for shirts, trousers, and uniforms.

Gaberdine : A strong fabric in a tight twill weave made from cotton, manufactured fibre, or blends. The fabric is used for suits, sportswear, and uniforms.

2.10 ASSIGNMENT :

Discuss the process of issuing and exchanging uniforms.

**House Keeping
Management**

2.11 ACTIVITIES :

Design a uniform for front office employees (male and female) and maintenance crew in a luxury hotel. Write a detailed report describing all the aspects that should be considered for uniform design. Find out the cost for the uniform and provide the fabric samples too.

2.12 FURTHER READINGS :

Managing Housekeeping Operations, Third Edition. by Aleta A. Nitschke and William D. Frye

UNIT STRUCTURE

- 3.0 Learning Objectives
- 3.1 Introduction
- 3.2 Type of Laundry Services
- 3.3 Planning of an OPL
- 3.4 Laundry Equipment
 - 3.4.1 Washing Machine
 - 3.4.2 Drying Machine
 - 3.4.3 Flatwork Ironer and Pressing Machines
- 3.5 Laundry Process
 - 3.5.1 Pre-Washing
 - 3.5.2 Sorting
 - 3.5.3 Weighing and Loading
 - 3.5.4 Finishing
- 3.6 Stain Removal
- 3.7 Dry Cleaning
- 3.8 Valet Service
- 3.9 Let Us Sum Up
- 3.10 Answer for Check Your Progress
- 3.11 Glossary
- 3.12 Assignment
- 3.13 Activities
- 3.14 Case Study
- 3.15 Further Readings

3.0 LEARNING OBJECTIVES :

In this unit, we have discussed the processes and tasks of the laundry department in a hotel, which is an integral part of the housekeeping department.

After working through this unit, you should be able to :

- Discuss the laundry services available in a hotel
- Enumerate different tasks within the laundry process
- List the essential laundry equipment.

3.1 INTRODUCTION :

Dealing with guest laundry is one of the major responsibilities of the housekeeping department. Guest laundry must be picked up on time, laundered and delivered back to the guests on time without any mix-ups. Usually, guests'

House Keeping Management

clothes collected in the morning are given back the same evening. Most hotels provide valet service for the to-and-fro transfer of guest laundry.

The linen 'life' depends on the care of the linen in use and the treatment it gets at the laundry; hence the executive housekeeper should invest in quality linen.

A good laundry is, therefore, of great importance to any establishment.

Following precautions are taken :

- Articles are handled carefully.
- The tensile strength of the material is not impaired.
- The white fabric is maintained white.
- Stains are removed when requested.
- Materials are not ruined by excessive use of bleach.
- The work is carried out as speedily as possible.
- A proper record keeping needs to be maintained for damage and losses.

3.2 TYPE OF LAUNDRY SERVICES :

An establishment has the choice of the following laundry services :

Commercial/contract laundry : They cater to hotels on a contract basis with rate specifications for laundering different types of linen. The soiled linens are picked up from the hotel on a scheduled time and similarly delivered within twenty-four to forty-eight hours. Contract laundries are an excellent option if the management decides not to set up its laundry or has a space constraint.

➤ **Advantages :**

- No Capital Investment.
- Not much technical expertise is required.
- Employee cost is saved.

➤ **Disadvantages :**

- Less control over the quality of the finished product.
- There might be delays in delivery and collection.
- Extra par stocks need to be maintained.

In-house or on-premises : When a hotel has its laundry situated within the hotel premises. It may be run by the hotel employees or sometimes managed on a contract. It is possible to train the staff, and proper care can be taken while laundering the linen to provide guest standard quality. With in-house laundry, the service is faster and less par stock is required. There is constant supervision on the process, better cost control, enhancing the life span of the linen.

➤ **Advantages :**

- No shortfalls or missing items.
- Investment in extra par stock is not needed.
- Emergency requirements can be better handled.
- Better quality of standards can be maintained.

➤ **Disadvantages :**

- The initial capital investment is high.
- Higher operational cost.

Linen hire : This also includes laundry service, an option where no investment is made in purchasing and maintaining a par stock of linen. The linen itself is rented, used and returned as per day to day requirements. Owing to the high cost of linen and its upkeep, the hiring of linen from firms offering a linen rental service has become more popular. The firms undertake to supply clean articles in good condition. Arrangements are made between the firm and the hotel regarding the amount of linen required, the frequency of deliveries, and the price to be charged. Stocktaking is still regular practice, and losses must be paid.

None of these can be automatically considered as offering the best and most economical laundry service, and each has its advantages and disadvantages.

❑ **Check Your Progress – 1 :**

Tick out the wrong one from the following :

1. Advantages of inhouse laundry :
 - a. Emergency requirements can be better handled.
 - b. Better quality of standards can be maintained.
 - c. Higher operational cost.

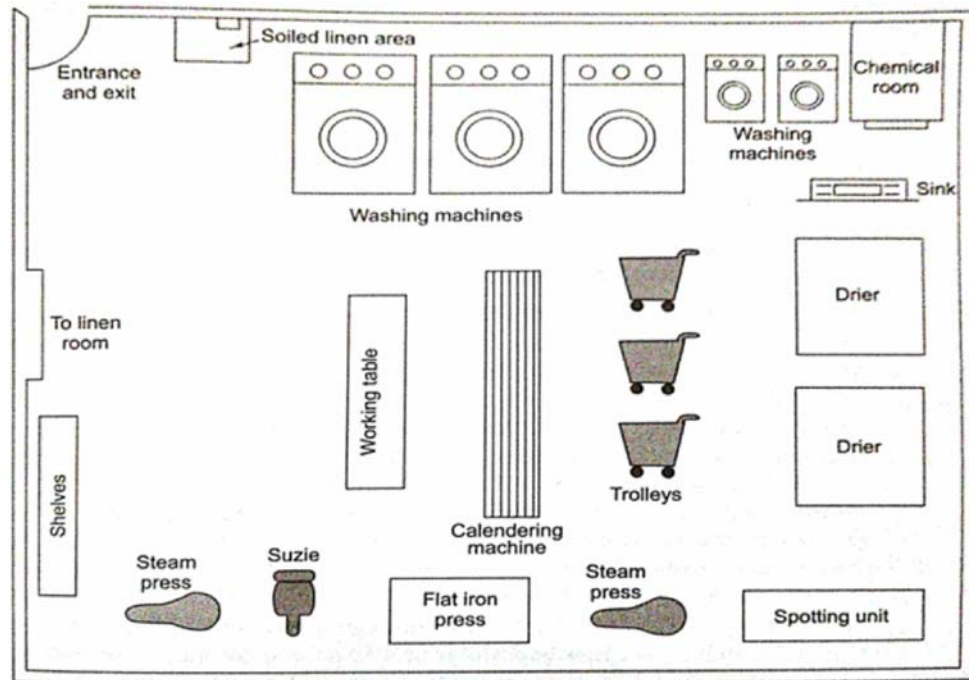
3.3 PLANNING OF AN OPL (ON-PREMISES LAUNDRY) :

The planning of having an on-premises laundry should be decided at the initial planning stages for the facility.

The location of the laundry must be strategic enough to prevent the transportation problem. It should be easily accessible from the linen room to move heavily stacked linen from one area to another. It should be located away from the guest area because of the sound and vibration of heavy equipment. The thumb rule for hotel laundry size is 7sq ft per room (not including soil storage). One cubic foot for every 3.6 kg (up to a height of 4 feet) is usually allotted for soil storage. Proper ventilation is essential for the staff to work comfortably in the laundry. The laundry equipment must be considered concerning the spacing of the laundry, the initial cost, life expectancy, maintenance and depreciation. A proper spread out of equipment with a good amount of space for the employees to work comfortably, a free space for the trolley movement, the correct sequence for the equipment placement, and storage space for keeping the chemicals. The thumb rule for labour is that one person should handle a weight of 36kg an hour.

House Keeping Management

➤ **The Layout of an OPL :**



The layout of linen in terms of positioning machines should be in a manner where there is an easy traffic flow. While designing, attention needs to be given to the entries, exits, drainage system, columns, exhaust area and machinery access. Doors need to be large equipment to get the equipment inside the room, free movement of utility carts. Ceilings need to be high with proper sound absorption. The floor is an essential component of laundry. There should not be any low spots in the room for water accumulation. Concrete is the most suitable flooring material. Walls should be constructed with moisture-resistant and durable material. There should be 18 inches gap between two machines, and space should be given between the wall and machine. Soiled storage and sorting should take place near the washers. The finishing area for the linen should be near the storage space for more accessible transportation.

❑ **Check Your Progress – 2 :**

Reason the following :

1. Doors of the laundry need to be large because _____
2. Finishing area should be closer to the storage because _____

3.4 LAUNDRY EQUIPMENT :

3.4.1 Washing Machine :

- Most washers are made of stainless steel.
- They are sized by their capacity (the quantity it can handle in a single load)
- Tunnel washers have separate chambers which can hold several large loads at a time.
- The washer consists of a motor, inside and outside shells and a casing.
- The outside shell is stationary and holds the wash water.



- The inside shell is perforated and holds the laundry, and it allows the water to flow in and out.
- Washers have automatic detergent and chemical dispensing capabilities.
- Most washers have extraction capabilities. The motor spins inside the shell to extract rapidly to extract the excess water.

3.4.2 Drying Machine :

- Dryers remove moisture from the articles by tumbling them in a rotating cylinder through which heated air passes.
- Air is heated by gas, electricity, or steam.
- They need to be adequately maintained so that they don't consume more electricity.
- Air vents need to be checked and cleaned regularly so that there is no lint or dirt clogging.



3.4.3 Flatwork Ironer and Pressing Machines :

- They are similar except that the ironers roll over the material and the presser flatten it.
- In the ironer, the linen is fed, but in the presser, linen is placed manually.
- It is vital for proper iron operation and maintenance that material arrives in the proper condition from the finishing process.



☐ Check Your Progress – 3 :

Fill in the missing blanks :

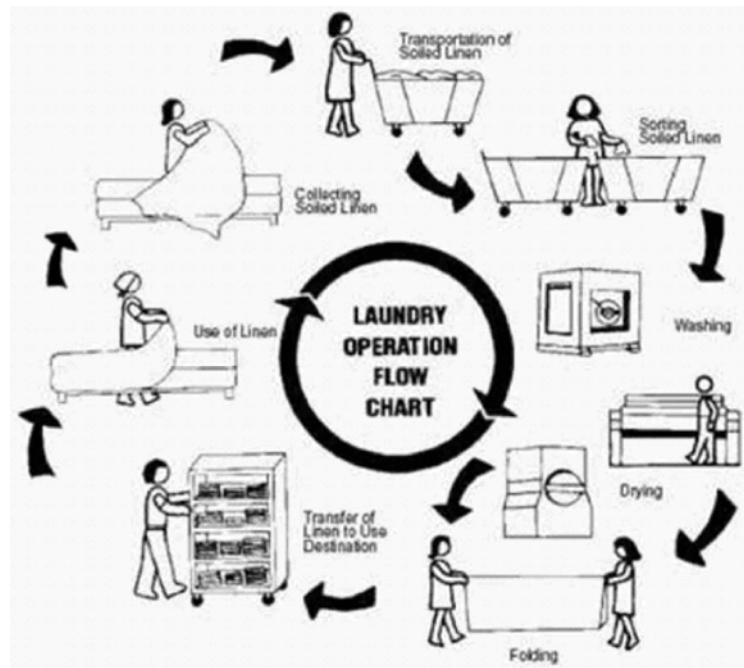
1. Most washers are made up of _____
2. Air in a dryer is heated by electricity, gas or _____

3.5 THE LAUNDRY PROCESS :

The laundry process may be divided into the following main stages :

- Pre-washing
- Actual washing
- Rinsing
- Hydro-extraction
- Finishing

House Keeping Management



3.5.1 Pre-Washing :

The following steps are undertaken at the pre-washing stage :

Collecting and Sorting Soiled Linen

The guest room attendants strip the linen from beds and bath areas and put them directly into the soiled-linen bag on the room attendant's cart. Linen should never be piled on the floor where they may be walked on and soiled further or damaged. Food and beverage linen is also placed in hampers for delivery to the laundry. Stained linen should be knotted in one corner to help in sorting. Soiled linen should be sent as soon as possible to the laundry so that stains do not set in. In many hotels, soiled linen is sent to the linen room for sorting, counting and recording before being sent to the laundry. If off-site laundry service is used, the soiled linen is marked in the linen room before being transported.

Transporting Soiled Linen to the Laundry :

Large hotels have a linen chute that runs down the entire height of the building to the laundry's soil and sort area. Soiled linen is usually transported to the laundry on linen carts or in laundry sacks in other hotels. Linen carts should be free of protrusions that could snag or tear items.

3.5.2 Sorting :

The soil and sort area in the laundry should be large enough to store a day's worth of laundry without slowing down other activities in the laundry. The articles are sorted out according to the following parameters:

The degree of soiling is the first check. The soiled linen is separated into categories of stained, unstained, heavily soiled, medium-soiled, and lightly soiled articles.

The articles are further sorted by the colour and fastness of the dye. They are then further sorted by fibre type.

Linen that needs repair is separated and sent to the tailor for mending before washing.

In case the article to be mended is heavily soiled, it is first washed and then mended.

Monogramming of new linen must be carried out before washing to control pilferage and help identify.

Condemned or discarded linen are sorted out and cut down before washing.

Light linen is separated. This linen, after continuous use, loses lustre and becomes worn out. They can no longer be offered to VIPs. However, being still in good condition, they may be used for houseguests or staff members staying in the hotel. These are stocked and washed separately. These differ from condemned linen in that they are not torn; however, they are no longer in 'standard' condition.

All fancy accessories and attachments such as buttons, buckles, rings and so on are removed from linen to be washed. False collars in curtains must be removed as well.

All pockets are emptied, and all folds checked.

3.5.3 Weighing and Loading :

The articles, once sorted, are weighed while dry. This is necessary as each washing machine has specific loading instructions that have to be followed. Weighing is also helpful in measuring the productivity of the laundry workers. A modular system of loading is the simplest.

Each type of linen article has a known weight, so these are counted into piles until the appropriate total weight is reached. For instance, if a bedsheet weighs 500g and the capacity of each compartment of the washing machine is 25 kg, then 50 sheets are counted out for each compartment. Alternatively, bundles of linen can be physically weighed before putting them into compartments.

3.5.4 Washing :

The following parameters indicate the proper washing program :

Heavily soiled linen requires more time than lightly soiled linen.

The rate at which soil is removed is not constant either and must be considered.

Generally, the laundry workers should choose the lowest possible temperature to do the job effectively to save energy. However, some detergents and chemicals work correctly only in hot water, and some soils require higher temperatures.

Wash cycles: Several shorter washes are better than one long one. More soil can be removed with freshly made up suds and clean water than with one solution in which the soil remains in suspension and has a chance to re-soil the linen during the wash.

Rinsing: Done using hot and cold water, usually recovered and recycled from earlier steps during the last rinse to save water. Extraction removes at least 50 per cent of the water used in the rinsing process.

3.5.5 Finishing :

This stage in the laundry cycle consists of the following processes :

Drying : Items that are dried after hydro-extraction generally include towels, washcloths, and some no-iron linen. Drying items and temperatures vary considerably for different types of linen. In every laundry cycle, however, drying

House Keeping Management

should be followed by a cool-down period to prevent the hotline from being damaged or wrinkled by rapid cooling and handling. After drying, linen should be immediately removed for folding, and if folding is delayed, wrinkles will set in.

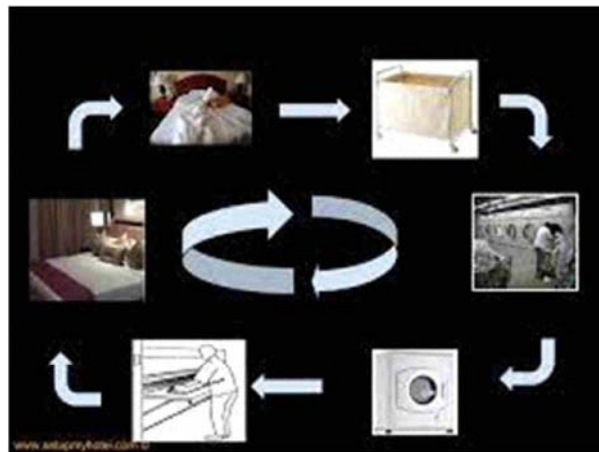
Ironing : Sheets, pillowcases, tablecloths, and napkins go directly into flatwork irons. Towels do not need ironing. They should emerge from the tumble-dryer in a soft and fluffy state, after which they may be folded by hand or machine. Guest clothing and uniforms are finished on various steam presses.

Folding : This can be done by hand or by machine. Whatever the case, washing and drying items faster than they can be folded leads to unnecessary wrinkling and re-sorting being required. Folding personnel must also inspect the linen, putting aside those to be laundered again and rejecting stained, torn and otherwise unsuitable items. Folding should be done well away from the stored linen area to avoid re-sorting clean laundry. This step should also be considered a quality-control step.

Storing : After folding, the items are post-sorted and stacked. Post-sorting separates any odd linen types and sizes in the batch that were missed in the pre-sorting step. There should be enough storage room for at least one part of the linen. Finished items should be allowed to 'rest' on shelves for 24 hours after laundering because many types of linen get damaged more easily after washing. Once the linens are on the shelves, yellowing and fading can be spotted easily.

Transferring : Fresh, laundered linen is usually transferred to their areas of use by carts.

❑ Check Your Progress – 4 :



Name the process depicted in the given picture and complete the flow chart :

1. _____
 - a. Removing the soiled linen from the rooms
 - b. _____
 - c. _____
 - d. Washing
 - e. _____
 - f. Placing fresh linen in the room.

3.6 STAIN REMOVAL :

A stain is a spot or localized discolouration left on fabric by reacting with or absorbing a foreign substance. Stain removal or spot cleaning is a skill that demands special attention, specific techniques and long experience. The two main factors to be borne in mind while attempting to remove a stain are:

- The composition and colour of the fabric
- The nature and age of the stain

Follow the steps given below for removing stains from fabric :

1. Identify the stain.
2. Classify the stain.
3. Select the reagents to be used.
4. Select the procedure to be used.
5. Proceed systematically to remove the stain.

All stains should, as far as possible, be removed while still fresh. If immediate treatment of the stain is not possible, it must be removed before the garment is washed. Known stains should be treated with specific reagents meant for their removal. If the nature of the stain is unknown, it should be treated first by the least harmful method, passing on from one process to the next.

3.7 DRY CLEANING :

This is the cleaning of fabrics in a substantially non-aqueous liquid medium. Dry-cleaning removes oils and many water-soluble and some insoluble materials with the help of detergents and various other agents. The term 'dry-cleaning' is misleading. It suggests that the cleaning is done using dry materials only, whereas the fact is that in addition to dry powders, liquids such as petrol, benzene and so on are also used. Unlike laundering, dry-cleaning does not cause swelling of the fibres and does not lead to shrinkage, wrinkles and bleeding of colours. Dry-cleaning is thus a safe method for cleaning delicate textiles. It was earlier known as 'French cleans' or 'chemical cleaning' and is based on the principle that most of the dirt or soiling matter is held to the fabric by grease. When this grease is removed, the dirt is removed along with it.

3.8 VALET SERVICE :

Valet service means that the hotel will take care of guest laundry needs.



House Keeping Management

Offering valet service requires the housekeeping department to set up its own laundry business. It must have the following :

- Set times for laundry pickup and delivery.
- Determine how laundry would be delivered to guestrooms.
- Figure bills to be attached to clean laundry.
- Determine the hotel liability policy under state and local laws.
- Handle lost and damaged items.
- Fill in guest comments and complaints.

Valet staff will need their workspace for sorting, tagging, washing, drying and finishing. Some hotels have a valet extension number that guests can call to get the laundry pickup service. Some valet services include minor mending jobs such as sewing on a button. When laundry is processed, they are nicely packed, ticketed with a bill, and delivered to the guestroom.

3.9 LET US SUM UP :

In this unit, we :

- Discussed the laundry services available in a hotel.
- Listed the types of equipment used in the laundry.
- Explained different tasks within the laundry process.
- Discussed the laundry valet service procedure.

3.10 ANSWER FOR CHECK YOUR PROGRESS :

Check Your Progress 1 :

1 : c

Check Your Progress 2 :

1. To get the equipment inside the room
2. Easier transportation of the linen

Check Your Progress 3 :

1. Stainless Steel
2. Steam

Check Your Progress 4 :

1. Laundry Cycle
2. Transporting them to laundry
3. Sorting the linen
4. Finishing

3.11 GLOSSARY :

Flatwork Ironers : Flatwork ironers are like pressing machines, except ironers roll over the material while presses flatten it.

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

Spotting : The stain removal procedure done on fabric is carried out by a trained individual.

Tunnel Washer : A long, sequential laundry machine that operates continuously, processing each stage of the wash/ rinse cycle and extracting in another section of the machine.

3.12 ASSIGNMENT :

Discuss laundry under the following heads :

- a. Planning b. Layout c. Equipment
-

3.13 ACTIVITY :

Visit an industrial laundry and then a luxury hotel laundry in your city. Compare them and make a detailed report describing all the aspects that are similar and how they differ in function.

3.14 CASE STUDY :

Mr Kumar wants to set an in-house laundry for his new luxury resort property of 30 rooms with two food and beverage outlets, but he is quite concerned about the extra cost involved in setting up the laundry. Hence, he is not sure about having an in-house laundry or getting it outsourced.

- How would you as an executive housekeeper, convince Mr Kumar to have an in-house laundry setup
 - Before presenting, identify all the factors that need to be considered for planning an in-house laundry.
 - List down all the points that need to be discussed for designing a laundry room.
-

3.15 FURTHER READINGS :

Managing Housekeeping Operations, Third Edition. by Aleta A. Nitschke and William D. Frye

UNIT STRUCTURE

- 4.0 Learning Objectives
- 4.1 Introduction
- 4.2 Flower Arrangements in Hotels
- 4.3 Flower Arrangement Basics
- 4.4 Designing a Flower Arrangement
- 4.5 Designs of Flower Arrangement
- 4.6 Placing of Flower Arrangement
- 4.7 Let Us Sum Up
- 4.8 Answer for Check Your Progress
- 4.9 Glossary
- 4.10 Assignment
- 4.11 Activities
- 4.12 Case Study
- 4.13 Further Readings

4.0 LEARNING OBJECTIVES :

In this unit, we have discussed the processes and tasks of the laundry department in a hotel, which is an integral part of the housekeeping department.

After working through this unit, you should be able to :

- Understand the importance of flower arrangement to enhance the beauty of the hotel
- Enumerate the basic ingredients that are required
- List the essential laundry equipment.

3.1 INTRODUCTION :



Flower arrangement is the art of organizing plant materials like flowers, foliage, twigs, etc., to achieve harmony of form, colour, and texture, adding

beauty to the surroundings. It is essentially a decorative piece and generally creates an attractive ambience. An arrangement can be composed of only flowers and foliage, sometimes combined with fruits, balloons, chocolates, candles etc. Arrangements are generally put up in different areas of the hotel like lobbies, restaurants, guestrooms, function halls and other guest areas. Floral arrangements need not be reserved only for parties or special occasions as guests appreciate flowers for the freshness they bring to the surroundings; hence, they can be used regularly depending on the season and theme.

4.2 FLOWER ARRANGEMENTS IN HOTELS :

In hotels, flowers are used extensively. There is a display of floral arrangements in different sizes and shapes depending on the space and availability of flowers.

Flower arrangements are made in the hotels for the following :

- Creates ambience and décor
- As Amenities for VIP guests
- Personalized service
- To fit empty unattractive spaces– acts as a camouflage
- Special functions or occasions

Housekeeping is responsible for all flower arrangements and their placement in hotels. Large hotels have a horticulturist who looks after the entire gardening and a florist who makes the floral arrangements per the day's requirement under the housekeeping department's supervision. Some hotels also outsource this service, a contract based on which flowers and arrangements are brought in and taken away as per the agreement.

Unless a contractor provides the flower arrangements, the housekeeping department needs to have a flower room equipped with all necessities for making up arrangements, including a water supply in that area with containers, buckets, vases, scissors, etc.

☐ Check Your Progress – 1 :

Fill in the blanks :

1. Making of flower arrangements is a responsibility of _____ department.
2. Floral arrangement creates _____ and décor.

4.3 FLOWER ARRANGEMENT BASICS :



House Keeping Management

To put up an excellent floral arrangement requires a lot of creativity using different plant materials and props.

The materials needed to make the arrangements are :

Mechanics : These are used to place the flowers, foliage, and stems in place within the container. They are always hidden and should not be visible. The basic mechanics are :



Oasis (floral foam)



Pin holders (kenzan)



Chicken wire

Equipment : These tools and other aids are used to ensure a good arrangement with the plant materials. The equipment needed is a bucket, scissors, knife and watering device.

Containers : These are the receptacles that hold the floral arrangement, theme and simplicity that should be kept in mind while choosing the design of the container.

Bases : Sometimes, these are used underneath the container to protect the surface and add to the beauty of the display.

Support : This refers to the structure on which the container stands. The usual supports are tables, sideboards, alcoves and shelves.

Plant Material : This consist of three parts the line material which gives the main structure to design, the second one is the focal point, the centre part of the arrangement in which cluster of flowers are put up, and lastly it is the fillers which are used to cover the mechanics and edges of the container.

Accessories : These are non-plant materials included or placed alongside the arrangement. They enhance the beauty of the arrangement.

➤ **Guidelines for buying cut flowers :**

While buying flowers in a hotel, the buying person must know where and how to buy the cut flowers.

Flowers are a highly perishable commodity, and if the vendors themselves have not kept them in good condition, they will not last long. Hence exotic

flowers are expensive, and it is best to buy them from a wholesale market, where one can get a lot of variety at a reasonable price.

While buying, look at the flower bucket first, they should be placed out of direct sunlight, and the water should be clean and not smelly. The foliage should be firm, and the cut ends adequately immersed in water. Choose blooms at the just-open stage and not the full-blown stage for a long-lasting display. Although it seems ripe for display, the problem with the full-bloom stage is that all the flowers are fully open, so the display will be short-lived.

➤ **Preparation for the arrangement :**

The guidelines to follow to make the arrangement look beautiful and fresh for long are :

- Plant stems should be cut at a slant using sharp scissors or a knife
- Wrap the flowers in newspaper till the neck of the flowers
- To revive wilting flowers, snip off half an inch of the stem underwater and plunge in a deep container of water, removing the dead ones.
- Remove all the leaves from the stems of flowers that have shorter lives.
- Ensure enough water for woody stems by paring 2 inches of the ends and making a cross-shaped cut in the end.

➤ **Aftercare for the arrangement :**

- Never place a fresh flower arrangement underneath a fan or expose it to direct sunlight.
- Never place flower arrangement near a bowl of apples, pears, and plums. They give out ethylene gas while ripening, which causes wilting of flowers.
- Never use chilled water.
- Use a clean container to avoid premature fouling and bacterial growth.

❑ **Check Your Progress – 2 :**

Give reasons for the following :

1. Should use a clean container to keep flowers because : _____
2. Never place flower arrangement near a bowl of apple because _____

4.4 DESIGNING A FLOWER ARRANGEMENT :

Decorating with flowers is a creative and stimulating art, which often carries a message or theme and expresses the mood or emotions of the arranger. Blending the eight features of good design helps in creating beautiful flower arrangements.

Thus following things focus on the designing of the flower arrangements.

Style : Based on the angle from which they are seen, the style could be an all-around arrangement or a facing arrangement. The style could be based on the amount of space present in the arrangement; it could be a mass, line, or miscellaneous style. Also, it could be a foliage arrangement or dry flower arrangement based on the plant material used. Based on the effect of the arrangement, it could be formal, semi-formal, informal or modern/abstract/freestyle.

Proportion : Good proportion means the size of each element-container, plant material, base and accessories– should result in a pleasing, harmonious

House Keeping Management

appearance. For the arrangement, everything should be in scale. The arrangement may have good style and proportion, but if the background or setting in which it has been placed is unsuitable, it may lose its charm, e.g., an abstract arrangement would look out of place in a small cottage setting. Also, a petite arrangement in a large, lofty hall can look pathetic, thus dining table arrangements that obstruct conversation across the table and hall arrangements that block free passage are unsuitable. The texture of the plant material comes in various forms; glossy, velvety, dull, prickly, etc., hence it is a skill to merge this texture with the surrounding arrangement, whether it be the lighting, vase, or container etc. Physical as well as visual balance, needs to be considered. If it is too asymmetrical, then there is a danger that the whole arrangement may fall. The mechanics must always be securely fixed, and the container should always be heavy enough to support the plant material. Sand and gravel can be used to achieve this. The balance from top to bottom also must be considered. Balance with a container, the colour of flowers plays a vital role.

Rhythm or Movement : This denotes how your eyes move around when one is observing the flower arrangement. This develops various interesting things while hiding some part of the stems, contrast in the shapes of foliage or colours of the flowers, placing the flowers at different stages, even an irregular line or various sized blooms can obscure the beauty of the arrangement.

Colour : In monochromatic colour style– various tints and shades of a single hue are used. Monotonous colours should be avoided; there should be various shapes, sizes, and textures to avoid monotony. In Analogues– two, three or four hues next to each other on a colour wheel are used. The colours used should not occur in equal amounts–one should not be dominant. Whereas in Contrasting/complimentary type– the colours directly across each other on the colour wheel are used, e.g., blue iris with orange gerbera. Contrasting schemes are always lively, but they should not be over–bright. In Polychromatic/rainbow/ scattered – colours from all parts of the colour wheel are used here. If carefully arranged for a harmonious effect through other elements, this can be pleasing, especially in summers. If not, the outcome may be too bright or too spotty.

Emphasis/dominance : This involves having one or more areas in the arrangement to which the eye is drawn and on which it rests for a short time. This point is known as the 'focal point' or centre of interest.

➤ **Features of good flower arrangement are :**

- Focus on emphasis
- An established style
- Elements in proportion
- A suitable background
- Variety of texture
- Arrangement in balance
- Proper use of colour

☐ **Check Your Progress – 3 :**

Colour is an essential component of flower arrangement. The colour scheme not preferred for an arrangement is :

1. Monochromatic
2. Analogue
3. Contrast

4.5 DESIGNS OF FLOWER ARRANGEMENT :

Flower Arrangement



Circular Design :

- Arranging flowers in a circular design adds a pleasing element.
- It is satisfying to the viewer's eye.
- This type of arrangement is laid on conference tables or buffet tables.



Triangular Arrangement :

- It is the most common arrangement of flowers used in personal and professional functions.
- Firstly, height and width are fixed with flowers, and then the focal point is established.
- It is made in a triangle shape and looks very attractive.
- They are placed on the buffet table or in the side station.



Crescent Design :

- The crescent is asymmetrical and informal.
- It requires a lot of skill and experience.
- This type of arrangement is very eye-catching.
- It is kept in the lobby of the hotel.
- It is used as a focal point to catch the attention of the guest.



Hogarth Design :

- This is a very graceful arrangement style, and it is easier to make when curved branches are used.
- Once the 'S' shape is made, flowers are filled at the centre.



The Japanese give great emphasis on the art of flower arrangement. People in Japan use flowers to symbolize seasons or particular occasions. In all their arrangements, a single principle is followed, and the most striking characteristic is that they give the impression of naturally growing plants.

Ikebana means 'making flowers alive' in Japanese. In all such arrangements, Heaven, Man, Earth is represented using three main branches. Shin, the main spray, is the highest and symbolizes heaven; it ends on the central axis of the vase. This stem should be $1\frac{1}{2}$ – $2\frac{1}{2}$ times the height of the container. See, the second-highest stem represents man. It provides width to the arrangement and is about three-fourths the height of the tallest spray. This stem forms an angle of about 45 degrees with the rim of the container. The lowest spray denotes the earth. This branch is about half as tall as the one signifying man and extends very little beyond the diameter of the container, forming an angle of about 115 degrees with the rim of the container. It is placed opposite the branch signifying man and is used to balance the arrangement.

The Japanese use tall vases as well as low bowls. Tall vases are usually made of bamboo, bronze or pottery. Sometimes the bamboo ones are painted with black lacquer. Low bowls are made of bronze and pottery. For holding flowers, metal holders are used in vases and bowls.

Another important aspect of their arrangements is that they always use an odd number of flowers, as they believe that odd numbers are lucky and more aesthetic. Thus in all arrangements, three, five or seven flower sprays are used.

When a flat or low container is used, it is called a Moribana style. Moribana is an informal arrangement in a shallow container in which a pin-holder is used as mechanics. When a tall vase without a pin-holder is used, the arrangement is in the Hikae style. A formal arrangement called the Seika style has strict rules governing the lengths and angles of the stems. It is a triangular arrangement and usually stiff so that all stems arise from a single point.

A floating arrangement is called Ukibana, and a basket arrangement is Morimano. Another classical arrangement in a tall cylindrical vase with a flowing and natural effect is called Nagerie.

4.6 PLACING OF FLOWER ARRANGEMENT :

After creating a good flower arrangement, its placement should be meaningful, and otherwise, it may lose its charm. Well, arrangements can be made at the following levels.

- Eye-level: These can be prominently seen. Television tops, alcoves, pedestals and so on may be used. Flower arrangements are typically placed at heights from 18 inches to 4 feet, depending on whether viewers are likely to be seated or standing.
- High level: For anything placed well above eye level, the flowers used must belong. It can also be suspended from the ceiling.
- Low level: Flowers and vases must be large and decorative. Floating arrangements look better when placed low.

4.7 LET US SUM UP :

In this unit, we :

- Identified the different types of flower arrangements used in various areas of a hotel
- Listed the types of equipment used in flower arrangement
- Explained different designs of flower arrangements

4.8 ANSWER FOR CHECK YOUR PROGRESS :

❑ Check Your Progress 1 :

1. Housekeeping
2. Ambience

❑ Check Your Progress 2 :

1. to avoid premature fouling and bacterial growth.
2. they give out ethylene gas while ripening

❑ Check Your Progress 3 :

1. Monochromatic

4.9 GLOSSARY :

Accessories : This is an item of non-plant material that is included with or alongside the arrangement. It could be decorative or functional.

Conditioning : This refers to preparing cut plant materials for longer life, filling stems with water, and preventing wilting.

Foliage : This usually refers to leafy plant materials in the flower arrangement.

Hikae : An oriental arrangement where a tall vase is used without a pin holder.

Horticulture : The science of growing plants or gardening.

Kenzan : These mechanics in flower arrangements are also called pin holders or needle-point holders.

Oasis : another name for florist foam.

Ukibana : A floating oriental flower arrangement

4.10 ASSIGNMENT :

What are mechanics ? Stick pictures and explain.

4.11 ACTIVITIES :

Make a scrapbook by collecting pictures of different kinds of flower arrangements. Observe and classify them under various styles.

4.12 CASE STUDY :

The Executive Housekeeper Ms. Shalini Mehta wants to bring down the cost of fresh flower arrangements in all the guest areas of the hotel. She discussed this with her team and gave time of two days to come up with some constructive ideas but not at the cost of bringing down the hotel standards.

What ideas can you think of as a team to reduce the cost but not compromise on the standard and the beauty of the hotel interior.

4.13 FURTHER READINGS :

Hotel Housekeeping A Training Manual, Sudhir Andrews, 2013, Published by McGraw Hill Education (India) Private Limited

BLOCK SUMMARY

In this block, we have introduced the term linen as used in different areas of the hotel. Linen has been classified in different categories as per their usage and size. The maintenance and proper handling of linen are essential. Hence, it is a responsibility for the housekeeper to set standards and keep a constant check on the linen in circulation. The housekeeping department does a monthly physical inventory to maintain a proper count. A wide variety of uniforms are found in hotels specific to different departments. Many companies reflect the culture of the hotel's location, and they design uniforms to reflect ethnic wear. Thus, ethnic uniforms give a traditional touch in their service when they interact with the guest. Employee uniforms may vary by department but should convey a common theme within the hotel.

Laundry operations are essential aspects of housekeeping, depending on whether the hotel has an On-Premises Laundry (OPL) or a contracted laundry. This block describes the planning and layout of an OPL for hotels, including various types of equipment found there. Each stage of the laundry cycle has been discussed to understand the whole functioning of the laundry. Dealing with guest laundry is also an important section of the hotel laundry. The last block unit explains the floral arrangement done by the housekeeping department, even though this may sometimes be outsourced. A section on key ingredients for a flower arrangement is detailed, including the equipment and its mechanics. Guidelines on handling flowers and their care are also described.

BLOCK ASSIGNMENT

Short Question Answer

1. Define spotting.
2. Define par level.
3. Describe Ikebana style of floral arrangement.
4. State the function of kenzan.

Long Question Answer

1. Outline the design factors to consider while developing an inhouse laundry.
2. Discuss how linen par is established.
3. Explain the advantage of providing uniform to hotel staff.
4. Suggest and justify the type and placement of flower arrangement in the following areas of the hotel :
(Lobby, Suite room and Conference room)

House Keeping Management

❖ Enrolment No. :

1. How many hours did you need for studying the units ?

| | | | | |
|--------------------|----------|----------|----------|----------|
| Unit No. | 1 | 2 | 3 | 4 |
| No. of Hrs. | | | | |

2. Please give your reactions to the following items based on your reading of the block :

| Items | Excellent | Very Good | Good | Poor | Give specific example if any |
|--|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|
| Presentation Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ _____ |
| Language and Style | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ _____ |
| Illustration used (Diagram, tables etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ _____ |
| Conceptual Clarity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ _____ |
| Check your progress Quest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ _____ |
| Feed back to CYP Question | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ _____ |

3. Any other Comments

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