

GUEST ROOM PREPARATION



Types of guest supplies



Types of linen room supplies



Types of cleaning equipment

TYPES OF GUEST SUPPLIES

客户用品的类型



Guest amenities include, but are not limited to:

Shampoo	Face wash	Body lotion
Shower cap	Shower gel	Soap - pleat wrapped or boxed
Shoe buff	Bath salts	Vanity kits
Insect repellent		

Definition: Amenities

Amenities are: complimentary items for personal use of the guest.

TYPES OF LINEN ROOM SUPPLIES & LINEN DEPARTMENT



LINEN ROOM

Introduction

Linen is the housekeeping department's second largest expense. Linen is expensive to replace, and if it is well maintained, correctly laundered and properly stored, its life can be extended. Soiled, worn or created linen leave a bad impression of the cleaning standards in a hotel.

The linen and uniform room is a central depot for all hotel linen and this is the place from where clean articles of linen are distributed the establishment. The uniform room almost always exists in close association with the linen room. The bulk of clean linen and uniforms awaiting reuse are stored here.

A good housekeeping department should occupy a well-equipped and furnished space for performing their operations. The house-keeping department is considered an important part of hotel for providing requirements and services to be offered for the guest rooms.

In large hotels, the house-keeping department basically comprises of several areas to smoothen guest service for example, linen and uniform room, laundry equipment rooms, flower arrangement room, tailoring room, upholstery repair room and so on. However the small hotel or large hotels, every hotel has to occupy adequate space for storage of supplies and exchange of soiled and fresh linens as linen room is considered as the base of hotel for performing operational activity.



The linen room performs as a storage point and distribution center for issuing clean linen. The linen room is generally handled by the supervisor of housekeeping department. Linen rooms are basically two types:

- **A) Centralized Linen Room** Where all linens are maintained in small manner at central point (ex-resort's linen room)
- **B) Decentralized Linen** Room from where supports and facilities are provided to floor pantries for issuing floor linen as per stock (ex-large hotel's linen room)

All soiled linen must be replaced with fresh or clean linen. If any hotel does not involve any in house laundry arrangement then outside firm is assigned for washing the hotel's linen. This service is provided through trolleys, chutes, collapsible wire carts, canvas bags, skips. **Collection and Transportation**

THE ACTIVITIES OF THE LINEN ROOM

- COLLECTION AND TRANSPORTATION
- SORTING AND COUNTING
- PACKAGING
- DISPATCH
- DELIVERIES
- CHECKING AND INSPECTION
- STORAGE
- DISTRIBUTION TO UNITS
- MONOGRAMMING
- REPAIRS AND ALTERATION
- STOCK TAKING AND RECORDS
- SECURITY

Collection and Transportation

This is facilitated through chutes, canvas bags, trolleys, collapsible wire carts, skips. It is an essential activity when laundry services are on contract. Guest laundry may also be collected, and billing and marking undertaken, should the laundry be off-premises.

Sorting and Counting

Sorting is carried out primarily to make counting possible as well as for streamlining laundry procedures. Linen is counted in order to make a record so that issuing to departments may be accurate and it is possible to tally the exchange of linen between the linen room and the laundry and a basis for billing exists.

Packaging

Linen is packed in canvas bags to prevent damage to the linen articles. Those articles that need mending and those, which are heavily stained, may be segregated and put into separate canvas bags. The use of colour coding in this respect is useful.

Dispatch

This obviously refers to the off-premises laundry. The time for dispatch is usually anytime between 1300 hrs and 1600 hrs so that servicing of rooms is over by then

and guest laundry will have been collected. It is possible that soiled linen from the F&B outlets will also have been collected.

Deliveries

Clean linen is delivered in the morning hours and evening deliveries are usually for guest laundry.

Checking and Inspection

Checking the quantity to ensure that the amount of laundered linen tallies with the amount of soiled linen articles sent. Inspection of the quality of wash i.e. stains and dirt removed, no damages, no loss of shape or colour, no blue streaks or patches from the optical brightener, properly ironed. It is also possible that articles belonging to other hotels have been inadvertently delivered, so checking for this is essential.

Storage

The amount of space to be allocated for storage depends on the size and type of operation and the linen coverage.

When designing the storage space for linen it is necessary to consider the type of shelves required, the method of storage as well as hygiene and safety factors.

Distribution to units

This is generally done on a clean-for-dirty basis. Some hotels use other systems of exchange such as topping up or a fixed issue based on expected occupancy. Still others may use a package system. Linen may be colour-coded for convenience. Whatever the system, it must be practical and serve the purpose of control. In some hotels specific timings are fixed for issue of linen.

Monogramming

The name or logo of the establishment is put onto the linen item for identification. The supplier may do this or the establishment, by embroidering, printing or embossing either directly on the fabric or on labels which are attached to the linen article. In special cases, the logo/name may actually be incorporated in the weave by the manufacturer. To judge the life span of an article, the date that it was first put into circulation may also be indicated on the article.

Repairs and Alteration

Damaged items are mended by stitching or darning. Alteration of uniforms is usual and condemned linen is converted into useful items called cut-downs/ makeovers. It is important to maintain a record of the condemned articles and the makeovers, so that they can be adjusted in the stock records.

SUGGEST WHAT USEFUL ITEMS CAN BE MADE OUT OF THE FOLLOWING CONDEMNED LINEN ARTICLES:

Bed sheets, pillowcases, blankets, bedcovers, curtains, towels, shower curtains, tablecloths, and serviettes

Stock-taking and Records

Many records are entered on a day-to-day basis for the exchange of linen between the linen room, laundry and floors/departments. Purchase records are essential and records of condemned linen and makeovers are usually maintained. Periodical stocktaking is carried out and the annual stocktaking is recorded in the stock register, thereby providing the value of linen as an asset.

Security

It is important that the access to the linen room is restricted so as to prevent misuse and pilferage. Also linen is prone to fire breakouts so precautionary measures are taken to prevent this and the linen room is strictly a non-smoking area.

Uniforms

Usually there is a section in the linen room for this purpose. However in large organizations, where each uniform is specially designed, there is need for a separate uniform room.

HOURS OF OPERATION

This varies from one organization to another but is usually from 7a.m. to 7 p.m. or at least for 10 hours in the day. When locked, the keys are kept with the Security or the Resident Manager or the Housekeeper. In the event of an urgent requirement of linen during the night, the Duty Manager or the Night House person may remove items from an emergency store or from the main Linen Room and leave a note with details of what has been removed.

LOCATION OF THE LINEN ROOM

- adjacent to the laundry if on-premises, usually with an interconnecting window between the rooms.
- Near the service entrance if the laundry is off-premises.
- Near the service elevator for easy transportation to various units.
- away from the food production area to avoid a fire hazard as well as prevent linen from absorbing food odors, smoke, soot and dampness.

LINEN ROOM REQUIREMENTS - Equipment and Areas

- storage shelves both open and closed
- hanging space
- Reserve Stock storage
- drop counter for exchange of linen (stable-type door)
- trollies for clean linen
- soiled linen hampers
- Linen keeper's desk and storage space for records
- telephone and computer
- stepladder
- washbasin
- storage for materials required to clean the room
- sink and drying rack (optional)
- iron and ironing board
- area for accumulation of soiled linen
- area for receiving laundered linen
- area for sorting and counting of linen
- sewing section
- work tables (with table tops in contrast to white)
- traffic lane to laundry
- traffic lane to uniform room

CLASSIFICATION OF LINEN

- BED LINEN
- BATH LINEN
- SOFT FURNISHINGS
- GUEST LAUNDRY
- NAPERY
- CLEANING CLOTHS
- STAFF UNIFORMS



TYPES OF CLEANING EQUIPMENT

Introduction:

Principles and Practices of Cleaning

This are information about cleaning, cleaning processes, practices and equipment required for cleaning and how to use them in the daily work of a hotel according to the best practices applied in the industry

Definition of cleaning

Cleaning means removing impurities, dirt and stains. In housekeeping, it relates to keeping and maintaining all areas, equipment, machinery, furniture, tools, and linen free from dust, impurities and unsoiled.

Definition of Soiling

Soiling can occur in many ways, but dirt usually comes into the building through windows, doors, on people's clothes, feet, baggage or dirty equipment. It can also be caused through using poor cleaning methods, stains, tarnish, fumes and smoke.

Even cleaning agents can cause soiling if they are spilled or splashed. In order to control soiling, you should always be aware of the cleaning utensils and liquids you are using and their uses and be careful never to spill them. If you do see spills or splashes then clean these up quickly.

Be aware of open windows and doors where, for example, rain could soil curtains or carpets

Equipment and Materials

To keep the hotel clean and hygienic, various equipment and supplies are used. No work can be done without proper equipment. It is important that the housekeeper makes a careful selection of equipment based on necessity and suitability for use in a hotel industry.

Types of Cleaning Products





Handling HK Trolley

如何处理小车



Housekeeping – Trolley or Maids cart setting

- Houseman / Housemaid sets his trolley as per the standard, like bed sheets in one shelf, towels in another, bathroom amenities in a separate drawer.
- Maids cart can be compared as a giant tool box, it should be stocked with all the required amenities to complete a complete shifts room cleaning.
- The maids cart should be spacious enough to carry all the required supplies for one shifts work.
- The cart should be light weight, easy to clean and easily maneuverable.
- The cart has to be always well organized and well stocked before starting each shift.
- A well-stocked maids cart will avoid unnecessary trips to the floor pantry.
- The amount of supplies loaded on to the cart depends upon the number of rooms, type of rooms to be serviced on the assigned floor.
- The carts are normally stocked from the floor pantry.
- Never over stock or under stock the cart: Overstocking will increase the risk of accidents or damage to the supplies. Whereas under stocking can slow down the efficiency of cleaning because of the regular trips to the floor pantry to collect the required items.
- Record the items loaded on the cart on the Room assignment sheet.

Few examples of supplies loaded on the maid's cart:

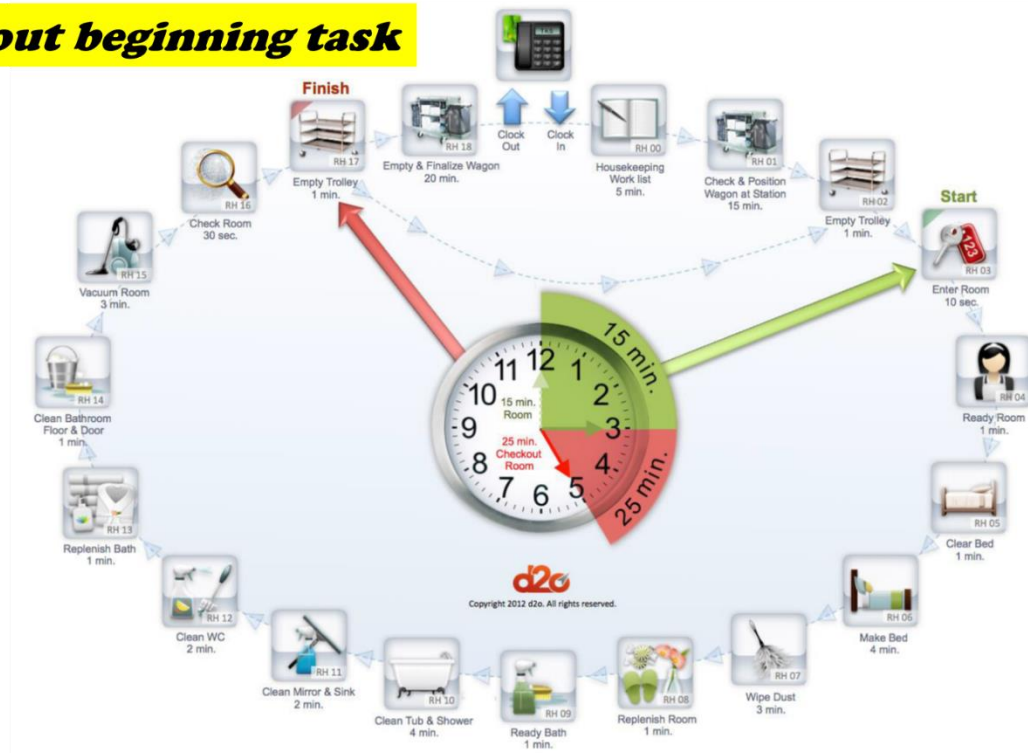
1. Shampoo
2. Moisturizer
3. Mouthwash
4. Foam bath
5. Sewing kit
6. Shower cap
7. Shoeshine
8. Detergent
9. Loofah
10. Disposal bag
11. Toilet rolls
12. Tissue box
13. Soap dish
14. Bath towel
15. Hand towel
16. Face towel
17. Bathmat
18. Bed spread
19. Pillow covers etc.

The cleaning supplies are kept in a separate hand caddy, Below are few items stocked on the **hand caddy**.

1. Toilet cleaning solution
2. Bowl brush
3. Toilet brush
4. All-purpose cleaner
5. Cleaning clothes
6. Rubber gloves

- On one end of the cart there will be a bag for storing the dirty / soiled linens.
- There will be a garbage bag in one corner of the maids cart with a lid on it.
- Once the shift is over the maids cart / maids trolley to be moved back to the floor pantry and all the shelves to be locked.

Carry out beginning task



Manual Handling

Manual handling activities include:

- Lifting - of stock, cartons and boxes
- Carrying - items from storage areas to trolleys, moving stock from place-to-place
- Pulling - boxes and cartons forward in storage areas
- Pushing trolleys

Function of Housekeeping trolley (maid cart)

It is important that you know the common features of the trolley. Trolleys are mobile metal carts with buffer wheels at the side which prevent damage to walls and wallpaper. They are designed to carry clean linen and fresh supplies to guest rooms. A "dirty linen" bag and a container for rubbish are also part of the trolley



Before you begin to service the bedrooms in your section, collect all the linen, cleaning equipment and supplies you will need. The trolley usually contains items such as:

- Refuse bag (folded or attached to the trolley)
- Disposal bag
- Small plastic bag for used soap, attached to the side
- Cleaning agents (detergent, Dettol, harpic, polish, chemicals etc)
- Cleaning equipment (commode brush, carpet brush, shampooing machine, duster, etc.)
- Toilet brush
- Toilet cloth (for use on toilet bowl only)
- Glass cloth (for drying glasses)
- Floor cloth

Also, collect guest supplies and have them available on the trolley:

- Notepaper/envelopes
- Ballpoint pens
- In-house sales material
- Shower caps
- Toiletries, such as, shampoo, lotion etc.
- Sewing kits
- Water glasses
- Ashtrays
- Candle
- Matchbox
- Sanitary pad
- Bed cover
- Toilet rolls
- Laundry and dry cleaning list
- Shoes shine

You should also stock the trolley with linen according to the number of departures, plus one or two extras, to allow for changes or damaged linen. Linen includes:

- Single and double sheets
- Pillow slips
- Bath towels
- Hand towels
- Bath mats
- Wash cloths (if provided)
- Spare under blanket

Setting up the trolley

It is important to have a neat and clean trolley which is easy for you to use and projects a professional appearance to guests. Stack the linen on the shelves of the trolley with folds facing outwards. This makes it easier to count and hygienically remove linen without handling it very much. You should also attach a bag for soiled linen to one end of the trolley; and a refuse bag to the other. Set up all items on shelves of the trolley so that they will be convenient to reach and easy to use.



Using the Trolley

When in use, place the trolley outside the room where you are working in order to prevent unauthorized persons entering the room. Do not bump the trolley against walls or doors. Watch out for safety hazards resulting from untidy trolleys.

- Do not block fire doors or exits with the trolley.
- Empty linen bag and rubbish containers regularly.
- Do not overload trolley.
- Soak all cigarette ends in water before putting into rubbish container.
- Be careful not to collide with people or trays when moving trolley.
- When you have finished using the trolley, make sure that you empty it, dust the shelves, frame and handles and store correctly.
- Restock the trolley and store in a service area but not in a fire exit or doorway.

IDENTIFY ROOMS TO BE CLEANED

The key principles to remember when cleaning rooms efficiently are:

- **Work systematically:** Save yourself as much time and energy as possible by organizing your work routine.
- **Work hygienically:** Save yourself and others from infection.
- **Be observant:** Look at the room from the guest's perspective.
- **Use a checklist:** Make sure that you have remembered everything.

Sequence for Cleaning and Servicing a Guest Room

Cleaning and servicing are two different elements of making up a guest room.

Cleaning	Servicing
is the process of removing all dirt and soiling from areas or items in order to maintain a clean and hygienic standard	is the process of preparing a room to a standard which makes it ready to be occupied by a guest, it includes replacing and replenishing guest supplies, fixing curtains, setting the AC, etc.

Status of rooms

There are usually three types of rooms that need to be cleaned:

- Check out rooms
- Occupied rooms
- Vacant rooms

METHODS OF ROOM TO BE CLEANED

Cleaning Servicing

is the process of removing all dirt and soiling from areas or items in order to maintain a clean and hygienic standard is the process of preparing a room to a standard which makes it ready to be occupied by a guest, it includes replacing and replenishing guest supplies, fixing curtains, setting the AC, etc.

The basis sequence for cleaning a guest room is explained below. While most of the elements will be the same in all hotels, some hotels may require that some things are done slightly differently. You will have to learn the specific procedures in every hotel.

Cleaning Procedures - Housekeeping

1. Collect materials and prepare for cleaning:

- linen
- cleaning agents and materials
- supplies

2. Enter the room appropriately

Observe if there is a Do Not Disturb sign on the door and respect the guest's wishes and return later to clean the room. You should never knock if there is a Do Not Disturb sign on the door. If the sign is still there towards the end of your shift, report it to your supervisor, who will advise you about the room.



Never disturb airline crews. Your supervisor will advise you which rooms numbers are occupied by airline crews and what to do about these rooms.

Knock on bedroom door before entering and announce your arrival, "Housekeeping service". Do not knock with the key, as it will mark the door and makes too much noise. Knock gently, but firmly with the knuckles of your hand. If the room is still occupied you should apologize to the guest and say that you will call back later, then proceed to the next room. Knock at least three times before assuming that the room is unoccupied - every time calling "Housekeeping service". If after three knocks, there is still no answer, you may open the door, remembering to say "Housekeeping" again before you step inside.



It is important to follow these procedures to show respect for the guest's privacy and to prevent an embarrassing situation.

3. Prepare the Room for cleaning and servicing

The room cannot be cleaned and serviced before a few things have been put right. These things are:

Switch the lights on - This helps you to see what you are doing and allows you to check for light bulbs that need replacement. Draw back curtains and open windows- if possible and weather permitting to allow for ventilation and light into the room.



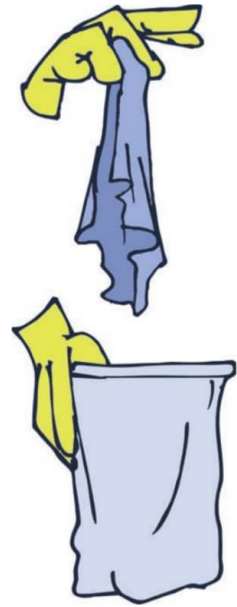
Check the condition of the room - take a good look at the room and make a note of any damaged or missing items such as linen or wastebaskets. If anything is missing or needs repair/ replacement, notify your housekeeping supervisor

Clear rubbish- collect all rubbish from the room and bathroom. Empty rubbish bins into the refuse bag on your service trolley. Also empty ashtrays into this bag, however, take care to douse any smoldering ashes in ashtrays with water before emptying into refuse bag. Always be aware that you may come across sharp objects or needles in the rubbish. Do not handle these objects unless wearing gloves, but if you do get hurt, go straight to the designated first aid person and report where, how and when the accident happened. Also note the section of hygiene and safety. Wash the rubbish bin and disinfect with disinfectant chemical agent. Replace the bin liner (if these are used). Never throw out any items in an occupied room unless it is placed in the waste basket/rubbish bin.

Remove dirty room service trays and dirty room crockery and room service items - Follow your property's procedure for taking care of these items properly. Sometimes the procedure is for these items to be placed outside in the hallway and for the housekeeper to call housekeeping to collect for cleaning. Alternatively, it may be expected of the housekeeper to wash these in the guest bathroom. When replacing ashtrays, remember to replenish the matches too

Linen - remove all soiled linen from guest room and bathroom (including bed linen, towels, etc.) and place these inside your dirty laundry bag on your trolley. Take care with contaminated linen.

Prepare your chemical bucket - add the chemicals and water you might need as well as your cloth, sponge etc. Place the bucket inside the room under the luggage rack to keep your supplies out of the way





Prepare the bathroom for cleaning - the steps that may be followed when preparing a guest bathroom for cleaning are:

- Flush the toilet with the lid down to remove any residue
- Time, heat and energy (scrubbing) are the factors that help remove body oils and dirt from bathroom surfaces.
- Lift up the lid and seat and put toilet cleaner around the bowl and give it a quick scrub.
- Follow this procedure to prepare for through cleaning.
- Leave the chemicals to work.
- Apply all-purpose cleaner on shower and bath areas including the tiles.
- Then use hot water to quickly wipe over the shower area.

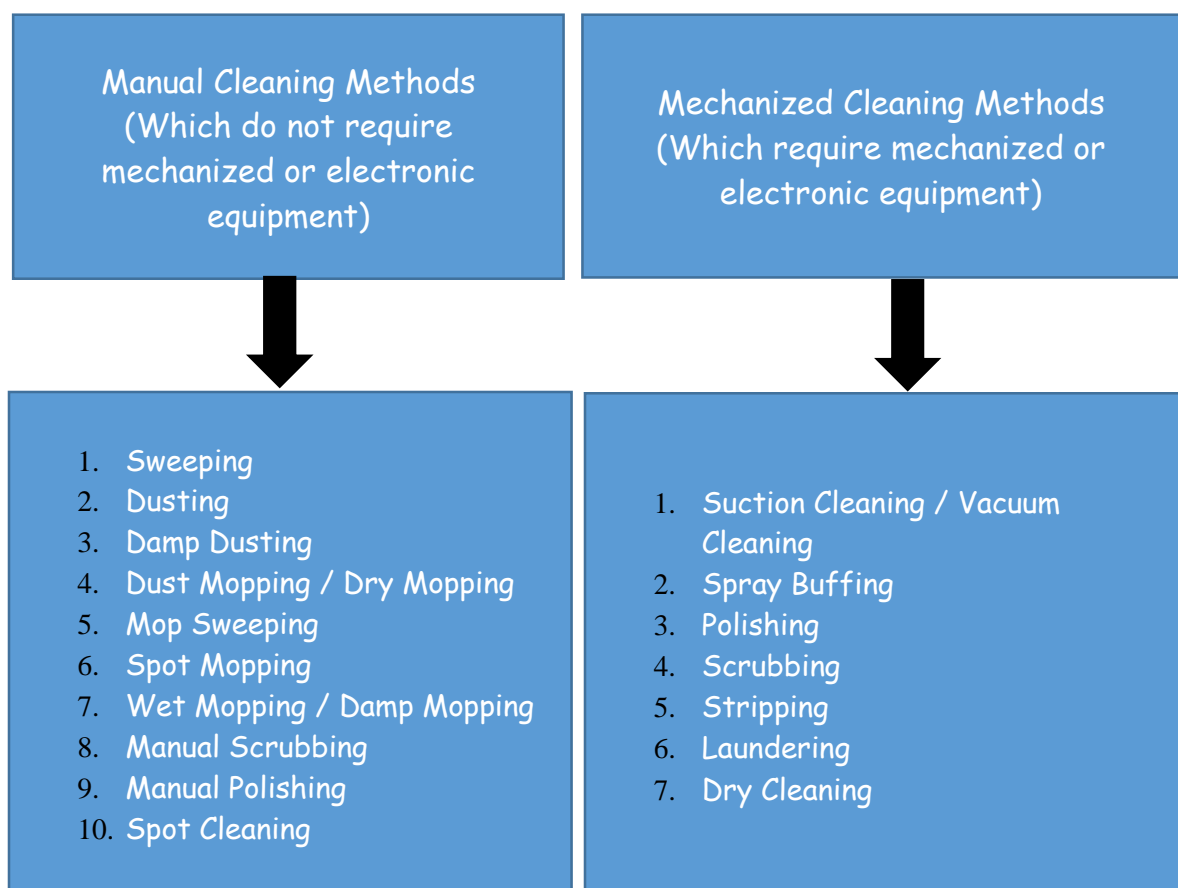
Defrost fridge (if applicable) - This is done to stop excessive build-up of ice in the freezer. The steps that may be followed when defrosting a fridge/freezer are:

- Turn the temperature control to "off" as soon as you enter the room, as it needs enough time to defrost completely.
- Rinse out ice cube tray and refill with cold water.
- Wipe out any excess water to prevent quick build-up of ice.

4. Making beds

Each departure room, where beds have been used, must be re-sheeted with fresh linen. In rooms where there is more than one bed, the beds must always be checked for cleanliness even if they appear unused.

Cleaning Procedures - Housekeeping



5. Clean the bathroom

The reason for cleaning the bathroom before continuing with the bedroom is to allow ample time for dust to settle in the bedroom. Cleaning of the bathroom will be dealt with in the next section on cleaning and servicing a guest bathroom.

6. Cleaning the bedroom

- Dust and polish - This task requires a systematic and organized approach for efficiency and ease. Start from the entrance of the room and work around the room in one direction. This reduces the chance of overlooking a spot. Always begin with the highest spot so that dust doesn't fall on items you have already dusted. If your establishment uses a dusting solution, spray the correct amount into your dusting cloth - never directly on to items or furniture as this may stain or cause stickiness. Remember:
 - Dust and polish all furniture and light fittings especially light bulbs
 - Use appropriate cleaners to polish any surfaces when required.
 - Clean and check inside drawers
 - Use this time to check the condition of room fixtures and furniture. Fill out maintenance reports if required

Windows and mirrors - use window cleaner and a cloth to remove any dirt. Be careful not to leave streaks on glass surfaces.

- Cleaning floors- clean according to guidelines. When vacuuming carpets, keep in mind the following:
 - Before vacuuming, loosen dirt with a broom or rag so it is easier for the vacuum cleaner to pick up.
 - Run the vacuum cleaner over all exposed areas of the carpet that you can reach, including under tables and chairs etc. Inaccessible areas that require heavy lifting of furniture (e.g. under beds) are usually cleaned on a team basis. It is still your responsibility to check under the bed for guest belongings, room items etc.
 - Start at one point and work through the room systematically.
 - Be careful not to bump into any furniture.

Guest belongings - tidy up the guests' belongings e.g. fold up clothes and place them neatly on the bed, tidy up books and papers, put shoes in luggage rack. Put all room items in their correct position e.g. bible, telephone directories, valet folder ashtrays. Use Extra Thoughtful Care (ETC) and place personal toiletries neatly on a clean face flannel. Put the toothbrush and toothpaste in a clean glass.

7. Replenish supplies and apply finishing touches

In most establishments, there are various items placed in bedrooms for the convenience and comfort of the guest. Some examples are:

- Coat hangers
- Dressing gown and slipper
- Ashtrays (in smoking rooms)
- Hairdryers
- Stationery, magazines etc
- A service tray with food and beverage items including coffee, tea, cups, glasses etc.
- Some rooms are prepared with special items like champagne and chocolates (honeymoon suite). Your



housekeeping supervisor will

- inform you of any such room.
- Mini bar - usually contains alcoholic drinks, soft drinks, juice and sometimes even chocolates and crisps. Some bar fridges automatically record what has been taken and transmits the information to reception, adding it to the guest's account. This is not always the case, and you may need to record what has been taken to inform reception as well as replenish supplies.
- Information on room charges, meal times, other guest services, telephone numbers for reception, bar restaurant etc.
- Door notices to indicate room ready for service/do not disturb and breakfast/early morning tea/coffee orders, newspaper requirements etc.
- Tourist information like brochures on attractions, a map of the area, a telephone directory etc
- Replace supplies with the specified number of items. Present the room supplies according to the standards required in your hotel.
- Close windows and make sure that the air conditioner is set to the standard setting as required per hotel policy

8. Final Inspection and checklist (including arrangement of furniture and deodorizing the room)

The final check is a critical step in the process. Start at one point of the room and scan it in a circular fashion from one corner to next until you have visually inspected the whole room and each item. This way, you will see if there is anything you might have overlooked. Also check for any maintenance issues by checking all electric appliances like lamps, the air conditioner etc. If there is anything in need of repair, make a note immediately in order to remember to alert the maintenance department. Sometimes the appropriate procedure is to simply record it on your room record sheet for your housekeeping supervisor to alert the maintenance department.

Make sure that all furnishing are back in their proper places. Look for anything that is skew or crooked e.g. a painting hanging on the wall or a lampshade. Smell the air for any unpleasant odors and deodorize the room accordingly.

When you are satisfied that the room is neat and thoroughly cleaned, turn off the lights, close the door and check to see it is locked. Note the condition and status of the room on your assignment sheet and proceed to the next room on your schedule.