

GUESTROOM CLEANING



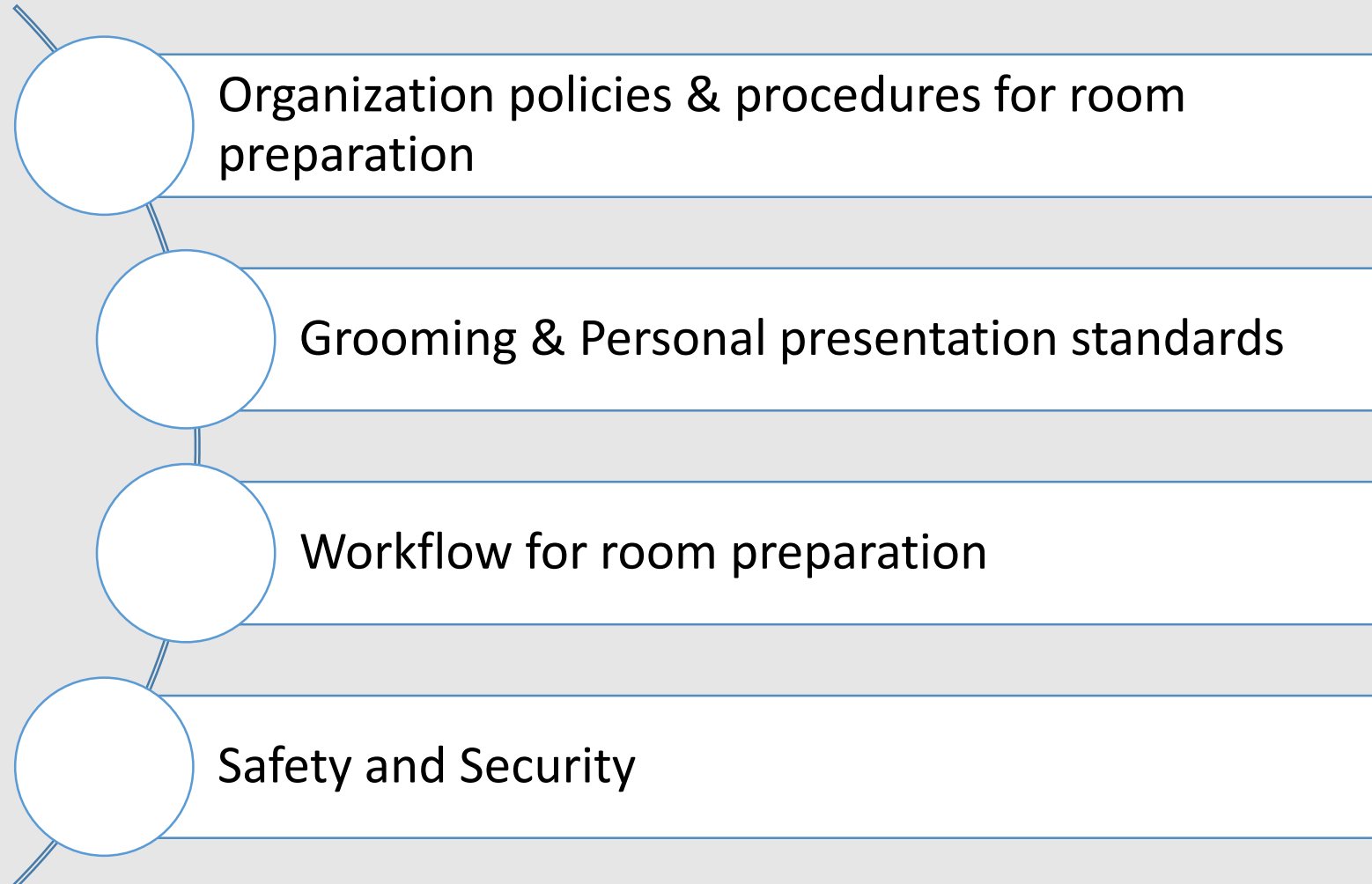
HOUSEKEEPING MODULE

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TOPIC 1 : GUEST ROOM PREPARATION

2. Determine guest room preparation requirements



Organization policies & procedures for room preparation

Each hotel will have its own policies and procedures. Policies and procedures are very important and must be adhered to. They help to ensure the health, safety, security, and privacy of the hotel, its staff and guests, including their assets and belongings. In this article, will specifically explain the hotel policies and procedures of housekeeping services.





Organizing

- Organizing refers to the executive housekeeper's responsibility to structure the department's staff and to divide the work so that everyone gets a fair assignment and all the work can be finished on time.
- The major areas within the department are; Housekeeper's office, Desk Control Room, Linen Room, Linen Uniform Room, Uniform Room, Tailors Room, Lost and Found Section, Floor Pantries, and Heavy Equipment Stores.

- **Housekeeper's Office**

This is the main administration center for the department. It must be an independent cabin to provide the Housekeeper with silence to plan out her work and held her meetings. It should be a glass paneled office so as to give her a view of what is happening outside her office.

- **Desk Control Room**

This is the main communication center of housekeeping. It is from here that all information is sent out and received concerning the department. The Desk Control Room should have a desk with a telephone and a computer. It should have a large notice board for the staff schedules and day-to-day instructions. Here is also the point where all staff report for duty and check out at the duty end. It would be next to the Housekeeper's Office.

- **Linen Room**

This is the room where current linen is stored for issue and receipt. The linen room should have a counter across which the exchange of linen takes place. The room should be next to the laundry so that the supply of linen to and from laundry is quick and smooth.

- **Linen Uniform Room**

This room stores the stocks of new linen and uniforms. These stocks are only touched when the current uniform and linens in circulation falls short due to damage or loss. Larger hotels may have enough space for an independent Uniform Store in addition to a Linen Store.

- **Uniform Room**

This room stocks the uniforms in current use. This room must have enough hanging space.

- **Tailors Room**

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

- **Lost and Found Section**

This should be a small space with a cupboard to store all guest articles that are lost and may be claimed later.

- **Floor Pantries**

Each guest floor must have a floor pantry to keep a supply of linen, guest supplies and cleaning supplies for the floor. It is the housekeeping nerve center for the floor. The floor pantry should keep linen for that floor in circulation. It should be near the service elevators and have shelves to stock all linen and other supplies.

- **Heavy Equipment Stores**

This will be a room to store bulky items such as vacuum cleaners, shampoo machines, etc.

DAILY ACTIVITIES

What are all the activities you think a room attendant does during a shift?

- ☐ Prepare for work
- ☐ Enter room
- ☐ Clean room
- ☐ Provide information to guests
- ☐ Maintain storage areas and trolleys
- ☐ Close shift



Grooming & Personal presentation standards



In all aspects of grooming, room attendants should reflect expectations of the guest and the property.

☺ Ensure consistency

☺ Build confidence and pride of staff

☺ Uphold a professional image



Grooming & Personal presentation standards

What are expected standards for:

- Clothing
- Name Badge
- Hair
- Nails
- Jewelry
- Make Up.

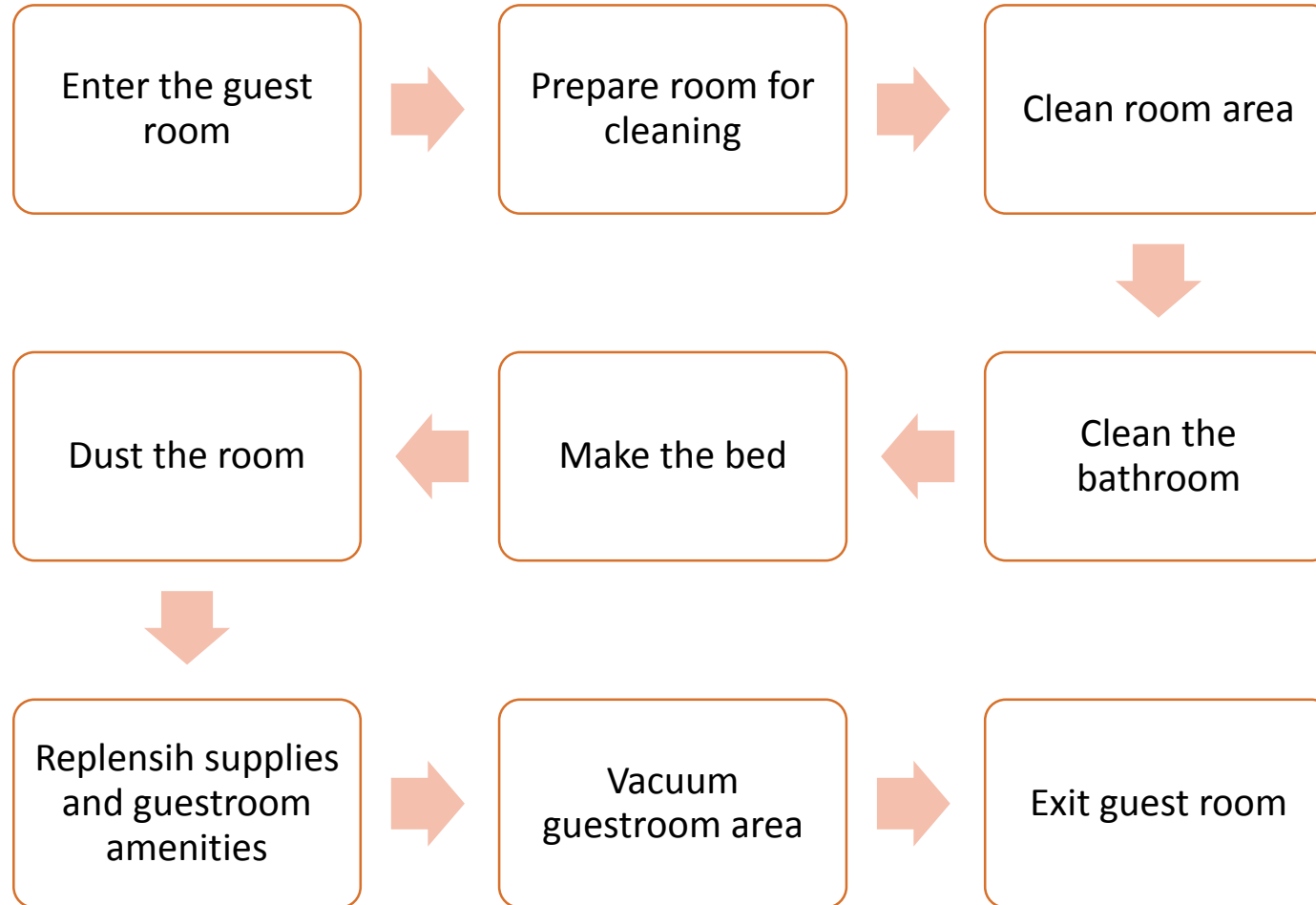


WORKFLOW FOR ROOM PREPARATION

(准备房间的工作流程)



Guest Preparing Workflow:



DAILY GUEST ROOM PREPARATION

Following is a list of activities a room attendant may be required to completed on a daily basis.

Let's us discuss about our work :

- **Prepare for work**
- **Enter room**
- **Clean room**





SAFETY AND SECURITY

- Hotel guests want to feel safe and secure in their temporary home. Hotels have a duty to protect them. After all, the business depends upon them.
- Apart from the possibility of death or injury and destruction, the adverse publicity from an incident, can result in ruined reputations, failing business and knock-on effects to tourism in the country or region.
- The risk to hotels can also increase because of the identity of an individual guest or his or her family.
- VIP's celebrities or the infamous can present special difficulties.
- Hotel staff may not even become aware of risks that some guests may bring with them. Consequently a hotel must be vigilant at all times.

goodbye
thankyou
regards
farewell
cheerio
ciao
adieu
see ya
cheers
Arrivederci
so long
coda
bye-bye
Auf-wiedersehen
envoi
godspeed
toodle-oo
conclusion
Au-revoir
leave-taking
culmination
adios



Thank
You!!