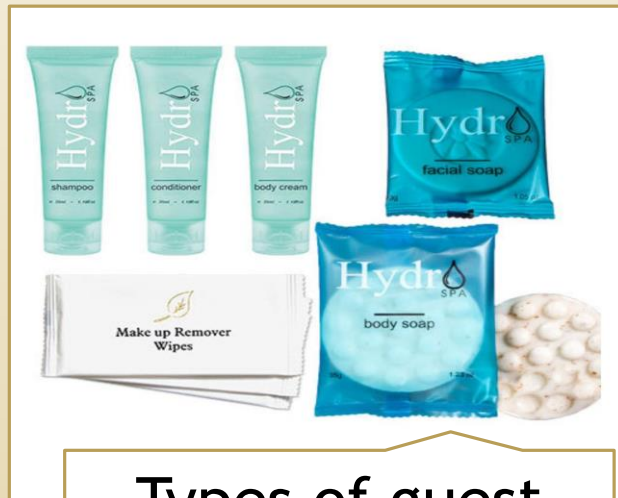


TOPIC 1 : GUEST ROOM PREPARATION cont.

3. Prepare cleaning equipment and activities



Types of guest supplies



Types of linen room supplies



Types of cleaning equipment

TYPES OF GUEST SUPPLIES

客户用品的类型



Bathroom Slippers



Bath Linen



Bath Robe



Floor Mat



Hair Dryer



Vanity Kit

TYPES OF LINEN ROOM SUPPLIES

房间提供的布料类型





Linen Department



Types of Linen Room

- ▶ **Centralized Linen Room-** Like a one stop shop. This is where all issues concerning linen in the hotel is dealt with.
 - In this type, linen is distributed from one particular place in the facility (*a Central point*).
- ▶ **De-Centralized Linen Room-** Unlike the centralized, each floor or block maintains and controls its own linen activities.
 - Therefore each block or floor has its own main linen room & controls its own par stock



Do you know what is the

LINEN ROOM REQUIREMENTS

• TYPES OF CLEANING EQUIPMENT



Scarifying
Machine

TYPES OF CLEANING EQUIPMENT

Types of Cleaning Products



NEED A BREAK...

TOPIC 1 : GUEST ROOM PREPARATION cont.

4. Prepare cleaning equipment and activities



Handling HK Trolley



Methods of room to be cleaned



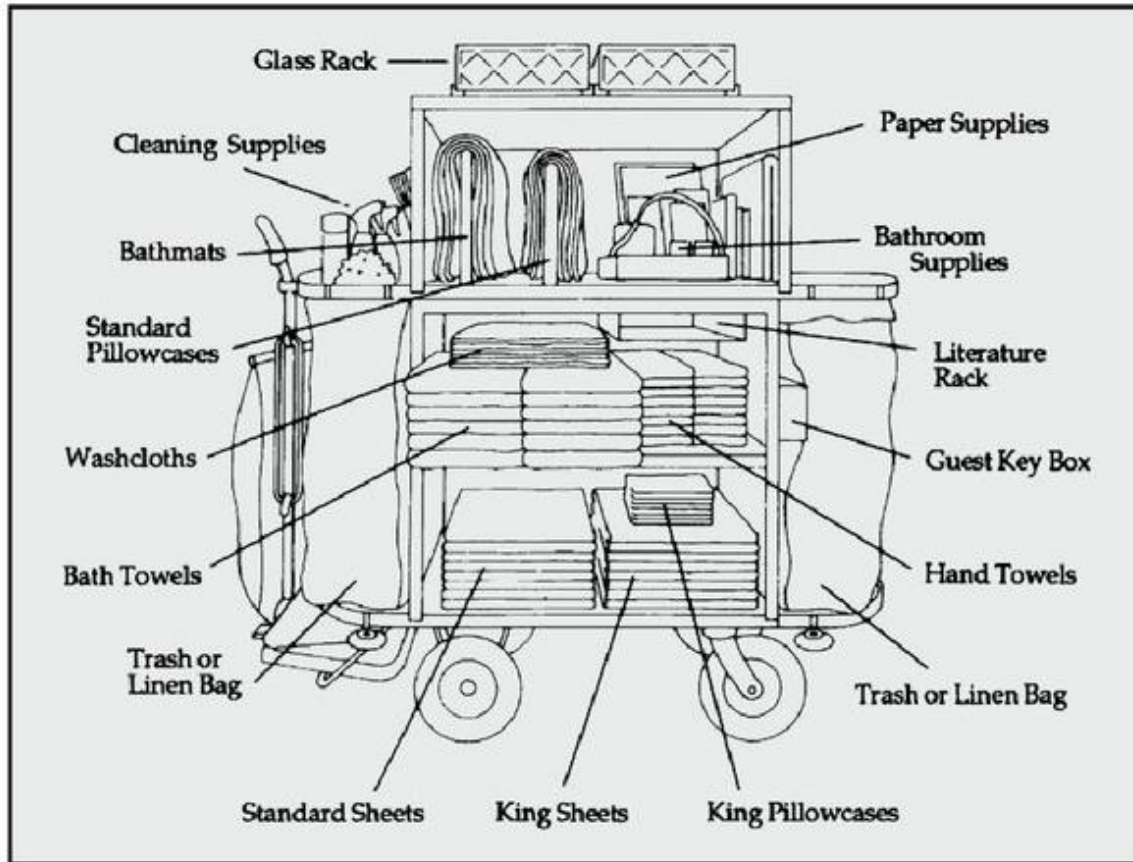
Handling HK Trolley

如何处理小车

Room cleaning sequence and cleaning types.

Preparing to clean

Exhibit 1 Sample Stocking Arrangement for Room Attendant's Cart



Caddy contains:

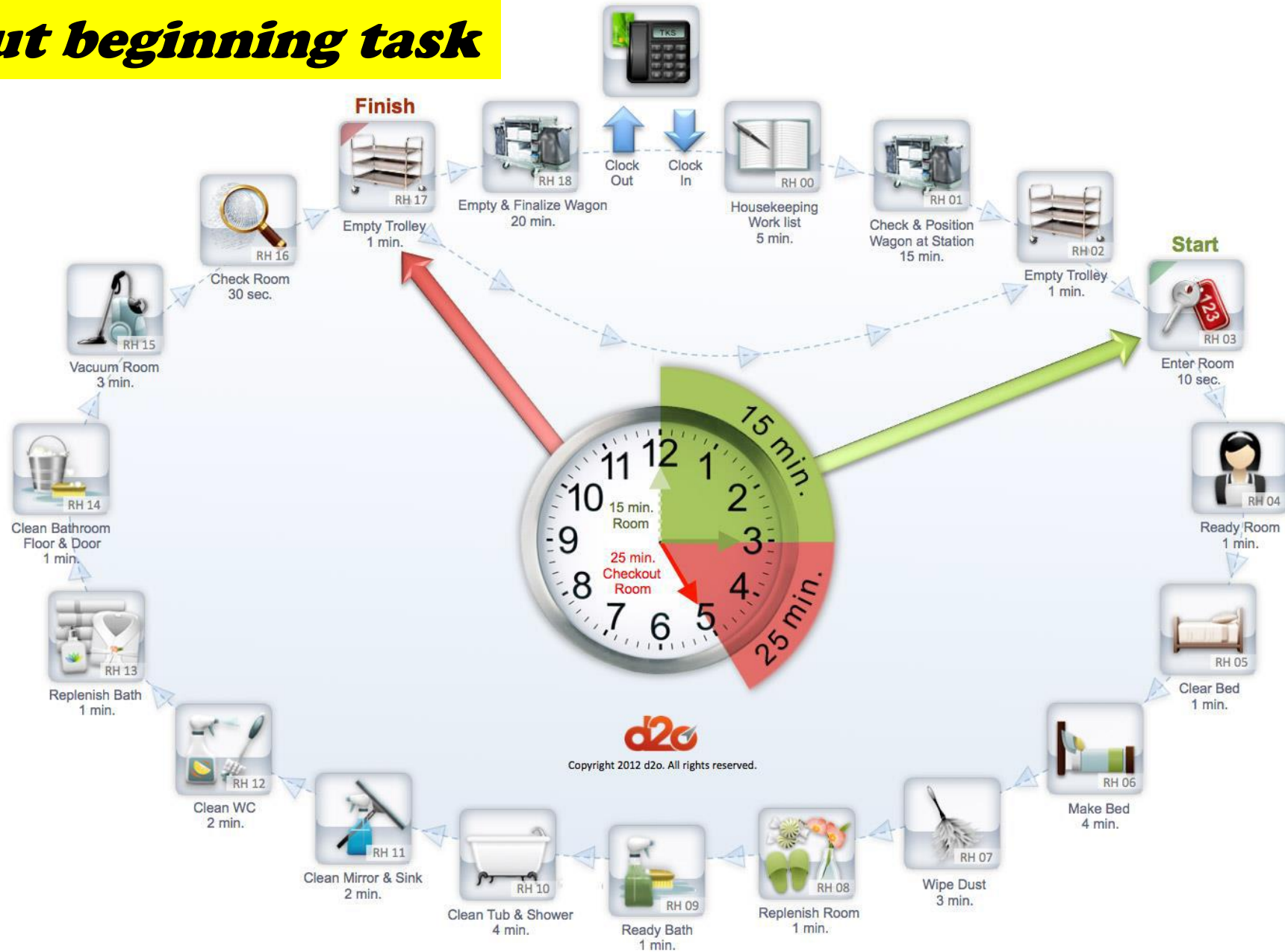
- All purpose cleaner
- Window spay
- Dusting solution
- Rags and sponges
- Rubber gloves



Hand Caddy



Carry out beginning task



LOADING HOUSEKEEPING TROLLEY

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



LOADING HOUSEKEEPING TROLLEY

Key points to remember when stocking or handling trolleys :

- Report any damage or faults with the trolley.
- Push the trolley, don't pull it
- Always stock items in their designated place on the trolley
- Never lift anything on your own that weight over 16kg
- Be prepared to ask for help when needed



CHECK HOUSEKEEPING TROLLEY

Before leaving the housekeeping office or linen store it is vital that you have all the necessary supplies on your housekeeping trolley.

Additional items include :

- Keys for floors and rooms
- Communication walkie-talkie
- List of rooms to clean and alternate rooms
- Personal drink container



POSITION OF HOUSEKEEPING TROLLEY

Always position the trolley near the wall and out of the guest's way.

Don't leave them in the middle of the corridor as :

- It makes it harder for movement of people in the corridor
- It makes it more appealing for theft
- It helps avoid injuries
- Ensures a clear path in the event of an emergency.



LOADING HOUSEKEEPING TROLLEY

- ❖ Health and safety issues need to be addressed when loading housekeeping trolleys
- ❖ Manual handling activities are the main cause of injuries in the workplace and the housekeeping department traditionally gives rise to the majority of OHS injuries



DO YOU KNOW
HOW TO PACK THE
ROOM ATTENDANT'S
TROLLEY?

IDENTIFY ROOMS TO BE CLEANED

In order to service rooms in a timely fashion and to control labour costs, every property will allocate specific rooms to individual staff for room preparation duties.

The primary role of a room attendant is to clean rooms.

Status of rooms

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

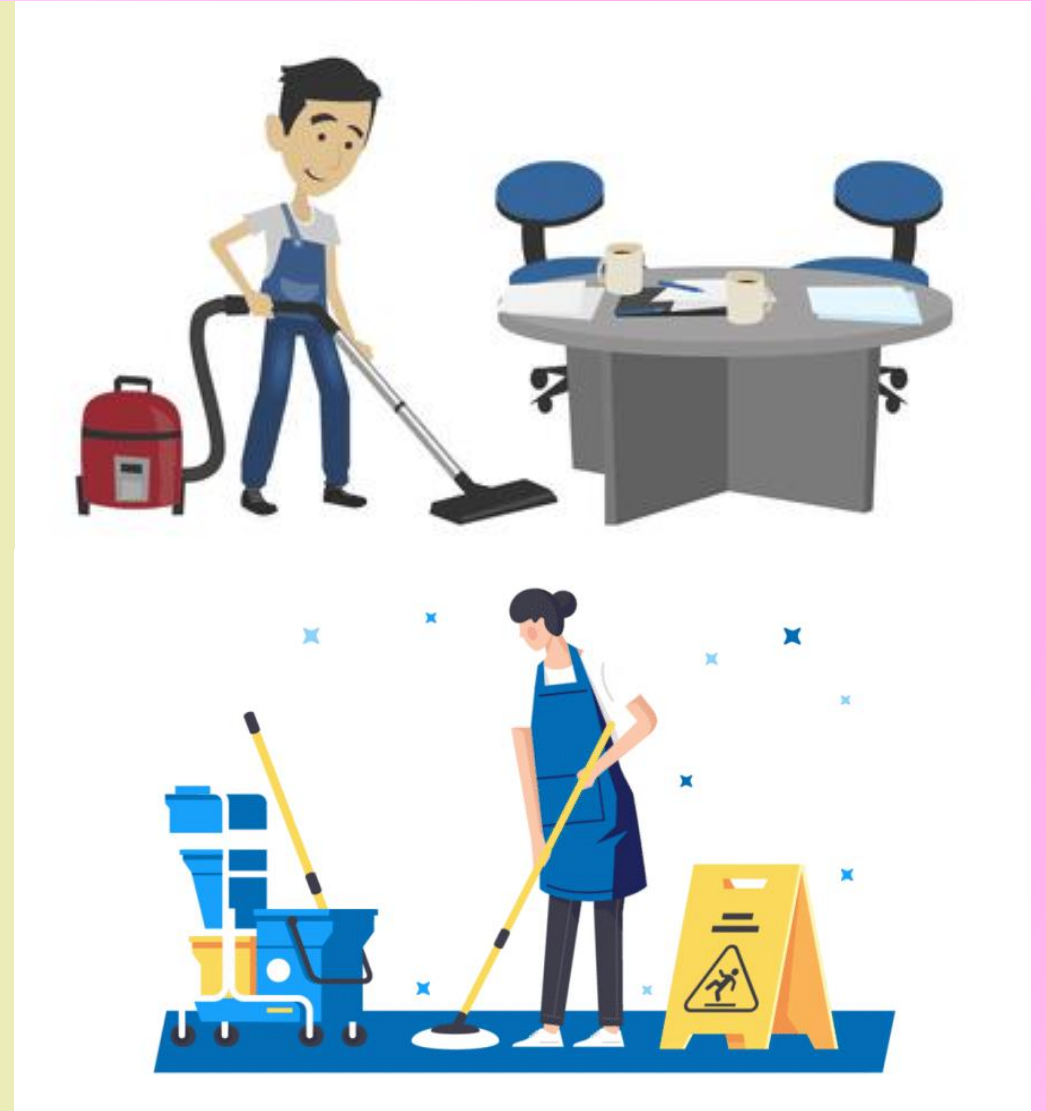
- Check out rooms
- Occupied rooms
- Vacant rooms

What is the difference between these rooms ?

What activities are performed for each ?



METHODS OF ROOM TO BE CLEANED



Cleaning Procedures - Housekeeping

Manual Cleaning Methods

(Which do not require mechanized or electronic equipment)

1. Sweeping
2. Dusting
3. Damp Dusting
4. Dust Mopping / Dry Mopping
5. Mop Sweeping
6. Spot Mopping
7. Wet Mopping / Damp Mopping
8. Manual Scrubbing
9. Manual Polishing
10. Spot Cleaning

Mechanised Cleaning Methods

(Which require mechanized or electronic equipment)

1. Suction Cleaning / Vacuum Cleaning
2. Spray Buffing
3. Polishing
4. Scrubbing
5. Stripping
6. Laundering
7. Dry Cleaning



TOPIC 1 : GUEST ROOM PREPARATION cont.

5. Access guest rooms



Standard procedure to access rooms

Types of situation while entering the guest room

1. 基本规矩如何进房间
2. 进入客房时的各种情况

6. Carry out beginning task



Methods of handling beginning task for guest room cleaning

Standard of property items setting

1. 如何开始处理房间清洁的任务
2. 基本的房间设置

STANDARD PROCEDURE TO ACCESS ROOMS

Access and enter guest room

All guest rooms must only be accessed after following the house procedures that apply.

These procedures relate to service delivery and security.

They also function to help avoid embarrassment to both guests and staff.



Any
Questions

