

TOPICS 1 : GUEST ROOM PREPARATION cont.



Types of bed and mattresses (床垫的类型)

Methods of stripping a bed (换床单的方法)

Steps of remaking bed (重新换床单的步骤)

Steps of bed making (床铺的步骤)

WHAT ARE DIFFERENT BED SIZES IN HOTELS? UNDERSTANDING BED SIZES

Bed types and Linen requirements standards

A variety of different beds are found in accommodation establishments. These include: Twin, King, Queen, Single, Double bed, Fold away bed, Roll away bed, Hideaway bed

Bed Sheets, Duet Cover, Mattress Protector and Flat Sheets Size:

Below Chart shows the details of standard bed linen sizes used in the hotel

Standard Hotel Bed Linen Size Charts				
	Bed Sheets	Duet Cover	Mattress Protector	Flat Sheets
Twin	Inch= 66" X 104" Feet= 5.5 X 8.66 Cm= 167.76 X 264.16	Inch=55" X 79" Feet= 4.5 X 6.5 Cm=140 X 200	Inch= 35.83" X 46. 45" Feet= 2.98 X 6.17 Cm= 91 X 188	Inch= 71 X 108" Feet= 3.54 X 9.02 Cm= 180 X 275
Double	Inch= 81" X 104" Feet= 6.75 X 8.66 Cm= 205.74 X 264.16	Inch=79" X 79" Feet= 6.5 X 6.5 Cm=200 X 200	Inch= 53.94 X 74.01" Feet= 4.49 X 6.16 Cm= 137 X 188	Inch= 91 X 108" Feet= 7.54 X 9.02 Cm= 230 X 275"
Queen	Inch= 90" X 110" Feet= 7.5 X 9.16 Cm= 228.6 X 279.4	Inch= 83" X 83" Feet= 6.91 X 6.91 Cm= 210 X 210	Inch= 60.23 X 79.92" Feet= 5.01 X 6.66 Cm= 153 X 203	Inch= 92 X 108" Feet= 8.75 X 9.15 Cm= 267 X 279
King	Inch= 108" X 110" Feet= 9 X 9.16 Cm= 274.34 X 279.4	Inch=89" X 87" Feet= 7.41 X 7.41 Cm= 225 X 220	Inch= 72.04 X 79.92" Feet= 6.00 X 6.67 Cm= 183 X 203	Inch= 108 X 108" Feet= 9.0 X 9.0 Cm= 275 X 275
Super King	Inch= 180" X 200" Feet= 15 X 16.66 Cm= 457.2 X 508	Inch= 102" X 87" Feet= 8.5 X 7.41 Cm= 260 X 220	Inch= 60.23 X 79.93" Feet= 5.0 X 6.6 Cm= 153 X 203	Inch= 120 X 108" Feet= 10.00 X 9.0 Cm= 305 X 275
Emperor	Inch= 200" X 200" Feet= 16.66 X 16.66 Cm= 508 X 508	Inch= 114" X 92" Feet= 9.5 X 7.6 Cm=290 X 235	Inch= 78.74 X 78.74" Feet= 6.56 X 6.56 Cm= 200 X 200	Inch= 126 X 114" Feet= 10.94 X 9.51 Cm= 320 X 290

industry in multiple measurements (Inch, Feet and Cm).

Pillowcases and Bath Linens Size:

Matching pillowcases and pillows are used based on the bed size used in the guest room, below table shows some standard pillow and pillowcases measurement.

Pillowcases (Inch)	
Standard	20" X 30"
King	20" X 40"
Pillows (Inch)	
Standard	20" X 26"
King	20" X 36"

The Bath linens include bath towels, hand towels, speciality towels, washcloth, Bath Mat etc. Below are some standard bath items and their size in inches.

Bath Items (Inch)	
Bath Sheets	36" X 70"
Bath	20" X 40"
	22" X 44"
	24" X 50"
	27" X 50"
Hand	16" X 26"
	16" X 30"
Washcloth	12" X 12"
	13" X 13"
Bath Mat	18" X 24"
	20" X 30"

Bed Description	Bed Size	Duvet and Cover	Flat Sheet	Fitted Sheet	Night Frills
Single	92 x 188 cm	130 x 190 cm	160 x 250 cm	W92 x L188 x D28cm	W92 x L188 x D28cm
Three quarter	107 x 188 cm	150 x 200 cm	180 x 250 cm	W107 x L188 x D28cm	W107 x L188 x D28cm
Double	137 x 188 cm	200 x 200 cm	250 x 250 cm	W137 x L188 x D28cm	W137 x L188x D28cm
Queen	152 x 188 cm	230 x 200	250 x 250 cm	W152 x L188 x D28cm	W152 x L188 x D28cm
King	183 x 188 cm	230 x 220	270 x 250 cm	W182 x L188 x D28cm	W182 x L188 x D28cm



Generations
QUILT PATTERNS

~Standard Quilt/Bedding Sizes~

Standard US Mattress Type	Mattress Size	Commercial Comforter* (short drop)	Commercial Coverlet	Commercial Bedspread* (long drop)
Crib	27" x 52"	---	---	---
Youth	32" x 66"	58" x 79"	64" x 92"	74" x 98"
Twin/Single	39" x 75"	65" x 88"	71" x 101"	81" x 107"
Twin, X-Long	39" x 80"	65" x 93"	71" x 106"	81" x 112"
Double/Full	54" x 75"	80" x 88"	86" x 101"	96" x 107"
Double, XL	54" x 80"	80" x 93"	86" x 106"	96" x 112"
Queen	60" x 80"	86" x 93"	92" x 106"	102" x 112"
King	78" x 80"	104" x 93"	110" x 106"	120" x 112"
California King	72" x 84"	98" x 97"	104" x 110"	114" x 116"
Add to mattress width		26"	32"	42"
Add to mattress length		13"	26"	32"

Size	Duvet Covers	Bedspreads	Flat Sheets	Fitted Sheets
Single	140 x 210 cm	210 x 260 cm	180 x 285 cm	92 x 193 + 45 cm
King Single	180 x 210 cm	230 x 280 cm	200 x 285 cm	107 x 203 + 45 cm
Queen	210 x 210 cm	270 x 280 cm	245 x 285 cm	152 x 203 + 45 cm
King	245 x 210 cm	295 x 280 cm	270 x 285 cm	168 x 203 + 45 cm
Super King	265 x 210 cm	315 x 280 cm	285 x 285 cm	183 x 203 + 45 cm
Decorative Pillowcase	40 x 40 cm	-	-	-
Standard Pillowcase	50 x 75 cm	-	-	-
Oxford Pillowcase	50 x 75 + 5 cm	-	-	-
Euro Pillowcase	60 x 60 + 5 cm	-	-	-

Following tables indicate common bed sizes in the industry

- **Baby Cot:** requested by guests who have small children
- **Roll-away beds:** These are used to put an extra bed into a room, often when a family with children is sharing a room. They are on wheels and usually fold up from the middle of the bed.



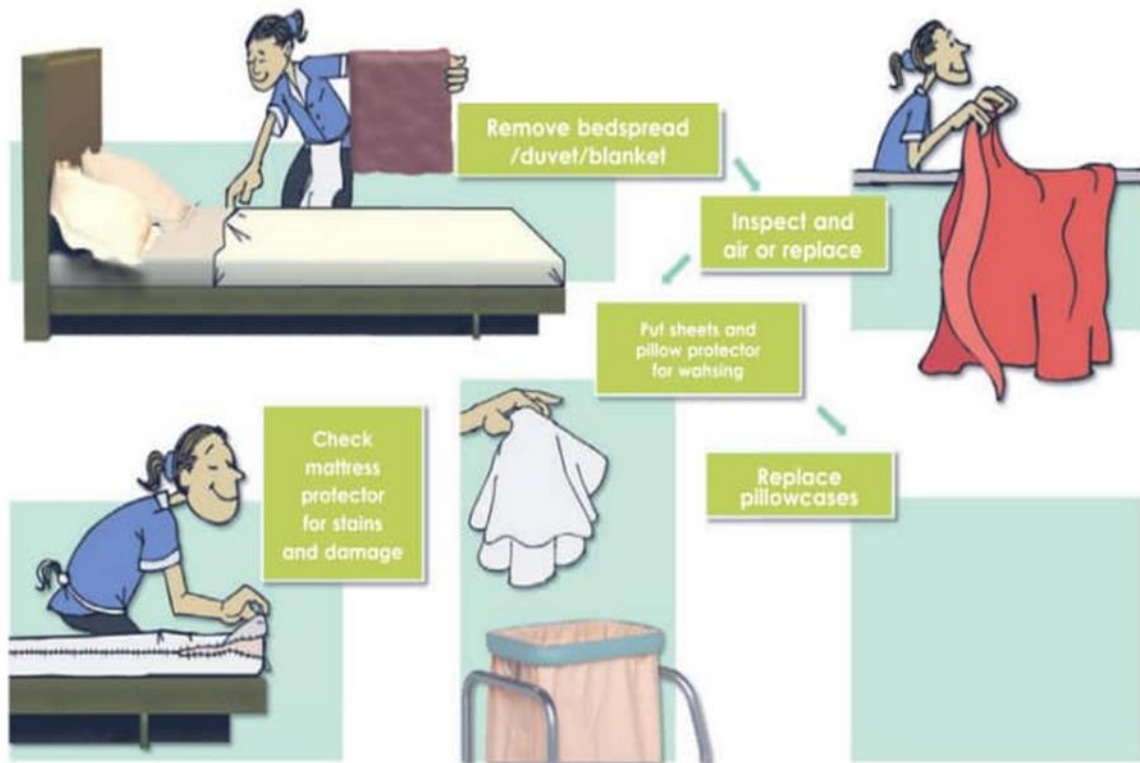
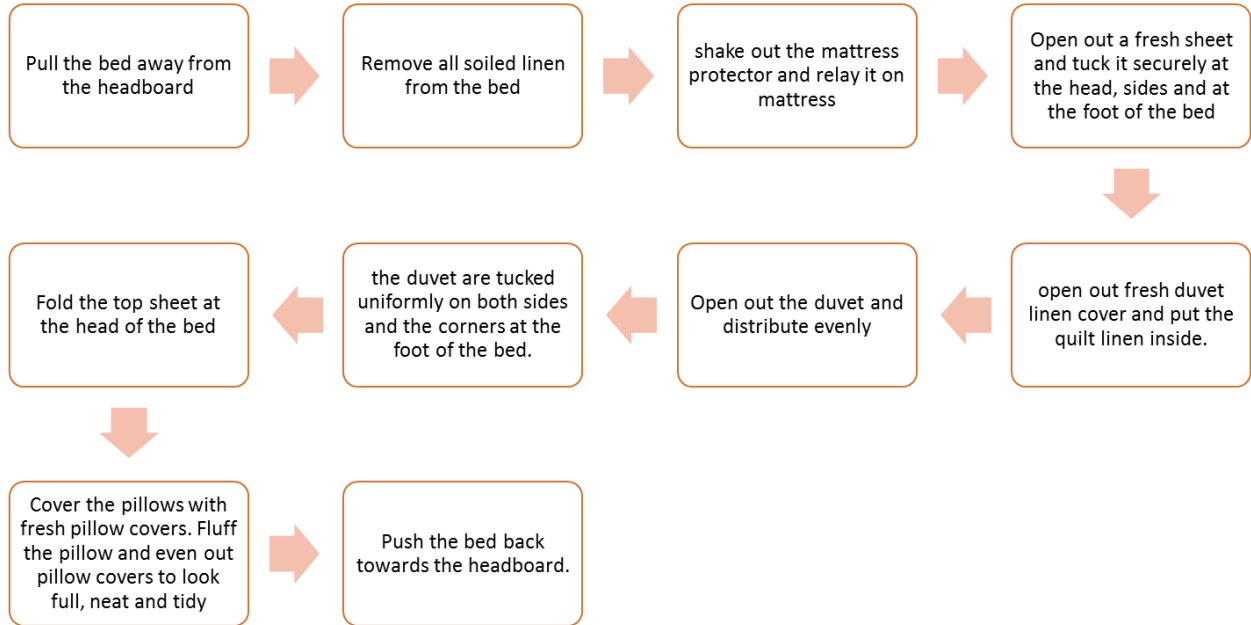
Beds consist of a base, mattress and headboard. In most hotels, the headboard is not part of the bed, but is mounted on the wall behind the bed, and is usually designed to match the other furniture in the room.

Bedding elements:

Bedding elements include blankets, duvets and pillows set.

- **Blankets:** these may be made of wool or synthetic material. Wool is warm, but can be scratchy and is difficult to launder. Most establishments use acrylic blankets.
- **Duvets:** these may be made of synthetic filling (polyester) or natural materials such as down or silk. (Down is a luxury filling, however, it is not often used in the hospitality industry because it is very expensive and also guests may be allergic to it.)
- **Pillows:** these may be made of synthetic filling (polyester) or down

Bed Making Workflow:



Changing / making a bed:

1. Collect clean linen

Stock your trolley at the linen room with the required linen stocks.

2. Remove Bedspread

- Check that there are no personal items on the bed before you start. If so, place them elsewhere until the bed is made.
- Start from the top, fold back the bedspread carefully and put it on a chair.
- Check the bedspread for any stains and tears. Get a clean bedspread if necessary.

3. Remove blanket

- Check for any stains or tears. Get a clean blanket if necessary.
- Fold and place on top of bedspread on chair.

4. Remove pillows

- Check the pillow for stains. Get a clean pillow if necessary.
- Remove pillow cases.
- Place pillows on chair.

5. Remove soil shaking individually sheets

- Check that no guest belongings are in the linen. If so, fill out a lost property report.
- Remove sheets from bed by folding the sheets in from the corners of the bed.
- Fold into a parcel and place all dirty linen in linen bag in your trolley.

6. Collect clean linen

- Check linen is free from any visible stains or tears. Replace any items if they do not meet this standard.
- Collect only the amount of clean linen required for the room from your trolley.

7. Straighten the mattress protector

- Check the mattress protector for stains and tears. Replace the mattress protector if necessary.
- Smooth out any folds; make sure it is evenly covering the mattress.
- Secure at all four corners.

8. Lay the bottom sheet 1st sheet

- Use the middle of the sheet as a guide
- Lay the bottom sheet (1st sheet)
- Place the first sheet evenly keeping a crease at the centre

9. Mitre the 2nd sheet (draw sheet) should be lay out opposite

- Place the second sheet facing the wrong side up covering the mattress

10. Lay the blanket

- Lay the blanket leaving 6 -8 inches from the head board.

11. Lay the top sheet covering the blanket

12. Fold the 2nd sheet covering the blanket and 3rd sheet

- Turn the head of the top sheet over the blanket approximately 10cm.
- Smooth out creases.

13. Tuck in top sheet and blanket

- Mitre the top sheet and blanket at the bottom corner nearest you and tuck them in along the side of the bed. Repeat on the other side.
- Make sure that the corners and sides are neatly tucked in and smooth out creases.

14. Replace pillows

- Put on the clean pillow slips and fluff the pillows. Do not put pillows under your chin to put pillow case on.
- Hold the pillow lengthways and push it into the bottom of the pillow case.
- Try to handle the clean pillowslips as little as possible. Shake the pillow down the crease. Fold the end flap over the pillow. No part of the pillow should be showing.
- Plough the pillow.
- Place the pillows with the ends facing the inside of the bed.

15. Replace the bedspread

- Lay the bedspread evenly over all corners of the bed.
- Pull the bedspread over the pillows so it just covers them. Tuck the bedspread slightly under the front of the pillows.
- Smooth out the creases.

Steps for mitred corners

Mitred corners make a bed look smart and neat. See the illustrations and the description of the process below.

1. Tuck the sheet, or blanket and sheet, neatly under the foot of the mattress



2. Lift a flap of the sheet to make a point about 30 cm from the corner.



3. Neatly tuck under the remainder of the sheet.



4. Finally, drop the flap and tuck it in. Make sure you smooth out all creases



Safety when making beds

- While you are performing bed making tasks it is important to work in a way that protects your health and safety. Remember to:
- Pull the bed out from the wall to enable you to make it comfortably.
- Keep your back straight when pulling out or pushing in the bed.
- Work on your knees when tucking in blankets and mitre corners to avoid the strain of working with a bent back.

CLEANING THE FLOOR AND FURNITURE

Cleaning the room

The following are the steps in cleaning the floor and furniture:

1. Wear work gloves.
2. Wipe surfaces with a dry cloth.
3. Vacuum the floor from the far end of the room until the front door.
4. Dust the furniture. One rule to remember is to dust from "Top to Bottom". This means that you should dust the wall corners first before dusting the lampshades and telephone among others.
5. Polish the windows using a glass cleaner and wiping it dry with a dry cloth.

Cleaning furniture, fixtures and fittings

All rooms will have furniture, fixtures and fittings to some extent.

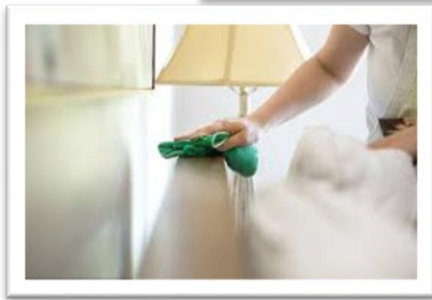
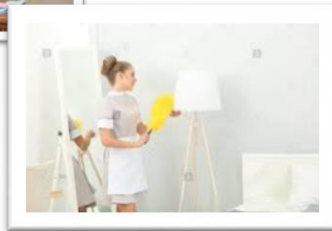
•**Furniture** commonly refers to items in the room that are movable including beds, couches, desks, television, clock radios etc.

•**Fixture** refer to items that are attached that are used by the guest including air conditioners, light controls

•**Fittings** refers to taps, pipes and electrical aspects of the room



Dusting and polishing



Items to dust and polish:

- Air conditioning vents
- Doors
- Picture frames
- Mirrors - frame and mirror
- Skirting boards
- Dressing table and drawers
- Side tables and ledges
- Wardrobe and internal shelving
- Windows - glass and frames
- Window sills
- Walls
- Lamps Telephone
- Seat furniture
- All furniture
- Outside / balcony areas



Methods of bath and shower area cleaning

Steps to clean toilet

Steps to clean washing area

Steps to clean bathroom walls and floors

Types of guest amenities

Cleaning and Servicing a Guest Bathroom

Bathroom cleaning is normally completed after making the bed and before dusting and is carried out in accordance with the hotel's policy and procedure. There are three main steps in the procedure that can be expanded on:

- Clean all bathroom surfaces and toilet appliances.
- Replace dirty bedroom linen, i.e. towels and bathmats, etc.
- Clean the bathroom floor.

The cleaning sequence for a guest bathroom is:

Cleaning the Bath and Shower

You should start by cleaning the bath or shower. Using a sponge or cloth, the correct cleaning agent and hand-hot water, systematically clean:

- **Tiles** - pay particular attention to the grouting between tiles.
- **Showerhead** - check that it is working and not blocked.
- **Taps** - polish all sides of the taps and chrome fittings to shiny finish using a dry cloth. The base of the taps must not have build-up of dirt or cleaning agent.
- **Overflow** - also check that overflows are not blocked. .
- **Top of the bath** (special attention should be given to grouting, i.e. the filling between the tiles which can carry germs and dirt).
- **Bath** - on your knees
- **Soap trays**
- **Bath handles** (clean the inside, bottom and outside).
- **Shower door or curtain** (clean the inside and outside).

You should always rinse the bath with clean hand-hot water and dry it off using a dry clean cloth. There should be no water marks, hairs or cleaning agent residue on

the bath. For hygiene reasons, soiled guest towels must not be used for wiping the bath.

Cleaning the toilet

The toilet must be cleaned using a toilet cloth, brush and correct cleaning agents as follows:

- Flush toilet.
- Sprinkle toilet cleaner and leave it to work for approximately one minute.
- Using hand-hot water and a toilet cloth systematically clean cistern, handle, cover, seat, and hinges, top of bowl, outside and behind bowl.
- Brush underneath rim, bowl and bend of toilet.
- Flush toilet.
- Check the overall cleanliness.
- Finally, clean the toilet roll holder and toilet brush holder

Cleaning the hand basin and surroundings

Wash Hand basin

Clean inside and outside the hand basin. Remember to clean the pipes, taps, stopper and overflow - check for build-up of dirt and remove it.

Cabinet or vanity top

Clean the cabinet or vanity top thoroughly paying special attention to the mirror, glass shelves and inside the cabinet door.

Glasses

You must always wash the glasses and dry them with a glass cloth to stop the spread of germs - do not use the cloth for anything else. Check there are no watermarks by holding the glass up to the light by the base.

Other Items

Clean the inside of the bathroom door, skirting board and any other furnishings, e.g. towel rail/ rack, etc. using a damp duster. Wipe all light bulbs and light fittings with a dry cloth.

Floor

Clean the floor according to its type using the correct equipment or cleaning agents. Refer to Module 2 for more info.

Bathroom Workflow:

