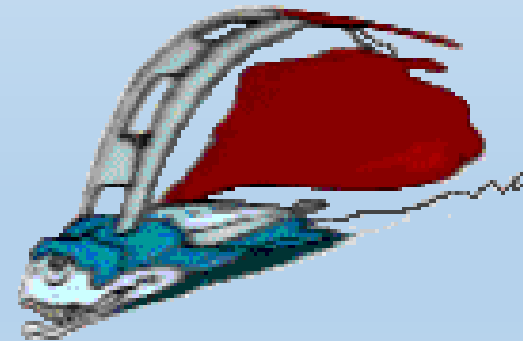




**TOPICS 1 :
GUEST ROOM
PREPARATION cont.**



TOPICS 1 : GUEST ROOM PREPARATION cont.

7. Make up guest beds



Types of bed and mattresses (**床垫的类型**)

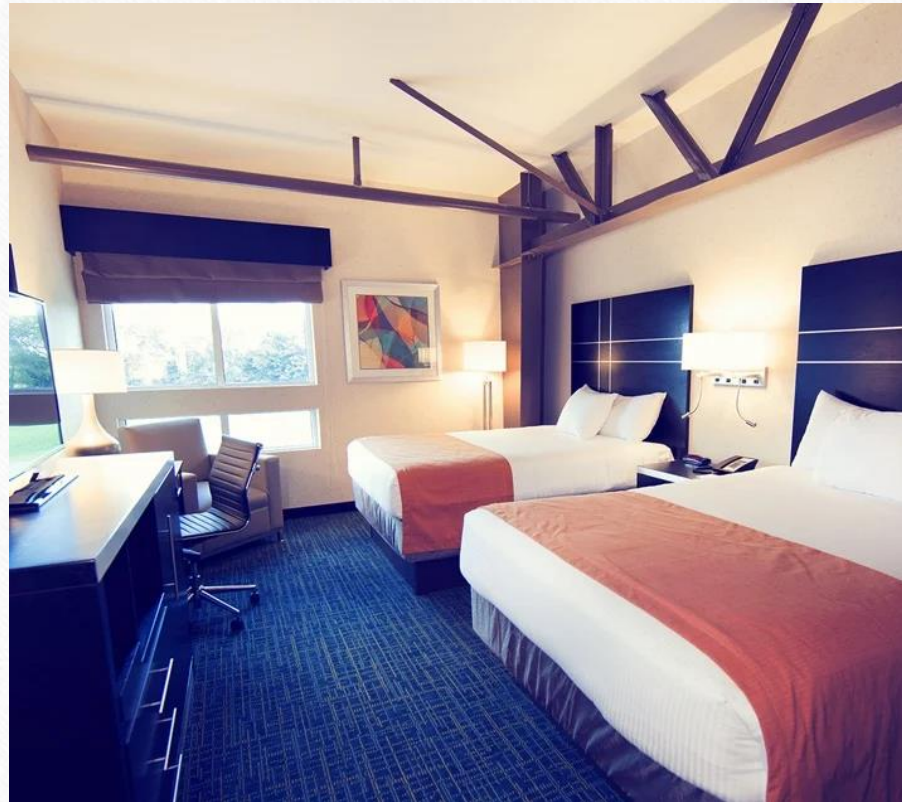
Methods of stripping a bed (**换床单的方法**)

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



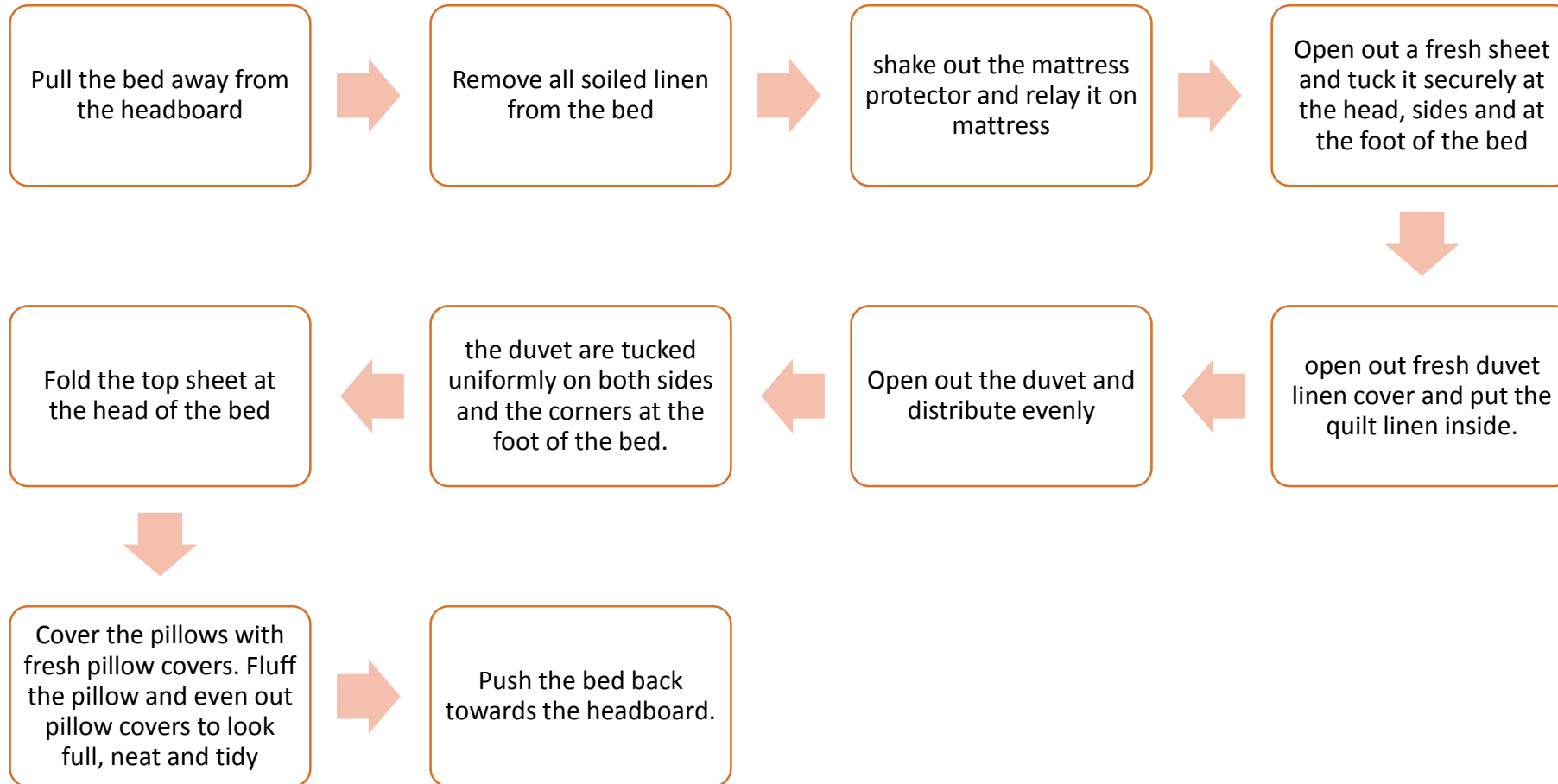
DIFFERENT BED SIZES

•**Double/Full:** This size is larger than a twin bed but smaller than a queen. While some people think a double and full bed are different, they have the same measurements. A full bed measures 53 inches wide by 75 inches long, which is about 4 1/2 feet by 6 1/4 feet.

•**Queen:** A queen is in the middle when it comes to beds in hotels. This type measures 60 inches side to side by 80 inches up and down, which comes to 5 feet horizontally and 8 2/3 feet vertically.

•**King:** A king is usually the biggest bed you'll find at a hotel. A king is the same length as a queen — 80 inches — but is 76 inches wide.

Bed Making Workflow:





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



TOPICS 1 : GUEST ROOM PREPARATION cont.

8. Carry out room cleaning



Methods to clean fixtures and fittings

Methods to clean floors, wall, door and other area

Types of guest supplies

List of report and remedy room defects and damaged items

Types of suspicious items or situation report

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

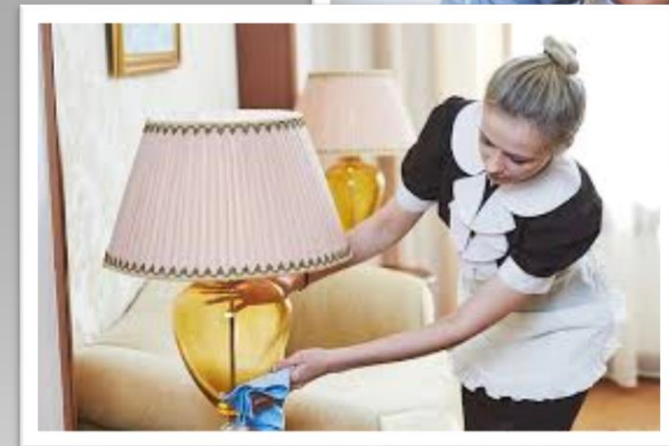
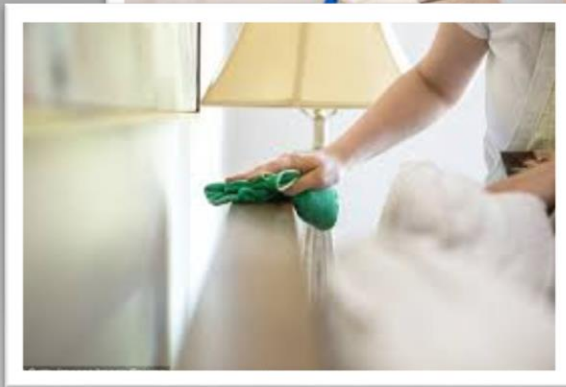
- **Fittings** refers to taps, pipes and electrical aspects of the room



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





Items that can buff
the table surface

TOPIC 1 : GUEST ROOM PREPARATION cont.

9. Carry out bathroom cleaning



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

Steps to clean toilet

(清洗厕所的步骤)

If you scrub inside your toilet regularly, the all-purpose cleaner should get the job done. Spray or sprinkle a toilet-specific cleaner if buildup exists, then scrub with a toilet brush before flushing. Spray the outside of the toilet with the all-purpose cleaner, then wipe with a clean cloth.



1. Use the right cleaning solution.

2. Give it enough time to kick in.

3. Work clockwise.

4. Drain the toilet.

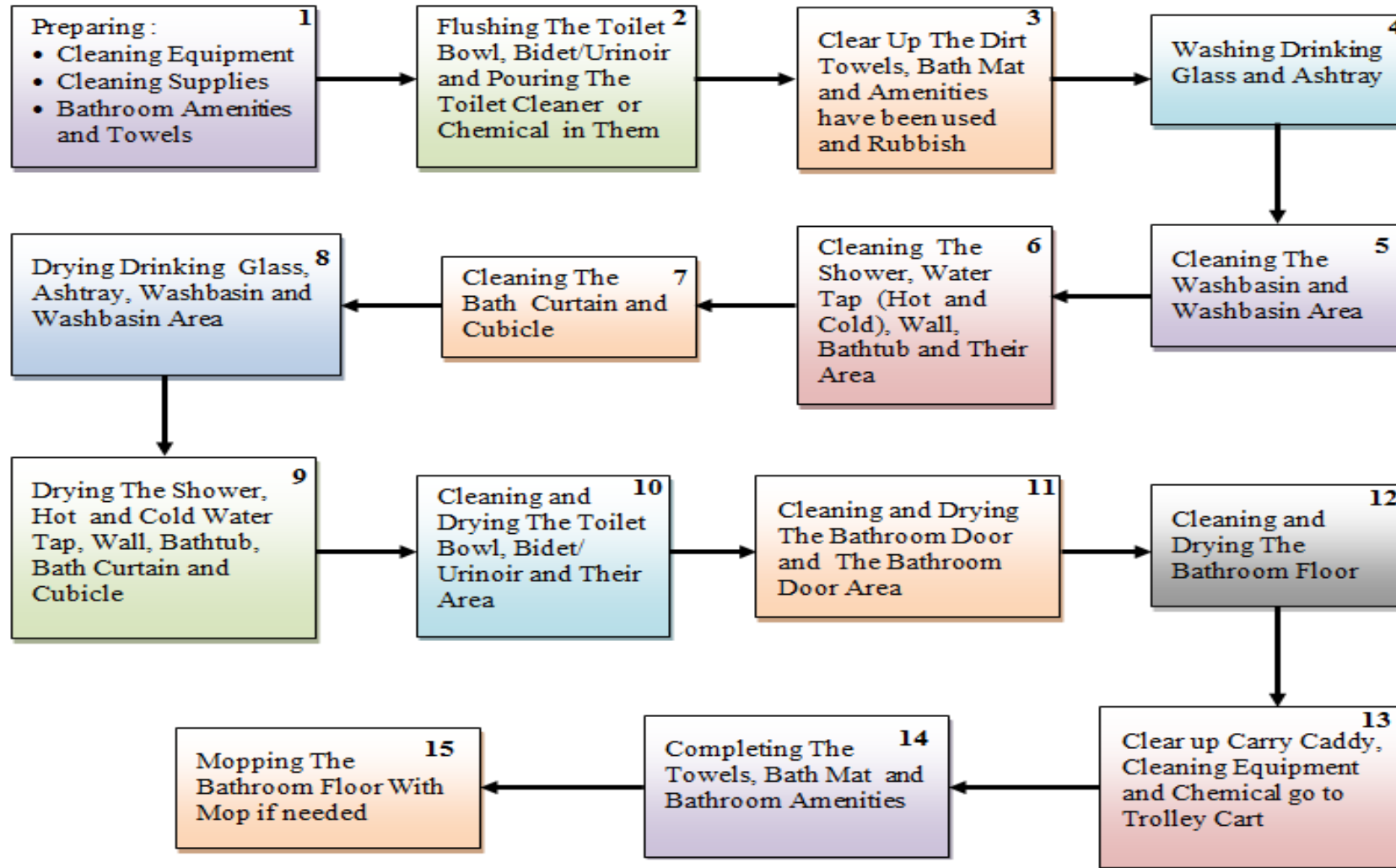
5. Start at the top, and clean downward.

6. A toothbrush is your greatest weapon.

7. Do the floor last.



Bathroom Workflow:



Types of guest amenities

(给顾客的用品类型)





Practical time....

Room Cleaning

