



PUBLIC AREA & FACILITIES MANAGEMENT

Prepared by: Cheryl Yang

Introduction: Public area cleaning

Public areas, particularly entrance and reception areas, give a first impression to anyone coming into the establishment and visitors can form an opinion about the whole hotel based on that "first look". For this reason the overall appearance and cleanliness of public areas is very important. Housekeeping is usually responsible for this area.

1. Public Areas

Public areas are the areas in which resident guests and other guests visiting the hotel may use during the course of the day. These are areas, such as:

- **Lifts:** these are often fitted with mirrors, carpets, brass or metal rails and other fixtures that must be kept clean.
- **Circulation areas:** corridors, stairs
- **Lobbies or foyer:** this is the entrance to an establishment, and is therefore a high traffic area that easily gets dirty and must be clean regularly to create a good first impression of the establishment.
- **Public telephones:** these are provided in some establishments for guest use. Not all establishments have them anymore because many people now have cell phones. However, the hygiene considerations of a public telephone are

huge - people put the hand piece to their ears and speak into the mouth piece, thereby breathing germs onto the device. This must be cleaned regularly to ensure that public health is safeguarded.

- **Reception:** in a hotel, this is where the guests check in, and in a restaurant, this may house the desk where billing, queuing and other activities take place.
- **Restaurant:** the area where guest dine must be kept very clean and any food spills must be cleaned immediately so that they do not create any health risks. The area must also be well ventilated so that food and/or smoke odors do not linger and create a stale smell.
- **Bar:** bars are where guest enjoy drinks - often drinks are spilled so it is again important to keep it clean and smelling fresh so that stale beverage and smoke smells do not make the atmosphere unpleasant for guests. While carpets create a luxury feel in bars, they are difficult to keep clean and fresh, especially with drink spills, so often these areas have hard floors.
- **Lounge areas:** guests relax, socialize and meet in lounge areas, they must be kept clean and tidy and free from any rubbish or spills at all times.
- **Public restrooms:** ladies and gents restrooms must be serviced regularly to keep them clean, free flowing, and supplied with any amenities that guests may need such as soap, towels and toilet paper.
- **Conference and meeting rooms:** these are usually equipped with chairs and table for guests in a large room.
- **Public phone areas, lounges, lobby and reception:** These are usually cleaned daily and early in the morning before guests use them. These are important area in a hotel because it will create a bad and lasting impression if they are dirty.

Note the following procedure for cleaning public areas:

- Assemble the required cleaning equipment and cleaning materials.
- Remove all rubbish from the area and place it in the rubbish bag on your trolley.
- Empty and wash all used ashtrays making sure that all nicotine stains are removed.
- Remove any dead flowers from flower arrangements.
- Dust and wipe all flat surfaces including shelves.

- Dust and polish all wooden surfaces with furniture polish including tables, chairs as well as the legs of the tables and chairs.
- Use a damp cloth on any surface where spillage may have occurred.
- Check the surfaces to ensure that they are free from dust, debris and removable marks.
- Dust and wipe all fittings and picture frames.
- Dust or wipe all light fittings and shades ensuring that no marks remain.
- Check that all lights are working and that no light fittings are loose or broken. If a light is not working, this must be reported to your supervisor and to maintenance.
- Vacuum all exposed areas of carpet and then move furniture out of the way so that you can remove dust that collects underneath furniture.
- Replace the furniture in its original position when you have finished.
- Clean tiled or hard floor surfaces such as front steps and lobby floor by:
 - putting up the appropriate hazard sign
 - sweeping the areas to remove loose dirt
 - washing the floor using the appropriate cleaning equipment and materials for the surface
 - polish/buff the floor until the correct shine is achieved, using the appropriate polish and buffer for the surface
- Move the furniture to sweep/wash/polish/buff the floor area underneath it.
- Make sure that the area is neat and tidy after you have completed this task.
- Check the arrangement of display items to ensure that they are in the correct place and have not run out.
- Clean armchairs and cushions by:
 - Removing the seat cushions
 - Wiping the grooves and the back of the chair with a dry cloth
 - Vacuuming in the grooves to remove any remaining dirt
 - Fluffing out the cushions and then replacing them.

1.1 Cleaning restaurant and bar areas

- Restaurants and bars should be cleaned at least once every day or more often if the area is used a lot.
- Clean glass surfaces (windows, mirrors) as well as brass or chrome surfaces using the appropriate polish or cleaning material.
- Check the surfaces to make sure that no removable marks remain and that no residue is left from the polish.
- Clean and polish the glass and frames of pictures.
- Dust and wipe all light fittings and shades. Make sure that all of the lights are in working condition.
- Pick up any rubbish lying around and place it in your rubbish bag
- Empty and wash all used ashtrays making sure that all nicotine stains are removed.
- Clean tiled or hard floor surfaces such as front steps and lobby floor by:
 - Putting up the appropriate hazard sign
 - Sweeping the areas to remove loose dirt
 - Washing the floor using the appropriate cleaning equipment and materials for the surface of Polish/buff the floor until the correct shine is achieved, using the appropriate polish and buffer for the surface
 - Move the furniture to sweep/wash/polish/buff the floor area underneath it

1.2 Public restrooms

- You have already learned how to clean bathrooms and toilets in Topic 1. It is imperative that when a client or customer wishes to use the toilet facilities, that these facilities be in a clean, tidy and hygienic state.
- Areas to be cleaned include:
 - Glass and mirrors and stainless steel using appropriate glass cleaning chemicals.
 - Tops and hand basins using a hard surface cleaner and scourer type sponge to remove soap residue and dirt. Finish with drying sponge and polishing cloth.

- Soap dispensers should be free of any build-up of soap residue and have a sufficient level of soap present. Marks, fingerprints or water marks must be removed.
- Light fittings should be operating correctly, be free of dust and insects, and any marks or fingerprints present on fittings or switches removed.
- Extractor fans should be operating correctly and be free of any dust or lint, which can gather on the grill or cover of fan.
- Hand dryers should be in good working order and clean without marks or prints present.
- Bins should be emptied and a clean lining for bin refitted.
- Drainage from basins is free from debris and dirt.
- Tiled wall areas and floor are clean and free from dirt and grease, and any visible marks removed.
- Debris and other foreign matter must be removed from drainage points and overflows to prevent not only potentially embarrassing situations from occurring, i.e. overflowing toilet, but saving on costly repair and maintenance work taking place.
- This potential problem can be overcome by the regular/daily procedure of cleaning and clearing drainage points and overflows.
- If a blockage problem occurs, advise your manager/supervisor to take immediate action.
- Dangerous caustic chemicals can help with slow draining points.
- Protective clothing (gloves, goggles, work wear and breathing apparatus) will be required when using the above chemicals
- When servicing washrooms and toilet areas, it is necessary that the rubbish bins are emptied of their contents. Once emptied a new, clean bin liner must be fitted, and the rubbish bin replaced in designated or appropriate areas.
- Thoroughly wash hands after the above task is completed to provide a minimal risk of cross-infection to yourself and your clients or customers.
- Urinals are cleaned using the same procedure as that used for cleaning toilets.
- Sanitary bins are usually serviced by an outsourced company; make sure that there are enough sanitary bags in each cubicle.
- Replace any guest items such as toilet seat wipes or liners.
- Check and replenish stocks of guest amenities such as soap (refill dispensers), towels, (paper towels, roller towels) tissues and other amenities.

1.3 Cleaning lifts

When cleaning the inside of the lift, make sure that the lift has been stopped and taken out of use, by changing the control from automatic to manual using a special key. Place an 'out of action' sign on each floor.

The housekeeping staff cleans lifts preferably early morning to avoid rush for use. They stop it at the ground floor, its doors are kept open, and it is then cleaned starting from top and working towards bottom.

- Lifts should be cleaned first thing in the morning to avoid inconveniencing guests, and maintained throughout the day.
- Clean the button panel and the outside of the doors as part of the cleaning program
- Polish all glass, mirrors, brass, chrome or other metal fixtures using the appropriate polish or cleaning material.
- Check all surfaces to make sure that no marks remain and no residue is left from the polish.
- Clean and polish the glass and frames of pictures.
- Dust and wipe all light fittings and shades.
- Pick up any rubbish lying around and place it in your rubbish bag.
- Dust any other surfaces in the lift including the inside of the doors.
- Wipe any furniture with a dry cloth.
- Vacuum the carpets paying particular attention to the grooves at the front of the lift at the door where dirt tends to get caught and builds up.
- Clean a tiled or hard floor surface using the appropriate equipment and cleaning materials.
- Polish or buff the floor to required finish.

Cleaning frequency of the public areas

Like other areas, the work routine in public areas is divided into daily, weekly, monthly and periodic tasks.

- **Daily tasks:** It include dusting, emptying ashtrays and bins, arranging flowers, vacuuming carpets, mopping hard floors, removing marks from glass, and cleaning toilet areas - which should be checked regularly throughout the day.
- **Weekly and monthly tasks:** including scrubbing, or deep cleaning floors, cleaning walls, light fittings, washing and polishing woodwork, including wooden furniture.

- **Periodic tasks:** It concentrates on items or areas that do not get cleaned on a regular basis. These are the heavier maintenance jobs such as wall washing, floor stripping, carpet shampooing, floor resealing or re-polishing and cleaning outside windows. Many of these jobs are done by maintenance staff or outside contractors.

1.4 Cleaning and Keeping Public Areas of Hotel

The public areas are shared commonly among guests. They also include -

Cleaning the Swimming Pools

Cleaning of the swimming pools is highly required during summer. It can be conducted by the hotel if it has an in-house expertise, or it can be contracted with an agency. Cleaning of swimming pool involves catching any leaves, purifying the pool water, and cleaning the areas surrounding the pool; including shower and changing rooms.

Cleaning and Keeping the Hotel Garden

These days, the hotels keep their private team of gardeners. Watering and trimming the trees and shrubs, fertilizing the plants, raking the fall leaves, and Arbosculture (an art of shaping trees into wonderful shapes), is taken care by this team.

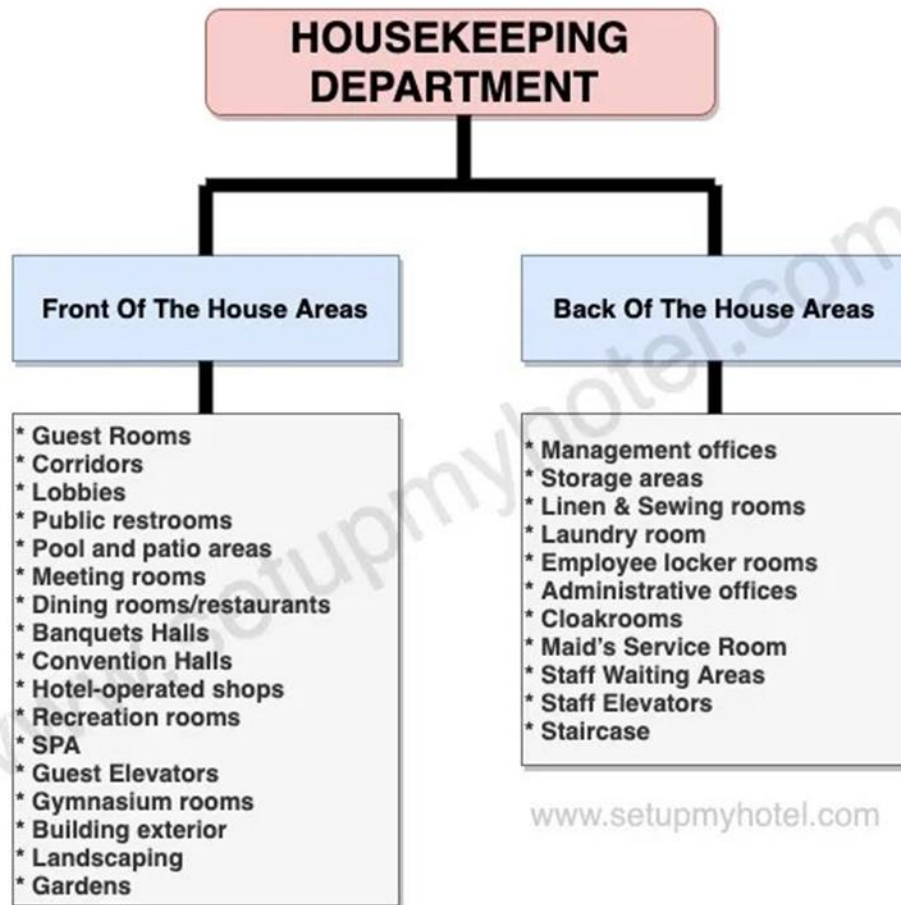
Cleaning the Parking Area

It mostly involves hard sweeping the parking space, removing the cobwebs under the parking shades, and putting up appropriate guiding signs.

Areas Under the Responsibility Of Housekeeping

Staffs of the Housekeeping department have very little or no guest contacts in some scenarios, this is mostly due to the fact that most of the work carried out by

Areas Under The Purview Of Housekeeping



the housekeeping staffs are in the back of the house area. Hence, housekeeping is considered as a *back of the house* department.

Even though housekeeping is a back of the house department they are still responsible for the maintaining and up-keeping of the house areas and also back of the house areas alike. Below diagram shows the areas which come under the responsibility of the housekeeping.

Prepared by: Cheryl Y.

1. 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.

Let's take a closer look at the items you will be working with. The following section introduces the manual and mechanical equipment used in general cleaning.

Manual Cleaning Equipment

Brushes

The brushes are devices with bristles, wire or other filaments, used for cleaning. There are mainly three types of brushes:

1. Hard brush: have bristles that are stiff and well spaced. These are most suitable for removal of litter. Example: upholstery brush, carpet brush etc.
2. Soft brush: have bristles that are flexible and set close together. They can be used to remove loose soil and litter. Example: tooth brush, feather brush, shoe brush, coat brush etc.
3. Scrubbing brush: can be used to remove heavy soiling from small areas or by the use of mechanical scrubbing machines, if possible. Example: deck scrubber

Mops

A mop is a tool generally used for cleaning floors, although when possible it is also used for cleaning other surfaces, for example tiled walls, to avoid unhygienic working conditions. The different types of mops are as following.

1. Dry mop or dust mop: A dry mop or dust mop is designed to pick up dry, loose contamination like dust, earth and sand from the floor surface.
2. Wet mop or moist mop: A wet mop or moist mop is, in professional cleaning, used as a second step in the cleaning of a surface. The wet mop is swept over the surface to dissolve and absorb fat, mud and dried-in liquid contaminations.

3. Hot mop: Wet mop is also called the hot mop, which works on a similar concept to a steam iron. After adding water, it is heated to make the water exude on top of a floor, which can then be cleaned without using a cleaning solvent. These can work best on surfaces where a regular mop would also be used, such as floors, hearths, and laminates.

Broom

A broom is a cleaning tool consisting of stiff fibers attached to, and roughly parallel to, a cylindrical handle, the broomstick. A smaller whisk broom or brush is sometimes called a duster.

Melamine Foam

Melamine foam is a foam-like material consisting of a formaldehyde-melamine sodium bisulphate copolymer. The foam, because of its micro porous properties, may remove otherwise "unclean able" external markings from relatively smooth surfaces. For example, it can remove crayon, magic marker, and grease from painted walls, wood finishing, and grime from hub caps.

Squeegees

A squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning floors and small thin and flexible squeegee is used for cleaning windows.

Carpet Sweeper

Carpet sweeper is a mechanical device for the cleaning of carpets in place. A carpet sweeper typically consists of a small box. The base of the box has rollers and brushes, connected by a belt or gears. There is also a container for dirt. The arrangement is such that when pushed along a floor the rollers turn and force the brushes to rotate. The brushes sweep dirt and dust from the floor and deposit the particles into the container.

Mechanical Cleaning Equipment

Vacuum Cleaners

A vacuum cleaner uses an air pump to create a partial vacuum to suck up dust and dirt, usually from floors. Most hotels with carpeted floors possess a vacuum cleaner for cleaning. The dirt is collected by a filtering system or a cyclone for later disposal. Vacuum cleaners come in variety of models owing to their usage.



Scrubbing / Polishing Machines

Scrubbing/ Polishing Machines consist of one large or several small brushes which revolve and scrub the floor while water and detergent are released from a tank attached to a machine. With suitable brushes this versatile machine can be used for shampooing carpets, polishing, spray buffing, spray cleaning or polishing floors

Selection of Equipment

As equipment is expensive, their selection is of the utmost importance. The correct choice and quality of equipment could save costs due to break-downs, reduce fatigue and thereby demands on labor as also ensure efficiency in overall operations. In determining the purchase of equipment, the following needs to be kept in mind. Quality of equipment by usage history in other organizations. Reliability of supplier to meet time deadlines. Transportation on time to replenish stocks/replacements. Equipment should be light, well balanced and easy to manipulate. Availability of future stocks. Sturdiness in terms of usage. Cost factors.

2. Cleaning Agents

The purpose of any cleaning process is to remove dust and dirt. Some surfaces can be cleaned by dusting and vacuum cleaning when the dust and dirt form loose particles on the surfaces.

Cleaning Agents are substances, usually in liquid form, that are used to remove dirt, including dusts, stain, bad smell and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria & other microbes and clean at the same time.

Cleanliness is a basic need that a hotel must full fill, and industrial cleaning agents are often the easiest, most efficient and economical options available.

Where dust sticks to a surface, cleaning agents must be used to loosen it. Water is the most common cleaning agent; but by itself water will not always loosen dirt. In order to be an effective cleaning agent, you will probably have to use a commercial cleaning agent.



Proper use of cleaning agents

Cleaning Agents	Uses	Brand
Water	<ul style="list-style-type: none"> Use with some other agent, e.g. detergent for best results 	
Acids <ul style="list-style-type: none"> Lemon juice Vinegar Toilet cleanser 	<ul style="list-style-type: none"> Removes rust marks and tarnish from metal. Cleans toilet bowls 	
Alkaline cleaners <ul style="list-style-type: none"> Baking soda Ammonia Bleach 	<ul style="list-style-type: none"> Stain removal Cleaning enamel and porcelain Softens water. Cleans drains Removes heavy grease Removes grease stains Whitens and removes stains from fabrics and also in toilet bowls and sinks. Also a disinfectant. 	Johnson Diversy Piyus Perchloroethyling
Detergents <ul style="list-style-type: none"> Liquid e.g. Washing-up liquid Powder Soap bars Synthetic detergents 	<ul style="list-style-type: none"> Washing floors, walls and bathroom tiles. Cleans most hard surfaces. Washing crockery. Washing clothes. Washing hands Multi-purpose cleaner: contains both a sanitizer and detergent, and is diluted into a cleaning solution with water. 	Lysol, Vim bar, puja saboon
Abrasives <ul style="list-style-type: none"> Scouring powders Scouring paste Scouring liquid 	<ul style="list-style-type: none"> Cleaning hard surfaces, especially baths, hand basins Same as above Same as above. 	Johnson Diversy
Polishes <ul style="list-style-type: none"> Metal polish: Liquid Furniture polish Paste Cream Liquid Spray 	<ul style="list-style-type: none"> Removes tarnish and polishes metal Polishes wood surfaces Polishes wood surfaces Polishes wood surfaces Polishes wood, glass, chrome and bathroom tiles 	Brasso
Window cleansers	Cleans windows	Collins
Solvents <ul style="list-style-type: none"> Methylated spirit White spirit Carbon Tetrachloride (dry cleaning fluid) 	<ul style="list-style-type: none"> Removes grease and wax Removes grease and wax Removes grease and wax 	Perchloroethyling
Disinfectants, Antiseptics	<ul style="list-style-type: none"> Disinfectants kill bacteria. Antiseptics prevent bacterial growth. 	Detol

It is very important, when using cleaning agents, that you follow the manufacturer's instructions to prevent accidents which occur because of incorrect dilution of chemical. If the solution is too strong, damage can occur to surfaces and to the person using the agent. On the other hand, if the agent is over-diluted then the solution is too weak to clean effectively and more agent will need which wastes money.

Remember the following points when using chemicals:

Store chemicals away from guests, customers and especially children.

- Store chemicals in a locked, dark, cool storeroom away from heat and direct sunlight. Do not store chemicals near hot water heaters or operating machines.
- Read and follow the manufacturer's instructions carefully before you use the chemical.
- Use chemicals only in well-ventilated spaces.
- Keep your face away from the chemical you are using — avoid breathing in fumes as some of these can burn you and make you feel sick, dizzy and even unconscious.
- Make sure that bottles of cleaning agents are clearly marked, and that chemical containers are not used for any other purpose, like storing food.
- Never use chemicals near an open flame or while you are smoking.
- Protect all parts of your body while you are using undiluted chemicals and even then, take care.
- Wear protective clothing such as rubber gloves and safety footwear.
- Keep your mind on what you are doing — one mistake and the chemical could spill and injure you.
- Avoid splashing cleaning agents, as they can land on your skin and burn you.
- Wash your hands after using cleaning agents.
- Keep your hands away from your face — swallowing small parts of some cleaning agents can burn your mouth and throat.
- Replace caps tightly immediately after use
- Do not decant cleaning agents
- Do not incinerate (burn) any empty aerosol cans as they explode
- Never mix chemicals, such as bleach with acid toilet cleaner



Remember: Chemicals are dangerous

If cleaning agents are misused they can cause serious personal harm in difficulties, or they may create a fire hazard, which may result in loss of life.

Prepared by: Cheryl Y.

3. Principles of cleaning and cleaning procedures

Cleaning is an important part of all housekeeping work. Therefore, it must be understood what clean means and the functions involved in effective cleaning.



Did you know?

Clean means: "Free from dust, dirt, stains, marks, cobwebs, grease and other unwanted substance"

Prepared by: Cheryl Y.

Public area trolleys

Regular Bucket



Twin Buckets



- Heavy duty.
- Big size.
- Stable.



Public area cart

Mop wringer trolley



Abrasive Handle



Carpet Cleaner



Air Spray



Laundry Detergent



Surface Sanitizer



Toilet Rim Blocks



Degreaser



Vinegar



Floor Cleaner

TYPES OF CLEANING EQUIPMENT



Scarifying Machine

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TYPES OF CHEMICALS FOR CLEANING



surfaces



Wall and floor



Glass cleaner



For cleaning furniture



Air freshener



Toilet bowl

R1 Surface

R2 Wall and floor

R3 Glass cleaner

R4 for cleaning furniture

R5 Air freshener

R6 Toilet bowl

Practical time... Room cleaning ~Towel Folding~

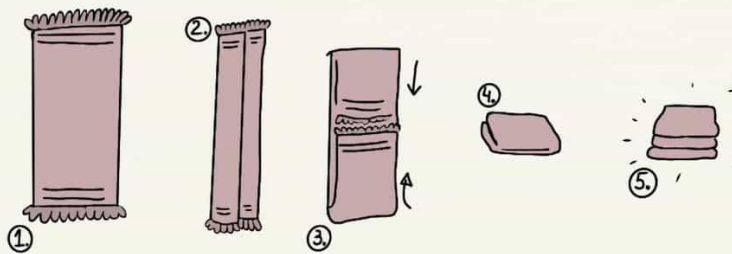


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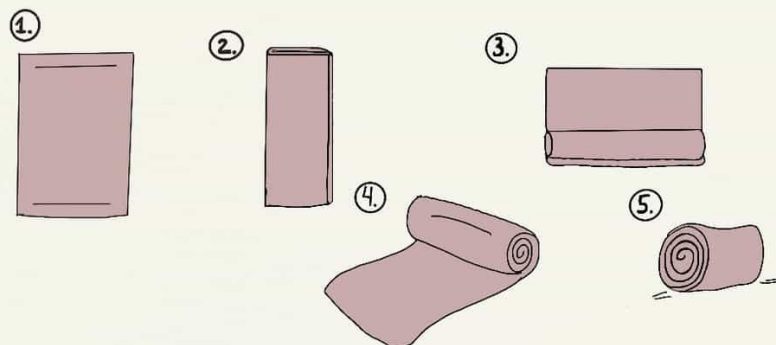


Step by step simple style folding

HOW TO FOLD a TOWEL



HOW TO ROLL a TOWEL



Swan Folding



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Step by step towel folding:

