

TOPIC 3 : PUBLIC AREA & FACILITIES MANAGEMENT

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TOPIC 3 : PUBLIC AREA & FACILITIES MANAGEMENT

1. Access cleaning and maintenance requirements

List of public area

Types of public area
cleaning and
maintenance
instructions

Types of public area
and maintenance
service

Type of cleaning
chemicals

Types of cleaning
tools, equipment's
and materials usage

LIST OF PUBLIC AREA

One of the most tedious tasks of the housekeeping team is maintaining the cleanliness and safety of public areas.



Guestroom corridors



Public Restroom



**Conference room
and Executive
Offices**



**Lobby and
Front Desk**



Stairways



**Elevators and
escalators**



Swimming Pool



HOUSEKEEPING'S RESPONSIBILITIES

Cleaning :

- **Guestrooms**
- **Corridors**
- **Public areas such as lobby and public restrooms**
- **Pool and patio areas**
- **Management offices**
- **Storage areas**
- **Linen and sewing rooms**
- **Laundry room**
- **Back of the house areas e.g. employee locker rooms**

TYPES OF PUBLIC AREA CLEANING AND MAINTENANCE INSTRUCTIONS

- Gives the first impression about the hotel
- Includes:
 - * entrances, lobbies, corridors, elevators, restrooms, health facilities
 - * dining areas, banquet and meeting rooms
 - * offices, employee areas, housekeeping areas
- Cleanliness of these areas are as important as guestrooms but is less standardized
- Scheduling is affected by
 - 1) architecture
 - 2) lobby space allocation
 - 3) activities
 - 4) guest traffic



Public areas

Public areas include:

- Elevators
- Public toilets
- Corridors
- Gardens
- Swimming pools
- Gymnasiums
- Play areas
- Car park



Clean equipment after use

How do you clean the following types of equipment

- Mops
- Dusters
- Brooms and brushes
- Cloths and sponges
- Buckets
- Vacuum cleaners
- Carpet shampoo machines
- Floor machines
- It is important for all equipment to be cleaned after every use
- This will ensure that dirt and grime from a previous cleaning task is not transferred on to another surface
- Follow manufacturer's instructions.



Check equipment is clean, ready and safe

Before using any item of cleaning equipment it must be standard practice to check to make sure the item is :

- In a clean condition
- Ready to use with all necessary attachments
- Safe to use

Refer to manufacturer's instructions



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 CHEMICALS FOR CLEANING



surfaces



Wall and floor



Glass cleaner

Prepared by: Cheryl Yang



For cleaning furniture



Air freshener



Toilet bowl

TYPES OF CLEANING EQUIPMENT



Scarifying Machine



Use equipment safely and correctly

Safe manual handling practices

Manual handling activities are the main cause of injuries in the workplace including:

- ❖ Lifting - of equipment, chemical containers, cartons
- ❖ Carrying - items from storage areas to cleaning trolleys, moving items to work areas
- ❖ Pulling - boxes and cartons forward in storage areas, moving cleaning equipment
- ❖ Pushing - trolleys and cleaning equipment



TOPIC 3 : PUBLIC AREA & FACILITIES MANAGEMENT cont.

2. Carry out ceilings, surface and washroom cleaning



Procedures of ceilings cleaning



Procedure of surface washroom cleaning

TOPIC 3 : PUBLIC AREA & FACILITIES MANAGEMENT cont.

3. Carry out floor cleaning



Procedures of floor cleaning and cleaning techniques.

8. Carry out glass and window surface cleaning

Procedures of glass and window and cleaning techniques.



TOPIC 3 : PUBLIC AREA & FACILITIES MANAGEMENT cont.

4. Carry out furniture and fitting cleaning



Procedures of furniture and fitting cleaning
and requirements of cleaning

10. Carry out swimming pool cleaning

Procedures of swimming pool cleaning and
requirement of cleaning

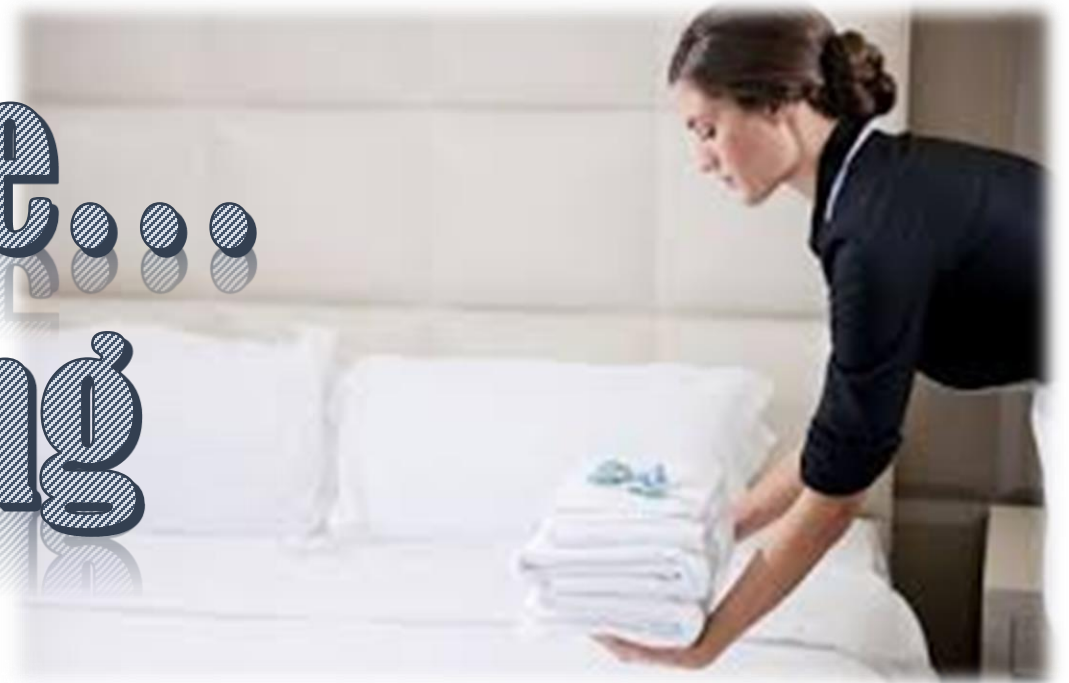


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Practical time...

Room cleaning

~Towel Folding~



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