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SPHM  
HOSPITALITY

SPHM – HOUSEKEEPING OPERATION MANUAL



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# Housekeeping Operation Manual



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# **Sun Paradise Hotels Management**

# **Hotel Housekeeping Manual**

December 31, 2014

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## Welcome

Welcome to Sun Paradise Hotels. You have joined a young, progressive, growing company in the hospitality industry. To sustain the growth that we have enjoyed, however, we must continue to successfully respond to the service needs of our guests. We can do that only through you...gracious, friendly and professional employees.

Our guests expect Sun Paradise Hotels staff to be polite and well groomed, to be responsive, answer any questions and to handle all transactions efficiently and in a positive manner. Because Housekeeping is working in view of our guests, you must exhibit these characteristics at all times.

## Our Mission

The Housekeeping Department's mission is to provide clean, comfortable guest rooms in a manner, which will promote guest loyalty. This means that our guest will find a consistently made, first class room every time he checks into Sun Paradise Hotels. If there is a problem, it means that the guest's concerns will be dealt with swiftly and with a smile. Our role is not to determine right or wrong, or to assess blame, but rather to make the complaint go away, and restore the guest's faith in our brand. Our operating Departmental motto is "*The Guest Is Always Right*".

### What Is a Room Attendant?

A Room Attendant at Sun Paradise Hotels could be defined as a Housekeeping Department employee who cleans guestrooms. While this definition is technically correct, it doesn't begin to describe the effect you and other Room Attendants have on guests.

Many studies have shown that clean rooms and public areas are the most important factors in determining whether guests will return to a hotel. By cleaning guestrooms, you make a difference in the success of your hotel and in the comfort of your guests.

You have a job to be proud of—without you, the hotel would be empty. No one would check into a room that had dirty sheets, damp towels, and a floor littered with garbage.

*You* make sure each guest has a room complete with all the comforts that amenities can offer, and all the warmth that a clean room can bring.

*You* make the difference!



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## The Training Cycle

### Your First Five Days...

Training Cycle – This is a guideline of the Housekeeping training routine that should include all of the following;

#### Day 1:

Department Orientation – Walk around hotel, show both buildings  
Introduce to Managers of Housekeeping, Front Desk  
Go through a non-rented completed room  
Inspect non-rented rooms with a supervisor  
Inspect rooms with supervisors (completed by room attendants)  
Uniform  
Go through housekeeping manual  
Video  
The task list for room attendants

#### **Include knowledge for all employees:**

- I Can Do It!
- Making It Right
- 100% Guest Satisfaction Guarantee
- Second Effort Program
- Blood borne Pathogens
- Personal Appearance
- Emergency Situations
- Lost and Found
- Recycling Procedures
- Safe Work Habits
- Manager on Duty
- Hotel's Fact Sheet
- Employee Policies
- The Disabled

#### Day 2:

Review Day 1 (Plan additional training time, if necessary)

#### **Discuss knowledge for All Housekeeping Employees:**

- Working as a Team With Co-Workers and Other Departments
- Telephone Courtesy
- Security
- "Right to Know" Information
- Using Cleaning Supplies Correctly and Safely
- Maintenance Needs



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- Special Cleaning Requirements
- Housekeeping Inventories

Explain occupied rooms

Show and explain housekeeping storage rooms

Show and explain housekeeping cart including;

- Use Your Room Assignment Sheet
- Get Guest Amenities for Assigned Rooms
- Get Cleaning Supplies for Assigned Rooms
- Keep Your Cart and Work Areas Organized

How to make a bed -Training

Allow them to make beds with guidance for the remainder of the day

### **Day 3:**

Review Day 2 (Plan additional training time, if necessary)

#### **Knowledge for All Room Attendants:**

- What Is a Room Attendant?
- Days Standards of Excellence
- Tip Sharing
- Room Status Codes – review, in housekeeping manual

Train on dusting and vacuuming

Make beds, dust and vacuum with guidance of Supervisor

#### **Include the following tasks;**

- Clean the Guestroom Closet
- Replenish Supplies and Amenities
- Clean Windows, Tracks, and Sills
- Put Finishing Touches on the Guestroom

Explain room checklist in detail

### **Day 4:**

Review Day 3 (Plan additional training time, if necessary)

#### **Review the following tasks;**

- Provide Extra Thoughtful Care for Stayover Rooms
- Correct Cleaning Problems Found During Inspection
- Complete End-of-Shift Duties
- Rotate and Flip Mattresses
- Set Up or Remove Special Guest Service Equipment



- Clean Multi-Room Guest Suites
- Provide Evening Turn-Down Service

Train on bathrooms – explain chemicals and cleaning supplies

Show how to clean a bathroom including the following:

- Clean the Tub and Shower Area
- Clean the Toilet
- Clean the Sink and Vanity
- Clean the Bathroom Floor
- Replenish Supplies and Amenities
- Finish Cleaning the Bathroom

Have them clean one or two bathrooms with supervisor presence

Do bathrooms for the remainder of the day

Have them clean one or two rooms completely on their own

### **Day 5:**

Review all previous training days and plan additional training time, if necessary

Will receive five to eight rooms to do on their own with guidance

Reinforce communication within Housekeeping Department and with Maintenance

Employee to complete the “Employee Orientation Check List” provided by the Department Head and this must be submitted to the Human Resources Manager.

### **One Day Program for Re-Training Room Attendants**

- Review five day training program
- Re-emphasize safety and gracious hospitality
- Review lost and found
- Demonstration on Sun Paradise Hotels's standards to clean



### **Hot Button Issues**

There are a number of housekeeping issues which deserve special attention:

### **Clean Rooms Come From Best Practices**

Do you start at one side of the room and go around the room in a clockwise or counter-clockwise direction? Do you do every guest room exactly the same way? By establishing a pattern, you will never miss a spot and you will economize on the time you actually spend in the guest room.

By not using best practices, you will actually be carrying dirt and potential infections from guest room to guest room. So...never use a sponge. Use new rags for every guest



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room and never use a rag that you have used on the toilet anywhere else.

### **Safety Comes From Best Practices**

Blood borne pathogens have become a major issue in our society. If there are sheets or towels with blood on them, do not touch the contaminated area and put these items into a separate garbage bag, making sure you identify to your supervisor what is in the bag.

We should also be wearing plastic gloves...especially when cleaning out toilets where pathogens are rampant. We feel that this is so important; we are asking you to sign a statement that you have read the section in the staff manual and sign a declaration that you have been informed of the risks of not complying with company policy.

In addition, we are doing things that are putting us at physical risk. For instance, the high cleaning in the bath tub area should not be accomplished by standing on the side of the tub. Step into the tub and use a long handle scrub brush to accomplish the task, taking special care to dry the tile (put a rag over the brush) so that we will not be promoting mildew.

The safe handling of needles is also very important. Call your supervisor *immediately* and they will come to the room *immediately* to safely remove this potentially harmful item.

### **Security Comes From Best Practices**

You should always be aware of your surroundings. If you see someone loitering in the hallway, then you should ask if you can help them. If they are vague or do not have an assigned guest room then you should be notifying Security that such an individual is in the hotel.

Many properties are also now allowing their room attendants to close the guest room door while they are servicing the room. The procedure includes having your guest room cart across the entrance (the same as if you were leaving the door open) and then placing a sign similar to the one on the left on the door handle. Then close the door while cleaning the room. This is one more alternative to providing you with a safe working environment.



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## Housekeeping Policies & Procedures

### Guest Illness

Whenever you notice that a guest is ill, please advise the Executive Housekeeper or the Manager on Duty, so that we can be sure they have everything they need, or perhaps we can be of some help to them. We would also like to be sure that they are not in need of a Doctor.

This would also apply to anyone who is handicapped in any way or very elderly. Most handicapped and elderly people are very independent and if they are travelling either on their own or with someone, they are very self-sufficient but sometimes we may be of some help to them, and don't forget the babies.

### Guest Relations

The hotel industry is part of the hospitality industry. The primary reason hotels exist is to provide a hospitable environment for their guests. The word "guest" implies how a hotel guest *expects* to be treated - they *expect* to be treated like a guest in your home. They *expect* to be treated with hospitality by *all* employees.

The Housekeeping Department's role in guest relations is just as important as the Front Desk Host/Hostess role. It is very important that housekeepers/laundry personnel be pro-active in the area of guest relations.

The housekeeper's greeting of guests in a friendly manner affects your property in two ways:

1. Makes the guest feel welcome.
2. Acknowledges guest presence (i.e. what if the person is not a guest, rather a thief. Studies have shown that someone who intends to do harm/cause damage does not want to be noticed. The acknowledgement of that individual by the housekeeper might make a thief think twice before committing a crime).

As housekeepers, we must:

1. Acknowledge all guests
2. Be helpful.
3. Be courteous and polite.
4. Recognize the hotel is in business - *For The Guest*.



## Procedures

1. Whenever you see a guest, look the guest in the eye and say, "Good Morning (afternoon etc.)".
2. If a guest seems lost or appears to need help, smile and ask, "May I help you?"
3. If you start to enter a room and find a guest still there, smile and say, "Excuse me, I'll return later to do your room. When would you like me to return?"
4. If a guest insists he or she wants the room cleaned while remaining in it, ask your supervisor.
5. If the guest complains to you about a problem, say "I'm sorry. Let me help you or "Let me get what you need" or I'll tell my supervisor."

## Explanation

When you give the first greeting it makes the guest feel welcome

Don't wait for the guest to speak. Your interest will make the guest feel at home.

A smile lets the guest know his or her convenience is important to you.

We always try to carry out the guest's wishes, but for your security, it may be desirable to ask for help, depending on the situation.

Superior service with an understanding attitude will make the guest feel better and realize you care.

If you overhear a complaint, tell your supervisor so the complaint can be taken care of.

## Housekeeping Keys

Housekeeping keys and key cards are the first line of defense against theft, guest harm, and room damage. It's very important that they stay only in the hands of those who need them. When you pick up your key, you'll sign a register while someone witnesses the signing. This protects you from false charges.

You will always pick up your key at the beginning of your shift and turn it in at the end of your shift. Housekeeping keys are not to leave the property.

Some basic guidelines will help you keep the hotel safe and secure for guests, fellow employees, and you:

- Always turn in your housekeeping key whenever you leave the hotel.
- Do not loan anyone your key
- Keep your key on a belt around your waist at all times. Don't leave it on a cart or caddy.
- If you lose a key, report it immediately to your Supervisor.
- Lock boxes on Room Attendant carts are for keys you find in vacant guestrooms or in doors. If a cart does not have a lock box, keep the keys in a secure area until you can return them to the Front Desk.



Do not open a guestroom for a guest. Help the guest by asking for his or her name and room number. Then call the Front Desk from a vacant room and ask the Guest Service Representative to send someone up with a key. Or let guests know where they can get a spare key. Your attention to security will protect the guest and the guest's belongings.

If a guest enters a room you are working in, politely ask to see a room key. Make sure it is for the room that you are in. If the guest cannot produce a key, send him or her to the Front Desk, and then report the matter to Security. Even if the room is registered to the guest, the Front Desk will be able to help him or her and still provide security.

### **Sun Paradise Hotel's Standards of Excellence**

The condition of each guest's room should enhance the guest's overall experience. Making sure guestrooms are clean, neatly arranged, and inviting at all times is your ultimate goal as a Room Attendant. Radisson Standards of Excellence help you achieve that goal.

You were hired for your ability to meet the Standards of Excellence. What are some of these standards? You must:

- Thoroughly clean mirrors, glass surfaces, windows (inside and out), ashtrays, walls, telephones, and wastebaskets
- Thoroughly clean and dust baseboards, pictures, window sills, drapes, chairs (legs and rungs), dressers and drawers, desks and drawers, night stands, lamps, lamp shades, light bulbs, headboards, closet poles and hangers, closet shelves, and televisions
- Neatly make beds, and make sure there are no stains, holes, or loose threads in bedding materials
- Thoroughly vacuum guestroom carpeting, and make sure it doesn't have any stains or holes
- Make sure each guestroom's electrical and mechanical functions are in proper working order
- Follow "Yes I Can!" standards:
  - ➔ Give Personal Attention ➔ Take Personal Responsibility
  - ➔ Use Teamwork

### **Unusual Guestroom Situations**

As a Room Attendant, you will respond to a lot of different situations. While you can't predict everything, you can try to be as prepared as possible. That way you will be able to respond calmly and reduce your stress level. If you come across an unusual situation, please contact your Supervisor immediately.

Some examples of unusual guestroom situations are:



1. *Flooded Bathroom* - This may have happened from toilet overflow or leaky plumbing. Let Maintenance know right away.
2. *Sleeping Guest* - Some guests are sound sleepers and won't hear you knock. Provide quality service by quietly leaving the room and marking on your sheet that you were unable to clean the room. Report the situation to your supervisor immediately.
3. *Sick Guest* - Ask if the guest wants medical attention. If so, call the Guest Service Representative and explain the situation to him or her right away. If you need to clean up vomit, remember to wear gloves, goggles, and aprons, and follow the other blood borne pathogen safety procedures. Vomit is a body fluid that can carry disease.
4. *Dead Guest* - Leave the room right away. Don't touch anything in the guestroom. Call Security and the Guest Service Representative. They will handle the situation for you. Your supervisor will let you know if you need to do anything else.
5. *Firearms, illegal substances, large sums of cash* - You'll want to protect yourself by letting your supervisor know right away when you find these things.
6. *Intoxicated guest* - You could be in danger if you stay in a room with a drunken guest. Protect yourself by leaving the room, and tell your supervisor immediately why you weren't able to clean it.
7. *Unauthorized pet* - Tell the Front Desk about any unauthorized pets or signs of pets. The hotel may be able to charge the guest. Also, the Front Desk may tell you what to do about the animal. If you feel threatened by the animal, leave the room. You don't need to risk a bite or scratch.
8. *Guest who suggests a romantic encounter* - Be careful in this situation. Politely refuse the suggestion, and leave as soon as possible. If you feel threatened let your supervisor or Security know.
9. *Abused guestroom* - Some guests will destroy a room just for fun. This is costly to the hotel, and it takes a lot longer to clean that room. Tell your supervisor about the abused room. That way, someone else can clean some of your rooms while you work on the damaged room. Also, the Front Desk may be able to charge the guests for the damage.



## Room Status Codes

Code	What It Means
Early make-up requests	You can help make a guest's stay an excellent one. When a guest requests an early make-up, or puts the "make up room" sign on the doorknob, you have the opportunity to shine by cleaning this room first.
VIP Rooms	Our "Very Important Persons" always receive extra attention since they are our special guests. You are a big part of making them feel at home.
Blocked Rooms	These rooms have been set aside for guests with special requests—connecting rooms, non-smoking rooms, etc. When you clean these rooms together you are helping the Front Desk meet guests' special requests.
Vacant and dirty rooms	Cleaning vacant rooms before stay-over rooms helps arriving guests get into their rooms more quickly. You're providing quality guest service by making rooms available as soon as possible. These rooms are also called check-out rooms; their code is <b>c/o</b> .
Stayover rooms	These rooms can be done later in your shift because the guest has already unpacked and probably isn't waiting for you to clean. The code for this room is <b>s/o</b> .
Late check-out rooms	You can save yourself time and energy by cleaning these rooms late in your shift. They do not need to be cleaned until the guest has left.
DND (Do Not Disturb) rooms	Sun Paradise Hotels always respects the guests' wishes in these rooms. If the sign is still up after check-out time, tell your supervisor and let her make the decision about whether to clean it.
No Service rooms	If a guest requests that the room not be cleaned, tell your supervisor and mark your sheet. The supervisor will find out if there is another time to clean, or if there are any special requests.



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## **Early Check-in Procedures**

*In an effort to provide our guests with the best possible service and in an effort to reduce stress levels at our front desk and in housekeeping, the following procedures are to be implemented.*

### **Day Room**

If a guest arrives looking for a day room, the front desk should be getting in touch with housekeeping as soon as possible to find a room that is clean. Front desk should not be taking reservations for day rooms since their availability depends on how soon guests check-out that morning. For example, if a trucker needs a room to sleep, front desk can check with housekeeping to ask how soon a room may be available. If there are vacant rooms this will probably be between 30 minutes to one hour.

### **Guest Arriving Early with a Reservation...**

When a guest with a reservation arrives before the regular check-in time, communication between the departments will make it easier to accommodate the guest as quickly as possible. Yes, check-in time is still 2 p.m.; however, if it is possible to accommodate guests sooner we should be doing so.

Most of the housekeeping staff begins work at 9:00 am. During the summer, a housekeeper arrives at 7:00 a.m. and during the winter at 8:00 a.m. If the guest arrives before 9:00 a.m. and there is no room clean and vacant, advise the guest that it will take time until the staff has a chance to clean the room. This is based on the fact that check-out time is 11:00 a.m. and usually people do not begin departing before this time.

### **A Guest with a Reservation Arriving After 11:00 a.m.**

After 11:00 am the following basic procedures will result in better communication, faster service, and happier guests! (That's why we are here!)

When the guest arrives to check in, check if there may be a different room type (perhaps a different floor) which will satisfy the guest that is clean and available at that time. If so, feel free to check them in.

If there are no clean rooms at that time, find out the type room needed. Either call or page housekeeping immediately to let them know what type of room the guest requires. Housekeeping will not know what is needed if front desk does not tell them. (they are not psychic). If possible housekeeping should give front desk an approximate time to advise the guest when to return for keys.

When finished with a needed room, housekeeping should let front desk know as soon as possible.

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## **For A Guest Arriving Without A Reservation**



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For a guest arriving without a reservation, the check in time is 2:00 p.m. Early check-in depends on the situation. If there are no guests with reservations waiting and it is possible to have a room ready before check in, front desk should be checking the guest in.

For housekeeping, calling the front desk with clean rooms is only required for rooms which have been requested. For all other rooms housekeeping should be updating the computer every half hour or more if required.

It is a matter of communication and team work. We are here to provide the guest with a comfortable stay as quickly as possible! We can do this together!

### **Do Not Disturb (DND) Rooms**

- If you come across a DND room, please leave it and come back to it at the end of your shift.
- If the room is still DND at the end of your shift, please inform your Supervisor and they will check with the Front Desk to see if the guest has decided to stay over or has a late check-out.
- In case there is no information at the Front Desk, then knock on the door. If there is no reply, then enter the room. If there is a reply after you knock, then ask the guests if they have a stay-over or late check-out and inform your Supervisor accordingly.

### **Stay-Over Rooms**

- If you have a stay-over room, knock on the door to see if the guest would like to have their room cleaned and follow the procedure.

### **Late Check-Outs**

- If a guest has not checked-out by 11am, please inform your Supervisor. They will make the Front Desk aware and the front desk will call the room to remind the guest of the check-out time.

### **Complimentary Room/VIP Policy**

Complimentary rooms can only be authorized by the General Manager, Assistant General Manager or the Director of Sales in his/her absence. This includes tour group complimentary rooms and staff house use.

All complimentary room guests will be treated as VIP's with the exception of tour group complimentary rooms and house use rooms.

In order to upgrade our service, special attention has to be given to our VIP'S. The following housekeeping standard amenities set up for VIP'S and VVIP'S are to be implemented:

- Deluxe soap bars to be used
- Lights and radio to be turned on in the room



- Turn down service to be provided each evening between 6:00 pm and 7:00 pm. Fresh towels to be replenished and good night candy to be placed on pillow at the same time.
- Shoemits, lotion and ironing board placed in the room

### **Request for Rooms**

There may be times when a guest arrives early or walks-in and requests a room as soon as possible, the Front Desk will get in touch with the Housekeeping Department and let them know what type of room is requested and see how long before one is ready.

### **Lost & Found Shipping Procedures**

The procedure for the shipping of items left in Lost & Found to our customers is as follows:

When the guest claims the item and wishes it to be sent to him by any means of conveyance, the Hotel must receive the shipping charges in advance.

*Why?* If we have to ship it C.O.D. the guest will pay twice the normal shipping costs.

*How Do We Receive Payment?* The easiest way is to take the guests credit card information: name of card, name of cardholder, card number and the card expiry date. *The guest will be charged only the actual cost of shipping.*

*Who Does The Shipping?* All shipping will originate at the Lost & Found. If it is Purolator, the item is to be packaged and all forms will be completed and the item brought to the Front Desk who will phone Purolator and complete the charge to the guest's credit card. If it is mail, the item will be packaged and brought to the Front Desk who will complete the charge to the guest's credit card and then put the parcel at the mail station.

*What If The Guest Will Not Provide A Credit Card Number?* Please assure them that they will receive their item C.O.D. and that they will pay twice the costs of normal shipping.

### **Breaks**

All housekeeping staff will be entitled to a half-hour paid lunch break at which time you are not to leave the property unless permission has been given by your Supervisor.

Housekeeping staff will be entitled to a paid fifteen minute afternoon break when they are required to clean fifteen or more rooms during that given day. However, if there are less than 15 guest rooms assigned, this break will be unpaid.



## Time Breakdown to Clean a Room

According to Sun Paradise Hotel's standards, the average time allowed for the housekeeper and laundry personnel to clean a room is 29 minutes.

Breakdown:	Room cleaning	18 minutes per room
	Paid 15-minute break	1 minute per room
	30 minute lunch	2 minutes per room
	Cart loading	1 minute per room
	Room checking	1 minute per room
	Hourly administrative supervision	1 minute per room
	Laundry	<u>5 minutes per room</u>
		29 minutes per room

The average number of rooms a housekeeper is expected to clean per day is from 14 to 16.

## Verifying Room Status

Verification of the room status by the Guest Service Representative involves receiving the Housekeeper's Report and checking for any discrepancies between this report and the records at the Front Desk. See end of section for copy of the Status Report.

## Room Checks

Room attendants are required to return to a room if the room inspection shows that something was missed or not completed properly. The room attendant will also be required to initial the Inspector's request and return to the room to complete the work. This is to ensure our guests are checking into a comfortable, clean room.

## Garbage

All garbage must be removed from housekeeping and taken to the garbage containers located at the rear of either the poolside building or the main building.

## Recycling

All Room Attendants are required to take part in the recycling program. This means you are required to sort all recycling and place in the appropriate recycling bin and not leave recyclable items in the garbage bag.

Any beer bottles you find in the rooms are to be taken to the housekeeping office. The bottles will be returned and any money we get back will go into an account to reward the Housekeeping staff (i.e. treated to dinner).



## Personal Protective Equipment

Personal protective equipment is provided (i.e. gloves). If you cannot find something, please ask your Supervisor.

## Tips

Tips left in the rooms belong to the Room Attendant that cleaned the room. If there is a tip left from a guest who was staying more than one night, the money will be distributed to each housekeeper that cleaned the room during their stay.

## Housekeeping Carts

### Set-Up

The housekeeping cart is designed to carry all the items regularly needed by the housekeeper to clean and supply the guest rooms. At the end of each work period, the cart must be cleaned and replenished with sufficient supplies before you leave for the day.

1. Stock the cart shelves as shown on the diagram on the next page
2. Stock the housekeeper's workbasket and place on the top shelf as shown in the diagram.
3. Place the broom on the cart.
4. Check the vacuum cleaner bag and replace or empty it if more than two-thirds full.
5. Check the vacuum cleaner's rubber belts for damage. If the belt is broken, call maintenance or replace belt.
6. Place the vacuum on the cart.
7. Place the trash bag on one end of the cart and the bag for soiled linen on the opposite end.

At the end of the work day:

8. Empty the housekeeping cart and the housekeeper's workbasket.
9. Spray the surfaces with all-purposes cleaner.
10. Wipe dry with a cloth.

***REMEMBER: DO NOT use guest towels for cleaning purposes.***

### Supplies

20 Sheets - or number equal to rooms assigned	
20 Pillowcases - or number equal to rooms assigned	
27 Bath Towels - or one half of the assigned rooms times three	
27 Face Cloths - or one half of the assigned rooms times three	
27 Wash Cloths - or one half of the assigned rooms times three	
1 Gideon Bible	2 Trash bags
10 Hotel Directories	Ice Buckets
45 Matches	1 Vacuum cleaner



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15 Non-deodorant soap bars  
15 Deodorant soap bars  
15 Stationery and envelopes  
15 Comment cards  
15 Housekeeping survey card  
8 Do Not Disturb cards  
45 Cups

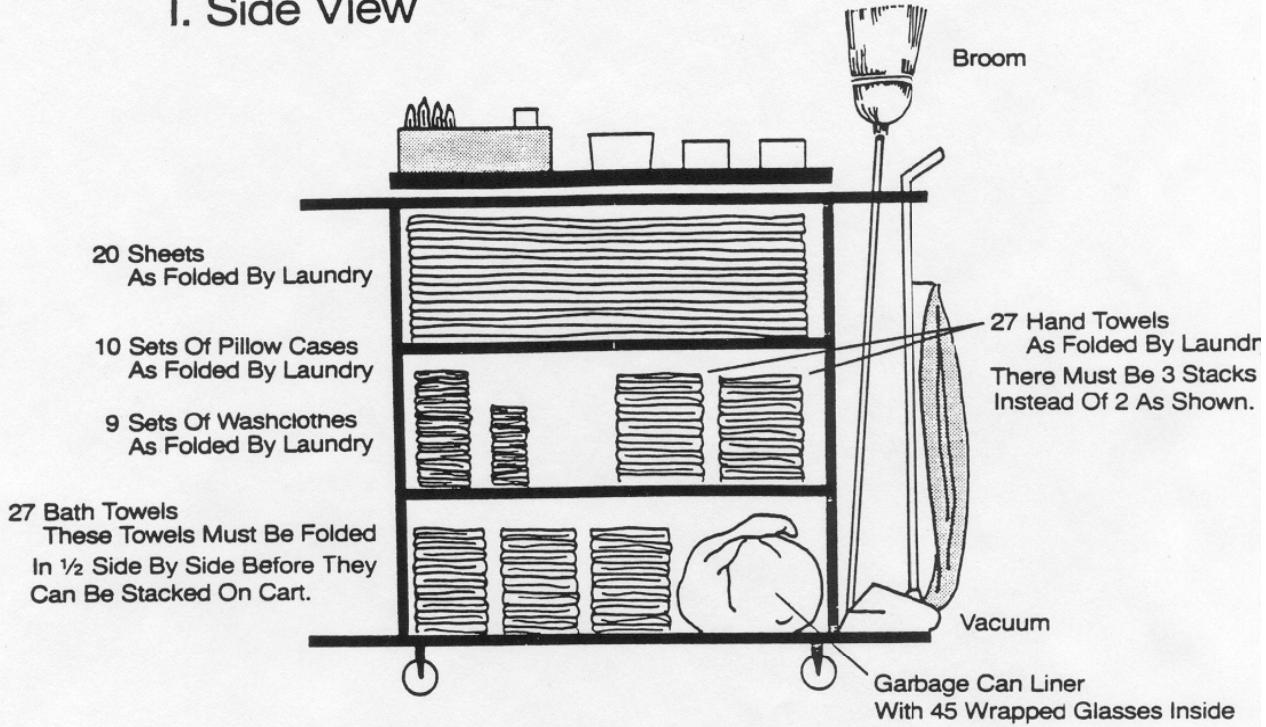
4 Toilet tissue rolls  
2 Light bulbs  
1 Full bottle bath cleaner  
6 Non-Smoking Tent Cards  
3 Ashtrays  
1 Broom

Any in-house advertising (i.e. restaurant menus, local attractions, fact sheets, guest room guides, etc.) should be available to replenish supply.

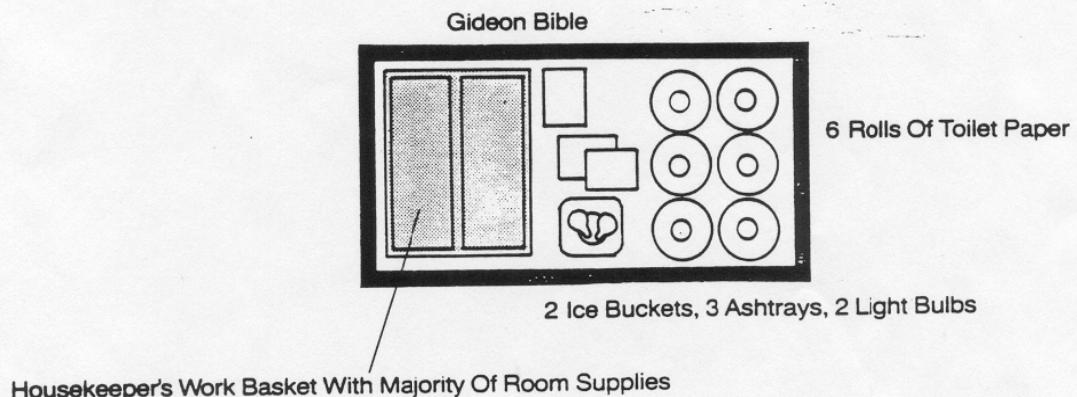
## Diagrams

### HOUSEKEEPING CART SET-UP

#### I. Side View

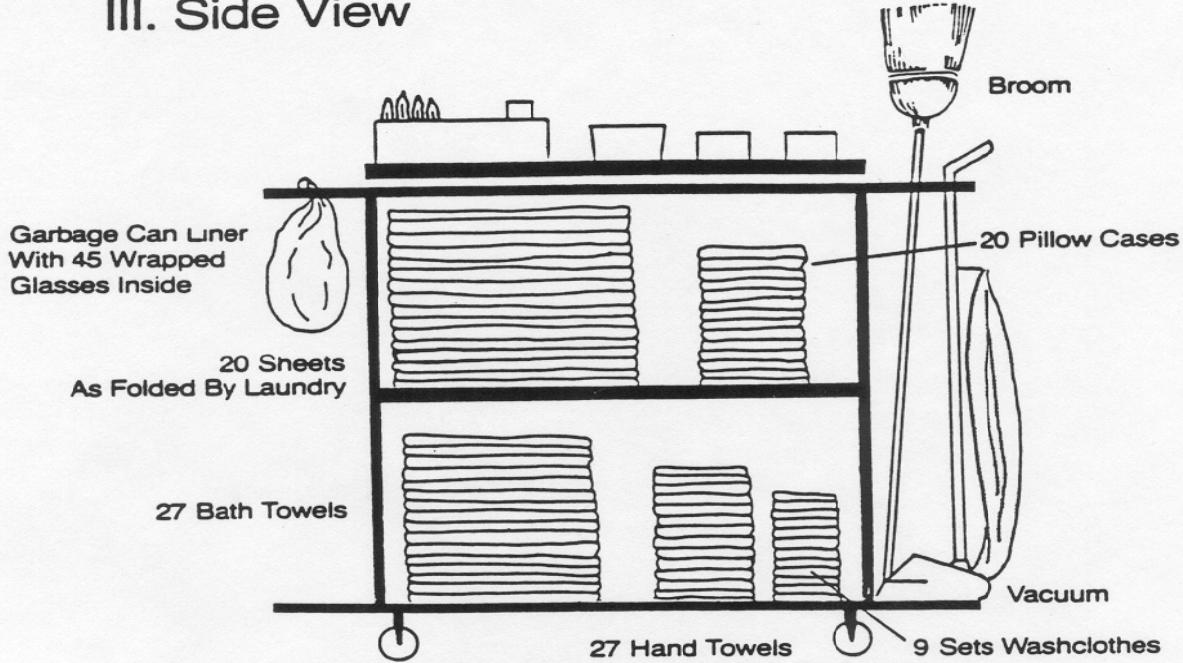


#### II. Top View Of Top Shelf

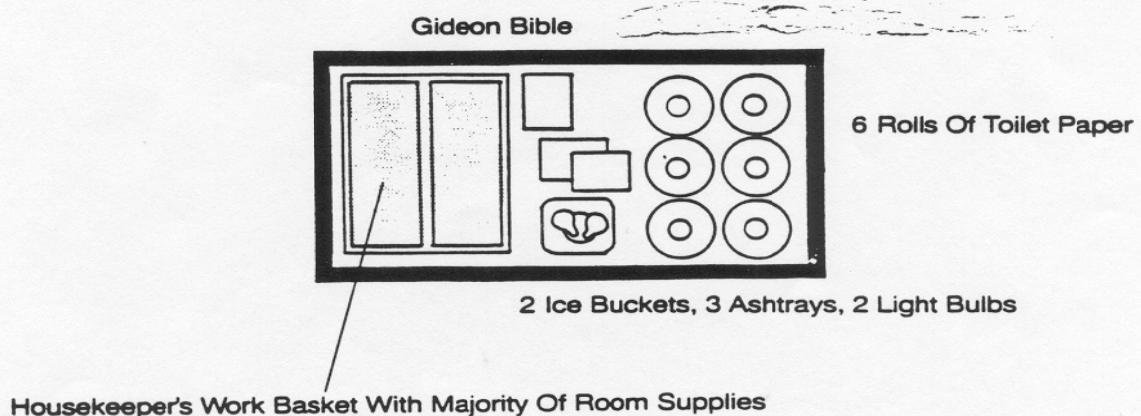


### HOUSEKEEPING CART SET-UP

#### III. Side View



#### IV. Top View Of Top Shelf





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## Cleaning Overview

### Inventory Procedures and Control

A stated earlier in this manual, the primary responsibility of the Housekeeping Department is to clean the guest rooms. This responsibility could not be accomplished without effectively controlling and utilizing the personnel, the guest rooms and the cleaning supplies.

It is crucial to regularly inventory all supplies and equipment. The next two sections will focus on two main areas:

1. Preparing cleaning solution
2. Inspecting guest rooms

### Preparing Cleaning Solutions

Proper preparation of cleaning solutions is one of the most effective ways for a property to reduce costs. All too often, we think "more is better." This is not the case in mixing cleaning solutions. A ratio of **17 parts water to 1 part solution** is ideal for cleaning.

Two types of cleaners are commonly used on the properties: **All-purpose cleaners** and **window cleaners**. The all-purpose cleaner is used on porcelain, glass, mirror and furniture surfaces. (If the rooms have brass fixtures, a brass cleaner must be used).

To mix all-purpose cleaner:

1. Fill mixing drum to within six inches of its top with water.
2. Add three gallons of all-purpose cleaner concentrate to make a 17:1 dilution (water to cleaner).
3. Fill quart spray bottles with all-purpose cleaner solution from drum and replace top of spray bottles securely.

To mix Window Cleaner:

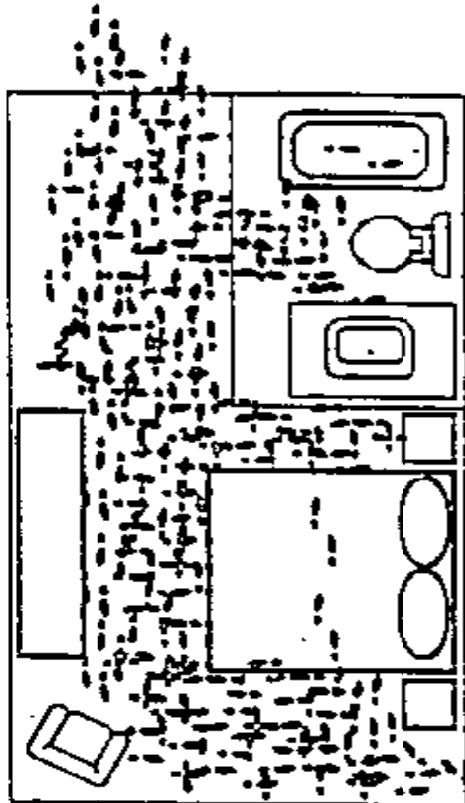
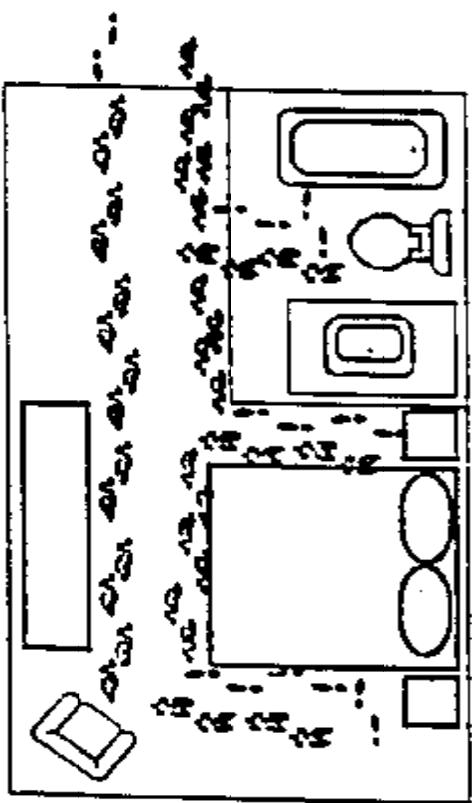
1. Spray two squirts from quart-sized bottle of all-purpose cleaner solution into an empty quart-sized spray bottle.
2. Fill bottle with water and replace top of spray bottle securely.

One last not before leaving this section:

**Safety precautions should be followed when dealing with any chemicals. Care should be taken to prevent the chemicals from splashing into the eyes or face.**

## How to Clean a Room

Do you start at one side of the room and go around the room in a clockwise or counter-clockwise direction? Do you do every guest room exactly the same way? By establishing a pattern, you will never miss a spot and you will economize on the time you actually spend in the guest room. By not using best practices, you will actually be carrying dirt and potential infections from guest room to guest room. See diagrams below



## Preparing to Clean a Room

1. Pick up the daily room assignment sheet
2. Always be careful not to make excessive noise in the guest room area at any time of the day. You never know when it might disturb a guest.
3. Prior to entering the guest room, look for a *"Do Not Disturb"* sign. If the sign is out, you should come back to the room at a later time.
4. If there is no sign, do not forget to knock on the door softly and call out *"Housekeeper"* before entering the room. *Only open one guest room door at a time.*
5. Always close the door if you must leave the area.
6. Keep the sub master keycard in your pocket. This keycard **must** be on you at all times - **never** leave it on the cart.



7. Open the door and push the cart across the doorway as close as practical to allow working. *Do not block the Hallway or corridor* with your cart.
8. The first thing you should do upon entering is open the drapes. This will give you more light in the room to spot cleaning problems.
9. Turn on all lights.
10. Check for any bed-boards, cribs, and special request items. Take these out of the room once guest leaves.
11. Collect bottles and cans and soiled glasses and empty any liquid into the toilet. Wash, rinse, and dry ice bucket, tray, and ashtrays and return them to their place.
12. Now strip the linen from the beds. Shake all bed linen carefully over the bed. Pillowcases are among favourite hiding places for watches, wallets, and other valuables. Turn in all lost articles to your supervisor with a note stating the room number, your name, and a description of the item. *Sheets in stay-over rooms must be changed daily.*
13. Check bedspreads for stains; wash as needed or replace with a clean spread; do not allow clean bedspreads to touch the floor, throw them over the chair.
14. Roll up bed linen and pick-up all bath linen and carry them to the linen bag on your cart.
15. Save unnecessary steps by carrying clean bed and bath linen and other supplies you will need.
16. Carry wastebaskets to the cart. Empty wastebaskets carefully into the trash as a guest may have dropped razor blades or broken glass into it. Clean wastebaskets and return them to their rightful place. Be sure not to spill trash on the floor.
17. Note all needed room repairs on Housekeeper's Daily Report.
18. The Steps we have just listed are the preparation procedures for cleaning the room. In the next section, the actual cleaning procedures will be discussed.

All areas that need attention and all shortages must be reported on the Housekeeper's Status Report. In addition to saving you time and effort, these notes help ensure that each room has all the supplies the guests need and that the room and its contents are in good condition for all our guests. Some items, which should be noted on the Daily Report, include the following:

- a. Any guest room that is listed on the Housekeeper's Daily Report, but does not appear to have been occupied; or guest rooms that were occupied, but not listed on the report.
- b. Instances in which a guest requests no housekeeping service.
- c. Unusual wear on furniture and fixtures or missing items.

***Personal items such as a camera, handbag, suitcase, etc. should not be moved. Clean around these items.***



## Cleaning the Bathroom

Remove all necessary supplies for cleaning the bathroom from the cart and place in the workbasket.

The subsequent steps outline the procedures for cleaning the bathroom. (*Remember to dry all surfaces and make sure everything is free of grit and soap film. Soap film that is not wiped off is the number one cause of mildew.*)

1. All-purpose cleaner should be used on the vanity top, in the sink, under the toilet bowl rim, on tile shower walls and in the tub. Do not allow the cleaning solution to dry on surfaces because it will leave a film.
2. Clean sink and vanity with cloth.
  - a. Remove the sink stopper and clean thoroughly with a brush.
  - b. Wipe sink and fixtures.
  - c. Wipe all vanity surfaces to remove soil and fingerprints.
  - d. Dry all surfaces and fixtures with a clean dry cloth.
3. Clean the mirrors, including the full length. Be sure there are no spots or streaks.
4. Wash the wastebaskets thoroughly in the bathtub. Empty into the toilet. Dry with a cloth.
5. Clean the bathtub and tile walls. If this is not done each day, soap scum will accumulate on the tile and in the crevices (grout).
  - a. Place a used guest towel in the tub to stand on while cleaning the tub and walls in order to prevent slipping.
  - b. Scrub the walls and the soap dish with a brush. If walls are extremely dirty, spray them with an additional all-purpose cleaner, run hot water in shower and use the steam generated to help loosen dirt. Remember to wash underneath the soap dish.
  - c. Clean and polish all tub/shower fixtures, paying particular attention to the showerhead and railings.
  - d. Lift out stopper, clean with brush, rinse and replace. Leave tub stopper up.
6. Scrub the tub thoroughly and make sure the non-skid tub strips are clean. No bathtub can ever be too clean.
7. Wipe shower curtain rod, check to make sure all shower curtain hooks are in place.
8. Clean the shower curtain.
  - a. Spray the curtain with all-purpose cleaner.
  - b. Lightly brush the bottom half of the curtain to remove build-up of soap film and dirt.
9. Spread the shower curtain and taking two rags, wipe down both sides of the curtain at the same time beginning at the top and going down to the bottom. By doing this, the curtain will not mildew. Change the curtain when it is torn or dirty.
10. Rinse walls, fixtures, tub and curtain by pouring water down surfaces with the ice bucket.
11. Dry the inside and outside surfaces of tub.



12. Place shower curtain inside tub and open at least six inches from each wall. This helps to prevent mildew.
13. Flush the toilet and then using a "Johnny Brush" or rag, scrub under rim and around the bowl. For stubborn stains, use a disinfectant cleanser and a stronger scrubbing action.
  - a. Clean the toilet lid and seat on both sides and chrome with an all-purpose cleaner and wipe them dry with a clean, dry cloth.
  - b. Wash around the entire outside of toilet, i.e. base and tank and wipe dry.
14. Check to see if there is plenty of toilet paper on the roll, at least 1/2 inch. Replace if dirty or smudged. Always have paper rollout from side to top. Fold the end of the toilet tissue into a "V". Check to see if you need an extra roll of toilet tissue.
15. Wipe all towel racks and robe hooks, clean and dry. Also wipe the Kleenex dispenser.
16. Clean the light switch and wash off any fingerprints or smudges on the wall around the switch.
17. Clean the top and inside of the bathroom door and wipe off the doorknob.
18. Replace all other bathroom supplies according to instructions. Make sure towels are well folded and placed neatly on rack or towel bar.
19. Clean and dry the ice bucket and place on the vanity. Replace the bucket if badly soiled.
20. Check to see if the vent/fan needs to be cleaned and is properly working.
21. Wipe/clean hair from the bathroom floor thoroughly, making sure not to miss behind the toilet and the door. Wipe the floor and baseboard with a cloth and all-purpose cleaner. Pay particular attention to corners and edges. Replace the wastebasket that has been cleaned. Take a last look to make sure that everything is in its place and that you have left **absolutely no hair** in the bathroom.

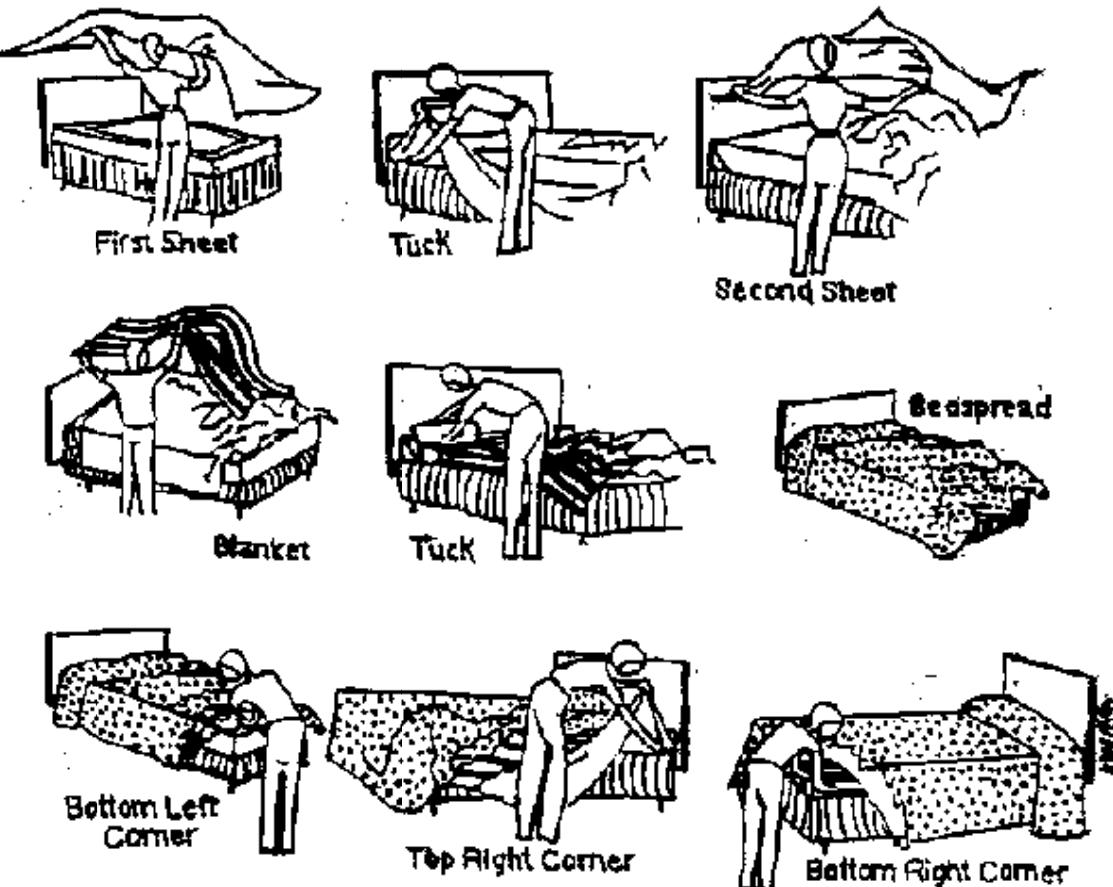
***Please remember to use a clean rag for each guest room and never use the same you used to clean the toilet anywhere else***

### **Making the Bed(s)**

The procedure for making a bed is unique in that one half of the bed is made first and then the other half. The steps below outline this procedure.

1. Centre the mattress and box springs by lifting and pushing at the corners. Make sure the bed is straight against the headboard.
2. Make the beds as instructed. Do not use dirty or torn linen. Make sure the bed is free of wrinkles or lumps, pillows smooth and blankets or sheets not showing under the spreads. The bed is the focal point of the room. Make sure all bed pads and blankets are clean.
3. While standing on one side of the bed, centre bed pad on mattress.
4. Put on the bottom sheet and mitre the corner at both ends.
5. Put on the top sheet and then the blanket; mitre the corner at the foot of bed.
6. Fold back the top sheet over the top of the blanket so that a minimum of six inches of sheet is folded over the blanket. Tuck 2 - 3 inches under the mattress.
7. Put the spread on the bed, straighten and fold top back.

8. Go to the other side of the bed and follow steps 3 through 6 to complete this side of the bed.
9. Make sure the spread is floor even at the foot and the side facing the door for the best appearance when first entering the room.
10. Put pillows into the pillowcases by laying pillows flat on the bed and slowly working the case over the pillow. Do not put the pillow under your chin to put on the case. Be sure pillows are the same size for uniform appearance.
11. Place the pillows flat on the bed, then pull the spread over the pillows and smooth for an even appearance.
12. Position and centre the headboards.



### **Dusting**

Before a housekeeper begins dusting, he/she should know the type of cleaner to use. This is an ideal time for you to check the furniture for any problems or repairs. Report drawers that are difficult to open or off their tracks. Note any wobbly legs on the furniture, torn lampshades, and other damaged items.



1. Check the walls and ceiling for marks and cobwebs; remove with the all-purpose cleaner and cloth by placing the cleaning cloth over a broom to reach corners and ceiling – Do not stand on a chair
2. Empty ashtrays in the can, not the toilet (check to make sure the ashes are cool); wash in the sink and wipe dry.
3. Spray furniture surfaces with water and wipe dry.
4. Clean the inside and outside of the drawers. Take any items found to the Lost and Found. Replace all supplies as directed.
5. Dust and clean the T.V. with a damp cloth. Be sure to dust behind it, underneath it, and also the stand. Clean the T.V. screen. *Do not spray window cleaner on the screen...*it may damage the inside of the TV. Check to make sure the remote control works.
6. Spray a cloth with window cleaner and wipe the entire telephone including the receiver and cord. Check to see that the instructions for phone use are intact; replace if necessary.
7. Wipe lamps and lampshades with the all-purpose cleaner. (Brass fixtures require a different cleaner. Your Supervisor will provide upon request.
8. Straighten shades and turn seams toward wall.
9. Check the headboards for cleanliness. With a damp cloth, dust the headboards and dust all pictures throughout the room, also dust the top of the mirror.
10. With a damp cloth, dust the shelf in the closet and also the rods. Check to see that the correct amount of hangers, laundry bags, slips are there per instructions.
11. After you dust the nightstand and drawer, dust the phone book, bible and replace. Replace the memo pad if dirty and any literature used per instructions. Don't forget to check behind the nightstand for debris.
12. With a damp cloth, dust the air conditioner surfaces and with a paintbrush, clean the grill. Adjust the HVAC unit per instructions.
13. Wipe chairs with a damp cloth. Don't forget to dust the legs and backs and around or underneath the cushion. Do not push chairs against drapes because this will interfere with the opening/closing and cause condensation stains.
14. Clean patio furniture and table. Sweep clean fingerprints and window tracks and windows if needed.
15. Wipe off the entrance door front and back looking for fingerprints. Also check the peephole to see if it has been stuffed with tissue, if so remove. Check the connecting door also for fingerprints and smudges, then lock.
16. Take special note of the drapes and furniture placement.

### **Replenishing Guest Room Supplies**

Re-supplying the guest room with supplies is very important to the guest.

1. Towels (folded, place in towel holder).  
3 bath 3 hand 3 washcloths (Four of each in a double, double)
2. Soap. Two bars, one deodorant and one non-deodorant
3. Drinking Cups. Three wrapped cups (Either side of vanity. Do not insert into ice bucket)



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- 4. Ice Bucket Liner. Clean and on top of ice bucket (either side of vanity).
- 5. Ashtrays and Matches. One ashtray each on top of vanity, credenza and party table.  
Note: In designated non-smoking rooms, do not provide ashtrays or matches.
- 6. Clothes Hangers. Six wooden hangers (3 suit, 3 skirt) hooked to the clothes rack (remove extra hangers in unoccupied rooms)
- 7. Desk Items. Top of Desk: Days Inns Directory; Guest Comment Card; Non-Smoking Tent Cards (in applicable rooms); Denny's Menu; Plastic Book Shape Tent Card (with current insert); TV Guide; and Television Station List.
- 8. Desk Drawer: Stationery Package (folder, 3 pieces of letterhead, 3 envelopes, Trip Rewards Application); and Gideon Bible (closed, good condition and unsoiled).
- 9. Other items:
  - a. Rate/Security/Hotel Law Cards. Check for condition and replace if needed. Place in holder on back of entry door.
  - b. "Do Not Disturb" Sign. Hook the sign on the inside knob of entry door.
  - c. Room Numbers. Check on the outside of each entry door (note on the Daily Report if missing or damaged).
  - d. Smoke Detectors. Housekeepers should check daily.

***One Last Note: It is very important not only to replenish supplies, but also to replace them if those that are present are not in good condition.***

## **Vacuuming the Carpet**

The final step in cleaning a room is vacuuming.

- 1. Pick up and dispose of any pins or hard objects prior to vacuuming.
- 2. Vacuum the carpet starting at rear of room and working towards the door. It is more efficient to push the vacuum steadily and slowly over the whole area rather than jerking it back and forth.
- 3. Vacuum under furniture and behind doors. Check all corners and around edge of heater/air conditioner for accumulated dirt.
- 4. Check room for maintenance items. Note items needing repair on Housekeeper's Daily Report.
- 5. While vacuuming, one should also straighten furniture (desk, table items, pictures and lamp shades). This task is an important final touch to housekeeping procedures. A dusted, straightened room gives our guests a good first impression of quality service.
- 6. Make a final visual check of the guest room for any missed items. Spray room with deodorizer. (Point the spray toward the carpet. If sprayed in the air, it will settle on the furniture and cause stickiness).
- 7. Turn off all lights.

***Please note that since you are in and out of the rooms daily, it is your responsibility to report anything that is or could potentially be a health & safety hazard.***



## Sun Paradise Hotels Guest Room Checklist

Date \_\_\_\_\_ Room # \_\_\_\_\_

Housekeeper \_\_\_\_\_ Inspected By \_\_\_\_\_

### CLEANING CHECKLIST

Item	Yes	No	Item	Yes	No
Door lock works properly			<input type="checkbox"/> Mattress firm <input type="checkbox"/> turned regularly		
Door opens easily & quietly			Bedspreads free of rips & stains		
Light switches work properly			Upholstery clean & in good condition		
Windows open & close properly			Furniture scratched or stained		
Window glass clean			Walls clean & free of cobwebs		
Window glass free of cracks			Walls scratched or nicked		
Drapes straight & working properly			Luggage racks in good condition		
Controls for air conditioning/heat work properly			Pictures and mirrors straight		
Air conditioning filters clean			Furniture drawers slide easily		
Lamps work			Telephone working		
Wall lights work			Clean ashtrays & matches		
Lamp shades clean & straight			Mattress pads clean & free of stains		
Beds correctly made			Light bulbs with proper wattage		
Bedspreads straight			Minimum of 6 hangers (3 suit, 3 dress)		
Fluffed/Even pillows			Drapes partially closed		
Rate cards posted					

### SUPPLIES CHECK LIST

Item	Yes	No	Item	Yes	No	Item	Yes	No
Desk tops			Mirrors			Lamps & shades		
Dresser Tops			Rim of baseboard			Light bulbs		
Table Tops			All drawers			Window cornice		
Headboards			Closet shelves			Window frame		
Chairs			Closet rods			Corners		
Picture Frames			Telephone			Window sills		

### BATHROOM CHECKLIST



Item	Yes	No	Item	Yes	No	Item	Yes	No
Clean toilet seat (both sides)			Shower curtain clean			Faucets leaking		
Underside of lavatory clean			Pop up stopper clean			Broken Tile		
Shower rod in good condition			Water spots on tile			Toilet seat firm		
Commode clean under rim			Tub grouting missing			Fixtures firm		
Commode flushes properly			Tub grouting clean			Chrome sparkling		
Bathroom free of odours			Supply of towels					



**If You Were A Guest, Would You Be Pleased With This Accommodation?**

Guest Room Amenities		Room	Club	Item		Room	Club
<b>Credenza</b>				<b>Bathroom</b>			
1 Guest Directory	✓	✓		1 frosted oval display tray		✓	✓
1 Days Inn Report Card	✓	✓		2 bars Brand facial soap, 1.25 oz		✓	✓
1 Days Inn World Wide Directory	✓	✓		1 bottle Brand shampoo, 22ml		✓	✓
1 Laundry bag & laundry slip	✓	✓		3 bath towels (four in double, doubles)		✓	✓
<b>Night Table/Desk</b>				3 hand towels (four in double, doubles)			
1 Bible (night table)	✓	✓		3 face cloths (four in double, doubles)		✓	✓
1 Pocket Folder w 3 envelopes/3 stationery	✓	✓		1 bath mat		✓	✓
1 am/fm clock radio	✓	✓		Hairdryer		✓	✓
<b>Closet</b>				<b>Miscellaneous</b>			
3 hangers + 3 hangers w skirt clips	✓	✓		1 coffee maker		✓	✓
<b>General</b>				1 filter pack Colombian coffee or			
1 ice bucket & poly liner	✓	✓		1 filter pack Colombian decaffeinated		✓	✓
1 waste basket	✓	✓		1 tea bags		✓	✓
3 ashtrays in guest room (smoking only)	✓	✓		1 condiment package		✓	✓
1 memo pad with pen	✓	✓		1 Iron			✓
3 wrapped glasses	✓	✓		1 Ironing Board			✓
1 telephone book	✓	✓		1 refrigerator			✓
				2 coffee cups, porcelain		✓	✓

Guest Room Settings:					
Room:					
Lights	Off	H.V.A.C.	Set at 18°C or 70°F	Drapes	Closed
Heating	Set at 18°C or 70°F	Television	Off		
Windows	Closed	Drapes	Closed		
Bathroom:					
Sink Faucet	Off	Shower Head	Point Towards Wall	Tub Faucet	Off
Drain Plugs	Open	Toilet Seat Lid	Down	Light	Off
Shower Curtain	Centered Inside Tub	Bathroom Door	Open		

**You are required to use this checklist to ensure that the Sun Paradise standards are met.**



## Inspecting Guest Rooms

Inspecting each guest room after it has been cleaned ensures that the guest will be pleased upon entering the room. Housekeepers must be aware of room inspection procedures so that each room will be properly cleaned and supplied prior to an inspection.

The Guest Room Inspection Outline lists the points to be checked while inspecting a clean guest room (Each of the areas should be visually inspected every day). Time constraints make it impossible to carefully check each point on the checklist in each room daily. However, selecting one or more sections from the checklist for a daily, thorough inspection assures that all areas are checked on a regular basis and that the room maintains its appearance and fresh appeal.

Whenever an area does not meet checklist standards, it must be re-cleaned before a guest can be assigned to the room. Each housekeeper is responsible for correcting any items noted during an inspection. If a maintenance or special cleaning problem is noted, the appropriate personnel should be notified in order to correct the problem as soon as possible.

1. Upon arriving at the guest room door, begin a visual inspection of the following items:
  - a. Entrance door
  - b. Drapes
  - c. Bed(s)
  - d. Furnishings
  - e. Lighting
  - f. Bathroom
  - g. Vanity area
  - h. Supplies
  - i. Floors, walls ceiling

*Note any areas, which do not meet visual inspection standards.*
2. Pay particular attention to the critical areas below and check daily:
  - a. Television
  - b. Heating & air conditioning
  - c. Telephone
  - d. Plumbing
  - e. Bedding
  - f. Lighting
  - g. Door hardware
3. Identify one or more of the checklist sections for detailed inspection and note anything that does not meet the standards.
4. Close and lock door securely.
5. Arrange for re-cleaning of any areas, which did not meet inspection standards.
6. Identify areas in need of special cleaning or maintenance.



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## Guest Room Inspection Checklist

1. Entrance Door
  - a. Check door handles and locks to be sure they are working properly.
  - b. Check to see that room numbers are intact.
  - c. Door should be free of smudges and scratches.
  - d. The provincial hotel laws, room rate sheet should be posted on back of door.
  - e. Make sure that the "Do Not Disturb" card is on the inside doorknob.
2. Drapes
  - a. Drapes are closed, all hooks in place.
  - b. Check drapes for smooth pulling action.
  - c. Drapes should be inspected inside and out for stains and damage.
3. Bed(s)
  - a. Beds should be uniformly made so that spreads are even in appearance and pillows are the same size.
  - b. Check under beds for trash or guest articles.
  - c. Beds and headboards should be aligned.
  - d. Lift the spread to make sure the bed has been made properly.
4. Furnishings (Credenza, desk chair, wall mirror, air conditioner/heater, occasional chairs, nightstand, desk, wall pictures, telephone, television)
  - a. Make sure that all furniture is free of dust and dirt.
  - b. Check to see that all furniture is straightened.
  - c. Lampshades should be straight, with the seams facing the wall.
  - d. Check the telephone for cleanliness. Instructions should be readable.
  - e. Turn on the television to make sure it is working properly; check for cleanliness.
5. Lighting (swags, table lamps, bathroom, vanity and bedside lighting)
  - a. Lamps and lampshades should be free of dust.
  - b. Turn on all the lights to make sure they are operating.
  - c. Check for proper wattage of light bulbs.
6. Bathroom
  - a. Floor, walls, ceiling and all fixtures should be free of mildew, dirt, hair, and grit.
  - b. Check to be sure shower curtain clips are in place, the curtain is open 6" from each wall, and the rod cover seam turned toward the wall.
  - c. Turn on the exhaust fan to be sure it is working properly.
  - d. Flush toilet to check for cleanliness and leaks.
  - e. Check behind door for clothes hook.
  - f. There should be one roll of toilet paper on the holder and one on the back of the toilet.
  - g. All chrome should be shiny.
  - h. Check that there are no unpleasant odours.
7. Vanity Area
  - a. Sink, counter and mirror should be free of mildew, hair, soap, and residue.
  - b. Chrome should be shiny.
  - c. Check to see that there is a proper number of towels neatly folded on the towel rack.



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- d. There should be two bars of soap in bath area (1 deodorant, 1 non-deodorant)
- e. A clean, inverted ice bucket and three wrapped cups should be in the other corner of the vanity, optional liner on top of the bucket.
- f. Clothes rack should be dust-free, with six hangers (3 suits, 3 skirts).

8. Supplies

- a. Two wastebaskets should be cleaned and in proper place.
- b. Check telephone books for soil and damage (be sure they are in their proper location).
- c. There should be three ashtrays, with a Days Inn matches in each (smoking rooms only).
- d. Check the condition and placement of these items: Comment card, current DIA Directory, Gideon Bible, Non-smoking tent cards (where applicable), stationary.
- e. Test smoke detectors for battery failure (use a pole).

9. Floor, Walls, Ceilings

- a. The carpet should be vacuumed thoroughly.
- b. Check all corners, under beds, behind doors, around furniture and air conditioner/heater for trash and dirt.
- c. Ceiling and walls should be free of dirt, damages, cobwebs, etc.
- d. Check baseboards for cleanliness.

10. Heating/Air Conditioning Units

- a. Check for air cooling and heating.



## Laundry Operations

Imagine that you're a guest, it's late and you've just arrived at the hotel. It has been a hard day and you can't wait to get into bed. As you turn the covers down, you notice the sheets are wrinkled and grey. The bed that you've been dreaming about has lost its appeal. The sheets look so disgusting; you don't want to sleep on them. The next morning you leave that hotel and vow not to go back to that chain again.

Earlier in this manual, it was noted how important a clean room is to a guest. Aside from a clean bathroom, dusted furniture and a vacuumed floor, a guest wants fresh looking sheets.

The laundry function is just as vital to the Housekeeping Department as the room cleaning function.

This section will outline:

- Preparing Laundry Equipment for Daily Operations
- Sorting Linens
- Washing Linens
- Drying Linens
- Folding Linens

### Preparing Laundry Equipment for Daily Operations

Careful use of the equipment and adherence to the loading and operating instructions will produce the best laundering results and prove most cost effective.

It is imperative that laundry personnel check the laundry equipment and supplies daily. *Reporting of any malfunction of laundry equipment to Maintenance personnel cannot be overemphasized.* If a problem with the equipment is not attended to immediately, it could mean a complete shutdown of the laundry facility.

1. Wash the plastic laundry carts with the all-purpose cleaner and a warm water solution on a daily basis in order to prevent further soiling of dirty linens.
2. Inspect washer tub for cleanliness and clean if necessary.
3. Clean the dryer lint trap. If this is not done daily or periodically throughout the day, you are fuelling a potential fire hazard.
4. Restock the laundry chemicals at the washers to cover the day's work load. This is a time saving suggestion.
5. Report any broken items to Maintenance personnel.

### Sorting Linens

In order to assist the laundry personnel, the housekeepers while cleaning a room should **sort the linens according to type: terry, sheets, and pillowcases.** This process will make it easier to sort the items once they reach the laundry room.



It is imperative that items be carefully inspected for stains so that they may be pre-soaked. Allowing stained items to go through a normal cleaning cycle without pre-soaking will result in *permanent stains*. Items that are too damaged to be used in guest rooms should be cleaned and stored in a specified place for use as cleaning cloths.

Following is a list of procedures for sorting linens.

1. Remove soiled linens from laundry carts.
2. Shake each item while sorting to remove any trash.
3. Examine each item for stains, burns, tears, or other damage.
4. Place each item in area designated for the following categories:
  - a. Terry items
  - b. Sheets and pillowcases
  - c. Stained items
  - d. Burned, torn or damaged items

(Items should already have been sorted by housekeepers and placed in linen bags according to these categories when removing linens from guest rooms)

*NOTE: Do not allow linens to come in contact with the floor.*

## **Washing Linens**

By following the guidelines specified in the laundry equipment manual and laundry products manual, your property will have cleaner linens and your equipment will last longer, thus keeping costs down.

With this in mind, it is imperative that you wash linens at the proper temperature and not overload the machines. By loading the washers according to the laundry load charts (that is, washing the optimum amount without overloading or under loading the machine) money is saved.

Some of Sun Paradise Hotel's laundries identify laundry type according to a colour coded system which assures correct temperature and laundry chemical mix. Other systems use chemical dispensers that ensure the proper amounts of bleach, detergent, and softener are added at the appropriate cycle. Regardless of the system your property uses, it is crucial to follow the steps listed below.

1. Pre-soak stained linens according to the instructions provided by your laundry products salesman.
2. Load the washer from one of the pre-sorted groups of linen in the specified amount as indicated on the loading poster.
3. Close the door; ensure no linens are caught on the equipment.
4. Follow the instructions for operating the washer as defined by the laundry products salesman.

## **Drying Linens**

Just as the laundry personnel follow the loading poster instructions for the washers,



they should also adhere to the instructions for loading the dryers. By loading the appropriate amount of linens in the dryer, you will maintain the greatest operating efficiency of the drying equipment.

It is very important that the laundry personnel dry linens at the appropriate time and temperature for each type of cloth. If linens are dried at the proper time and temperature, they will not need to be replaced as frequently. Once the linens are dry, remove them promptly from the dryer to avoid excess wrinkling.

1. Remove linens from the washer.
2. Do not mix terry cloth linens, sheets, and pillowcases in the same dryer. The lint from the terry cloth will adhere to the linens.
3. Do not exceed dryer loading limits.
4. Set temperature and cycle time according to the heat and cycle settings on the loading poster.
5. Close the door and make sure no linens are caught on equipment.
6. Remove linens promptly at the end of the drying cycle.

### **Folding Linens**

The following pages outline the procedures to be utilised for folding linens. By properly folding the linens, storage space is better utilised and the housekeepers are able to load their carts more efficiently.

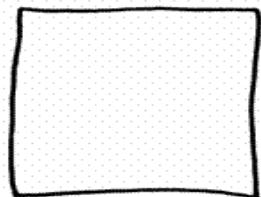
Never have clean linens touch the floor. Be particularly careful when folding bulky items such as sheets

1. Separate linens by type, sheets, pillowcases, wash cloths, face towels, bath towels.
2. Fold linens in accordance with its respective diagram.
3. Stack like items together and store in designated area.

### **DID YOU KNOW . . .**

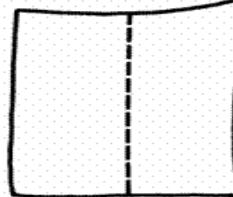
You Can Save Time And Effort For Everyone By Folding **Wash Cloths** In The Following Manner?

**Fold I**



Placing 3 Wash Cloths In A Stack

**Fold II**



Folding The Stack In Half

**Fold III**

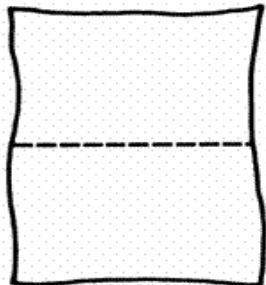


Stacking Groups Of Wash Cloths 9 High

## DID YOU KNOW . . .

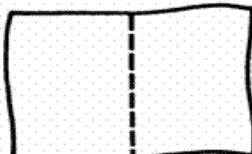
You Can Save Time And Effort For  
Everyone By Folding Your **Bath Towels**  
In The Following Manner?

**Fold I**



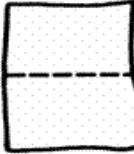
Folding The Towel  
In 1/2 From  
End To End

**Fold II**



Folding The Towel  
In 1/2 From Side  
To Side

**Fold III**

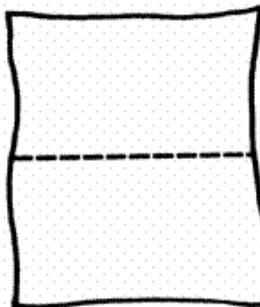


Folding The Towel  
In 1/2 Towards The  
Middle From End  
To End

## DID YOU KNOW . . .

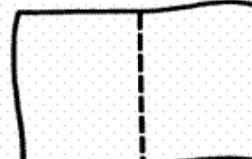
You Can Save Time And Effort For  
Everyone By Folding Your **Bath Mats**  
In The Following Manner?

**Fold I**



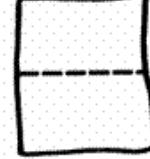
Folding The Mat  
In 1/2 From  
End To End

**Fold II**



Folding The Mat  
In 1/2 From Side  
To Side

**Fold III**

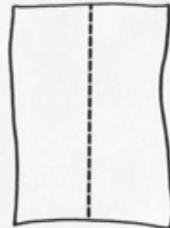


Folding The Mat In  
1/2 Towards The  
Middle From  
End To End

## **DID YOU KNOW...**

You Can Save Time And Effort For  
 Everyone By Folding Your **Sheets**  
 In The Following Manner?

**Fold I**



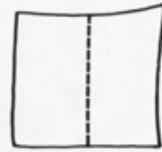
Fold Sheet In 1/2  
 Side To Side

**Fold II**



Fold In 1/2 End  
 To End

**Fold III**



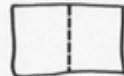
Fold In 1/2 Side  
 To Side

**Fold IV**



Fold In 1/2 End

**Fold V**

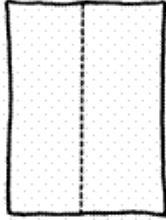


Fold In 1/2 Side  
 To Side

## **DID YOU KNOW...**

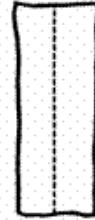
You Can Save Time And Effort For  
 Everyone By Folding Your **Pillow Cases**  
 In The Following Manner?

**Fold I**



Folding Each Pillow  
 Case In 1/2 Length-  
 wise (Side To Side)

**Fold II**



Folding Each Pillow  
 Case In 1/2 Length-  
 wise (Side To Side)

**Fold III**



Placing Two (2)  
 Pillow Cases  
 Together And  
 Folding In 1/2 From  
 End To End



## How to Clean the Public Areas

Another role of a Room Attendant is to clean the public areas. All Room Attendants will be cross-trained on this function and will take turns in this role. When cleaning these areas, please be sure to report any maintenance issues to the Maintenance and Housekeeping departments and please use the same cleaning techniques used to clean the guestrooms. Below are the guidelines to follow when cleaning these areas.

### Lobby & Front Entrance

- a. Dust mop and wet mop all hard floor surfaces. **Be sure to place “Wet Floor” signs when the floor is wet.**
- b. Vacuum carpet areas
- c. Disinfect phones
- d. Empty any trash and recycling
- e. Dust all surfaces (floor to shoulder height) – See the checklist at end of this section

### Meeting Rooms and Banquet Rooms

All meeting rooms must be checked even if not in use

- a. Vacuum all carpet areas
- b. Disinfect phones
- c. Empty any trash and recycling
- d. Dust all surfaces (floor to shoulder height) – See the checklist at the end of this section

### Offices

- a. Empty the trash and recycling
- b. Disinfect the phones
- c. Vacuum carpet areas
- d. Dust all surfaces (floor to shoulder height) – See the checklist at the end of this section

### Public Washrooms

- a. Empty the trash
- b. Clean waste bins
- c. Clean the toilets and urinals with all-purpose cleaner. Be sure to clean the bowl, under the rim, and the tank
- d. Clean the sinks and faucets
- e. Clean the mirrors – Be sure there are no spots or streaks
- f. Check to make sure paper towel box is full
- g. Check to make sure toilet paper is full
- h. Check to make sure amenities in ladies washroom are full
- i. Mop the floor. **Be sure to place a “Wet Floor” sign when the floors are wet.**
- j. Dust surfaces with dry rag – See the checklist at the end of this section



## Public Area Checklist

Date

Housekeeper

<b>General</b>	
Empty trash, reline, and spot clean waste receptacles	
Dust mop and wet mop hard floor surfaces	
Dust all surfaces (floor to shoulder height)	
Spot clean all entrance glass (twice per day if needed)	
Spot clean doors and walls (twice per day if needed)	
Disinfect phones	
Vacuum all carpeted areas	
Inspect area for defect and report to Maintenance and Housekeeping departments	
<b>Checklist for Entrance &amp; Lobby Area</b>	
Carpet Vacuuming	Picture frames on walls
Wall & wall hangings	Banisters
Displays	Window glazing
Window sills	Underneath furniture
Furniture	Clean inside elevator
Elevator stainless steel door	Stair railing
Stairs/steps	ATM machine
Telephone stations	Watering plants
Planters/leaves	Top surface of AC controls
Denny's window ledges	<b>Put out Wet Floor signs</b>
Cleaning & mopping floors	Lamps
Heating unit tops	Dust wooden areas of Front Desk
Front Desk counter tops	Dust top of computer, monitor, printer
Computer stations	Underneath vending machines
Fireplace area and surface	Handles and door knobs
Vending machines	Entrance Doors/Glazing
<b>Checklist for Meeting Rooms &amp; Ballrooms</b>	
Stairs/steps	Stair railing
Foyer area by ballroom	Vacuum carpet
Displays	Furniture cleaning
Doors	Picture frames on walls
Window glazing	Handles and door knobs
Planters	Window ledges and screens
Tables	Telephones
Decorative furniture	Window blinds
<b>Checklist for Offices</b>	
Empty trash	Clean waste bins
Tables	Chairs
Telephones	Photocopy machine
Fax machine	Computers
Vacuum carpets	Window blinds
Window glazing	Window ledges
Doors	Knobs and locks
<b>Checklist for Public Washrooms</b>	
Don't forget to wear gloves	Clean waste bins
Empty trash	Rim around bowl/toilet seat
Toilet/Bowl/Tank	Grab bars
Tissue Holder Box/Surfaces	Door and door knobs
Baby change table	Clean faucets
Floor (clean & scrub)	Paper towel holder box
Sink (top & bottom)	Dry rag to dry surfaces
Urinals (top & bottom)	Fill paper towel
Towel bar	Fill toilet tissue
Mirrors	Wet mop the tiles floor
Spray air freshener	Check toilet amenities, especially in ladies washroom

**Comments:** \_\_\_\_\_



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## Deep Cleaning

### Reasons for Deep Cleaning

- Deep cleaning is an opportunity to thoroughly clean at regular intervals those areas not usually part of routine daily cleaning.
- Deep cleaning protects and maintains a property's furnishings, fixtures and equipment.
- When co-ordinated among different departments, deep cleaning helps the property run smoothly.
- Deep cleaning serves guests by ensuring they receive the comfortable and clean surroundings they expect.
- Deep cleaning helps build employee pride by maintaining a quality property.

### Tasks

- Prepare to deep clean by gathering the necessary supplies
- Know how to use equipment and chemicals
- Be aware of all manufacturer's directions for the items you will be cleaning
- Note and report problems promptly

### Schedules

- Budgeting and scheduling help organize the workload and ensure a consistent product
- A budget helps plan for contract cleaners, equipment purchases and staff time
- A schedule helps determine how often tasks should be done and whether they should be done as daily specials or project cleaning
- Daily specials add a task to routine daily cleaning. Tasks can be assigned by the day or by the week. Communicate assignments to staff at the beginning of the shift
- Project cleaning removes rooms from inventory so they can be completely cleaned by a team
- Project cleaning is often done when occupancy is low. It requires advance co-ordination with sales, the front desk, and maintenance/engineering
- Preventative maintenance is often scheduled at the same time as project cleaning

### Frequency Recommendations

This list suggests the minimum frequency for the deep cleaning tasks. As you plan your property's deep cleaning program, consider how such variables as location, climate, and clientele affect how long an area or item can stay clean. For example, if your property is in an area with a humid climate, you may need to schedule tile and grout cleaning more often or, if you work for a beachfront property, sand and seawater may affect your carpet care schedule.



<b>Deep Cleaning</b>		
<b>Annually</b>	<b>Quarterly</b>	<b>Monthly</b>
Dry clean draperies	Turn mattresses and box springs	Change bedspreads and blankets
Wash windows	Shampoo or extract carpets	Dust high places
		Dust sheers and wash walls, baseboards, and doors
		Clean lights
		Change shower curtains
		Scrub tile and grout

### **Task Checklists**

#### Turn Mattresses and Change Bedspreads

1. Remove linens from the bed
2. Lift mattresses off the box springs.
3. Lift the box springs off the bed frame
4. Inspect for tears, soil spots or broken springs
5. Inspect and clean the frame and headboard
6. Vacuum behind and inside the bed platform
7. Rotate the box springs
8. Turn the mattress
9. Vacuum the mattress cording
10. Inspect pillows and replace pillows that have stains
11. Remake the bed with a clean mattress pad, linens, and bedspread
12. Report and damage promptly linens and bedspread

#### Dust High Places

1. Dust where the wall meets the ceiling
2. Dust smoke detectors and sprinklers
3. Dust the tops of tall furniture such as armoires
4. Dust light diffusers; clean with a damp cloth if needed
5. Dust vents
6. Clean anything else above eye level

#### Clean Lights

1. Remove the shade
2. Use a damp cloth to clean fixture & shade thoroughly
3. Reposition the shade
4. Remove and dust exit sign covers
5. Wipe inside exit signs with a damp cloth
6. Replace exit sign covers

#### Clean Draperies and Wash Windows

1. Remove draperies that need professional dry cleaning from drapery rods
2. Label draperies by room number and send them to be dry cleaned



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3. Place hooks in a sealable bags
4. To remove dust, vacuum draperies from the top down. Get into the folds, and clean the back.
5. Wipe vinyl draperies with a damp cloth
6. Dust sheers often
7. Inspect and clean pulls, hooks and rods
8. Use a scrubber and window cleaner to clean grease marks and grime from windows
9. Work from the top down in an “S” pattern with a squeegee
10. Wipe window frames with a damp cloth
11. Hang replacement draperies

#### Wash Walls, Baseboards and Doors

1. Work from the top down to avoid streaks
2. Use a mild solution of all purpose cleaner on a soft sponge and clean gently
3. Dry all surfaces with a clean cloth
4. Clean anything hanging on the wall
5. Wipe switch plates, phone plugs and wall jacks
6. Clean the closet walls and luggage racks
7. Clean both sides of every door, including viewers, hinges, the frame, locks and lock plates

#### **Other Areas to Deep Clean**

- Balconies and patios
- Stairways
- Elevators
- Ice and vending machine areas
- Laundry rooms and supply rooms



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## General Housekeeping Safety Tips

1. Never stand on a chair when cleaning a room. Use a small wooden stepladder to prevent falling. Never stand on the tub or on the toilet seat cover. A ladder is designed to give proper support and balance for climbing a chair is not.
2. Never try to move a heavy object by yourself. Ask someone to help you.
3. Never try to lift a heavy object by yourself. Ask someone to help you. Prevent back strain by putting the main effort in your legs.
4. Be careful of wet surfaces; use the bathmat when cleaning the tub. Mop up spills in the hallways.
5. Do not use faulty plug outlets.
6. Follow instructions when mixing chemicals or cleaning compounds.
7. Check wiring on any electrical equipment – T.V., radio, your vacuum cleaner etc.
8. Look for chipped or splintered furniture, faulty soap dishes or loose toilet seats, handle bars, towel racks, baseboards and tiles.
9. Always check a room when entering to see if there are guest appliances plugged in (hot plate, coffee maker etc.) Disconnect and report their presence to your supervisor.
10. If an occupied room has not been used, notify your supervisor.
11. If the number of guests on your sheet does not agree with evidence of room use, report this to your supervisor.
12. If you find a guest dead, do not touch anything in the room. Do not scream. Leave the room, lock it and tell your supervisor or the duty manager immediately. **Do not tell anyone.**
13. Always fold linens away from you. Never hold in front of your face.
14. As you go around the property, look for potential health & safety hazards:
  - blocked passageways
  - piles of trash, items that can burst into flames
  - broken smoke detectors
  - faulty emergency lighting
  - evacuation chart missing in guest room
15. Be careful when sweeping up broken glass. Never pick-up by hand. Use a damp paper towel to pick-up the pieces and discard in the trash.
16. Check wastebaskets for lighted cigar or cigarette butts.
17. When making up sofa beds, be careful in closing the bed so neither sheets nor fingers are caught in the springs.
18. Observe all emergency regulations and procedures specific to your property.



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## Home Remedies for Some Tough Problems

### Laundry

Spiralling energy, labour and linen costs are of a greater concern to management today than at any time in past history. All indications are that costs will continue to increase.

An on-premises laundry has proven time and again to be more cost effective and will provide better quality products than an off-premises laundry service. However, this is true only if the laundry operations are closely supervised and monitored. Through effective management of equipment, detergents, supplies and materials, the profit potential in the laundry area can be realized.

The correct use of equipment, detergents, bleaches and fabric softeners will determine not only the cleanliness and softness of the linens and terries, but will also add to the life of the product.

Correct equipment, supplies and procedures, however, cannot improve on the original quality of the linens. By understanding your guest's expectations and purchasing a standard of product equal to or better than that expectation, then the other factors become viable. Purchasing the "right" product can help considerably in reducing your operational costs.

Inventory control is crucial. Linens are expensive and useable by every guest and employee on the premises. Whether taken as a souvenir or sold for cash, the costs of replacement can be very high. Proper storage, control in issuing supplies, and accountability for products used will often determine the difference between profit and loss.

### Laundering Formula

Proper laundering techniques must be used to obtain a finished product that is satisfactorily wrinkle free. Do not use high temperature washing formulas and drying methods when laundering no-iron sheets, pillowcases, towelling and uniforms. Tests show that high temperatures do not produce satisfactory results and in fact, damage the fabric(s).

These guidelines are suggested for processing no-iron linens with conventional laundry equipment:

1. Use a short, gentle washing formula. Water is to be colder than 100 degrees F or 32 degrees C. Softened or conditioned warm and cold water is recommended. One five minute suds cycle followed by one to two minute rinse cycles should be adequate for the normal run of sheets, and pillowcases. The time cycles for washing and rinsing towels can even be shorter.
2. Operate the washer at a slow speed (18 RPM or less) and if the washer has only one speed, overload it. Example: A 25 pound capacity washer should be loaded with 30 pounds. If the washer has two speeds, wash capacity loads at slow speed. The slow speed prevents the machinery from beating the fabric and breaking the fibres that

give the wrinkle free characteristics. This method also reduces energy, labour and equip. maintenance.

3. Use a bactericide detergent to assure good condition.
4. Chlorine base bleach should not be used in the normal washing formula. Synthetic fibres tend to hold chlorine bleach, which in turn will damage the fibres. If used for the removal of heavy soil or stains, it should be used sparingly and in dilution. One quart of 1% available bleach for one hundred pounds of linens. Note: Clorox is 5% available bleach and 1½ cups per 100 pounds is adequate. Whitening agents (non-chlorinated) are recommended.
5. When using bleach, neutralize with an anticolour product (sodium thiosulphate) in the rinse process or linens will discolour (grey or yellow).
6. Extract linens just long enough to remove the drip, probably not more than one minute. Extraction is very abusive, especially to towels and pillowcases.
7. Drying temperatures should be held at 140 to 145°F to prevent glazing or fusing of the fabric. (polyesters start to melt, become sticky and disintegrate at 160°F).
8. Linens should be "cooled down" before removing them from the dryer. They should never be allowed to dry hot or bone dry. In fact, a small amount of moisture is desirable.
9. Under-loading the dryer will help assure a smoother finish and possibly a shorter drying time.
10. Be certain the heating elements and/or baffles in the dryer are in good order. Faulty equipment can damage fabrics. Also, be certain the lint screens are cleaned frequently to ensure a steady flow of air for the removal of moisture. Daily cleaning of the lint screen is recommended.
11. Check adjustment of drive belt(s) on the dryer. Drying heavy loads, a loose belt may cause the dryer drum to hesitate and fail to turn, causing spotty overheating and/or hard wrinkling.
12. Stack folded linens and then let them "rest" for 24 hours to obtain a finished appearance and to extend the life of linens.
13. Pre-sort linens to type, size, and the amount and type of soil. Lightly soiled linens will usually require shorter wash cycles and lesser amounts of detergent. Heavily soiled items may require special handling (pre-soaking, bleaching, or use of special chemicals).
14. Synthetic bactericidal detergents used with cold water have several advantages:
  - a. Removes several types of stains that hot water will set. Decreases the need for special handling.
  - b. Reduces the energy requirements at the hotel.
  - c. The greater the percentage of polyester fibres, the cooler the temperature should be to protect the fibre.
  - d. Sanitizes the fabrics and protects the guests.
15. Do not operate the dryer while empty.
  - a. It is not necessary to pre-warm a dryer. This may cause hot spots in the dryer which can damage the fabric.
  - b. Operating an empty dryer wastes energy. In addition, because the heat is not dissipated throughout the fabric, there can be a build up of heat in the



component parts causing corrosion damage as well as creating a potential fire hazard.

16. Determine the proper load by weight. Sheets are not all the same size and weight. Towels vary by size, manufacturer, thread count and type of fabric. Blankets may be thick or thin, etc. The only accurate way to determine the correct load is by weight.

## **Helpful Hints**

### **Bathroom:**

1. For heavily stained tubs, use a mixture of peroxide and cream of tartar. Make a paste and scrub vigorously with a small brush. Rinse thoroughly.
2. If stains persist, spread the above mixture over stains and apply a drop or two of household ammonia. Allow to set for two hours before scrubbing. Rinse thoroughly.
3. Light stains can often be removed simply by rubbing with a cut lemon.
4. For dark stains, especially rust, rub with a paste of borax and lemon juice.
5. To brighten up a bath tub or tile which has "yellowed", rub with a solution of salt and turpentine.
6. To prevent mildew, soak shower curtains in a solution of salt water before using the curtain (1/2 cup salt to 4 gallons water).
7. To remove mildew from small areas in the shower, shower curtains, etc. use baking soda or a solution of one part Clorox to one part water (spray, soak, and wipe dry).
8. For stubborn stains on light coloured shower curtains, wash in a salt water solution followed by a rubdown with lemon juice.
9. To remove cigarette burns from a tub edge or vanity, spray with WD40 oil, let soak, and wipe off. If scarred, sand with a mixture of WD40 oil and cigarette ash.
10. Mildew can be loosened from tub grout by spraying with bleach and letting it sit for 10-15 minutes before scrubbing.
11. Keep chrome shiny by spraying a solution of vinegar and water (equal parts) on fixtures. Lime deposits and water spots will wipe off after a few minutes.
12. Reduce mildew growth in tubs by centring the shower curtain on the rod leaving both ends open for air to circulate.
13. Automatic dishwasher detergent will remove dirt from built in skid pads/strips in tubs. Mix a half cup of detergent in enough hot water to just cover the bottom of tub. Scrub. Rinse.
14. Severe stains on porcelain can be removed with a pumice stone. This will also remove rust stains and some hard water stains.
15. Refinish burns on plastic and fibreglass with a fine auto rubbing compound, or try Topal toothpaste.
16. Clean shower heads that are clogged with lime deposits by placing them in a tub of boiling water and a half cup of vinegar.
17. To eliminate soap film on shower walls, spray with a solution of vinegar and water. Dry thoroughly.
18. Wash clean rags (sheets) with shower curtains.
19. To protect chrome plumbing fixtures, polish with a "boat polish" that can be



obtained at boating stores, very helpful in areas near salt water.

20. To remove "lime" rings from toilets, brush with a toothbrush using toothpaste.
21. To remove "lime" deposits from the hinge area of toilets, use the same procedure.
22. To remove solidified hairspray spots from mirrors, spray hairspray onto affected area, leave on only 5-10 seconds, then wipe off with a warm, damp cloth.
23. Again for hairspray on mirrors, use a "Soft Scrub".
24. To remove build-up from plumbing fixtures use a toothbrush, brush, and then polish with a product called "Flitz" available from auto-part stores (Flitz is used on Automotive chrome).
25. To prevent the appearance of drip marks on bath tile and fibreglass enclosures for tubs, clean from the bottom up instead of from the top down.
26. To return tub's lustre (one that is now discoloured) try a mixture of peroxide and cream of tartar, mix to a paste, place on a buffer head and buff out. This procedure can only be used on white tubs as the peroxide will bleach out the tub.
27. To remove "yellowing" from plastic light covers, toss in pool in the early morning and leave for approximately one hour, retrieve and wipe down.
28. An excellent idea that has proved very helpful in removing hair from tubs, sinks, vanities, and toilets, or any surface is the following: have housekeeping clean bathroom first, room second, then when going back to the bathroom to check it, use a section of an old bed pad (the fuzzy type), keep it dry, rub fast between hands to cause static, wipe all surfaces in a dry bathroom, the hair will cling to the bed pad, these must be used dry and a new one needs to be used for each room, may properties are using these with very good results.
29. Ink marks can be removed from towels by spraying with hairspray, rubbing and washing.
30. For stained non-skid tub strips, use a white wall tire cleaner available from automotive stores.
31. You know those "cream" colour wall fans in bathrooms that many properties have a problem finding replacement dust filters for, well Florida Polymers has replacements, and they can be reached at 1-800-327-7175.
32. To remove non-skids strips from tubs, use "rust" remover, they should come right off.
33. Stains on non-skids can be removed by using a combination of lemon and lime juice, spread, leave on for five minutes, then rinse off.
34. For stubborn cigarette stains on tubs and vanities, try using an item called "Jewellers Rouge" (available from wholesale jewellers supply houses), use a small amount and rub on affected area, may have to experiment with this one first.
35. For burns in fibreglass, WD40 Oil will take out a yellow stain, may need to follow-up with a very light sand paper.
36. Smell on new shower curtains: Soak in salt water for 15 minutes prior to installing.
37. To indicate that the bathroom has been cleaned, fold toilet tissue to a point and emboss with name of property.
38. Severe stains on porcelain can be removed with a product called "Pumice Blue" a mixture of powdered pumice stone and detergent.
39. Noisy vent fans can be remedied by placing a rubber faucet washer between the



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motor mounting bracket and the point where it attaches to the vent pipe.

### **Removing Carpet Stains:**

1. The first step is the most important. To prevent a spill from becoming a stain, blot up as much of the moisture as possible. *Do Not Rub*. Begin at the outer edge of the spill and blot toward the centre. Be sure not to rub. Rubbing will spread the stain. Do Not apply spot remover until you have done a thorough job of blotting up the spill.
2. For fresh stains, plain Club Soda is an excellent instant spot remover. Pour a little on the area, let it set for a few seconds and blot it up.
3. For older stains, combine 1 tablespoon laundry detergent, 3 tablespoons vinegar and 1 quart of warm water. Work into stain and blot as dry as possible.
4. After you have completed one of the above methods, cover the spot with a clean towel, and place a heavy book on it. When the towel gets damp, replace it with a dry one.
5. Carpet that has been flattened by heavy furniture can be raised with a steam iron. Simply build up a good steam and hold it over (not on) the carpet and brush briskly.
6. To remove chewing gum, cover with ice cubes until it becomes brittle and breaks off. Use spot remover to vanquish traces.
7. Use white wine to remove red wine stain on carpet.
8. Nail polish remover will remove tar and grease from white shoes, carpets, etc. making it an excellent sport remover, however the basic ingredient for many commercial spot removers is two parts water to 1 part rubbing alcohol, so make your own.
9. You know how many stains in carpeting have a habit of coming back even after you have tried cleaning over and over again; well there is a reason for this. Its the carpet pad. Whatever has been spilled on the carpet will also permeate the pad. If the area gets wet again, in all likelihood the stain will bleed back up to the carpet surface. Several properties have successfully eliminated this problem by doing the following: They went under the carpet, removed the affected section of padding and replaced with a section of new padding after the stain has been removed from the carpet and it was dry. This is also an excellent idea because a wet pad will create odours in the room.
10. Salt will absorb odours and oil.
11. To remove tar from carpet, try using tooth paste.

### **Furniture Care:**

1. Furniture with a veneer finish is normally dusted by using a lint-free cloth moistened with water. If finish becomes dull, brighten it up by polishing with a lemon-type furniture polish.
2. To keep drawers from sticking, rub edges and guides with a leftover piece of soap, or some bee wax.
3. Repair scratches, burns and minor damage with a touch-up pen available in stain colours at the hardware stores.



4. To get rid of glass rings and some scratches from wood furniture, try rubbing peanut butter on them. Mayonnaise also works well if you let it set for a few minutes.
5. For burn marks on "light" case-goods, try using "Soft Scrub". Leave on for no more than five minutes, wipe off, nicotine stain should come off.
6. To rid plastic white or slightly off-white lamp shades of stains try this: Fill a laundry hamper with warm water and add 1/2 gallon of Clorox (may need to experiment with ratios), dip shades in Clorox for 30 minutes, allow to dry then re-install.
7. Another idea on getting stains off lamp shades, one of the properties has rather unique idea: Toss them in the pool in the morning and retrieve 30 minutes later, allow to dry on the pool deck before re-installing.
8. To remove spots from furniture and carpet try "Windex" and a damp cloth.
9. To prevent desk chairs from marring desk or chair itself, install two matching self adhesive squares of rubber onto desk at point of impact by chair.

### **Spot and Odour Removers:**

1. Nail polish remover will remove tar and grease from white shoes, carpets, etc. making it an excellent spot remover, however the basic ingredient for many commercial spot removers is two parts water to 1 part rubbing alcohol, so make your own.
2. For a nicer aroma, place a fabric softener sheet in the waste paper basket.
3. A way to kill "stuffy" odours is to place two drops of wintergreen oil, spearmint oil (available at drug stores) on a cotton ball and place out of sight in each room. It will last for months.
4. To sweeten the odour in carpets, sprinkle baking soda on the carpet and brush in. Let it stand for thirty minutes to one hour, vacuum the carpet thoroughly.
5. To keep rooms smelling fresh in the winter, attach a fabric softener sheet in front of the fan in a HVAC unit.
6. Speaking of filters, to clean out the dust accumulation on the round (half circle) filters, some properties place them in the toilet, and "flush" out the dust, also some properties clean them in the tub.
7. A small cup of vinegar placed in an out of sight spot in the room will also absorb odours, i.e. smoke, pet odours for about two weeks at a time.
8. To freshen drapes and bedspreads after a heavy smoker or animal has occupied the room, simply throw them in a dryer. Moisten a washcloth with fabric softener and (cool) air fluff together for 30 minutes.

### **Pest Control:**

1. A one pound can of boric acid compound can effectively keep a house free of cockroaches for a year. Simply sprinkle it in cracks, crevices, under sinks, and other dark places. Boric acid will not repel the pests so they keep going back into it over and over again, until they die. For quick relief, spray with a pesticide and after a few days start using the boric acid.
2. Salt, sprinkled in carpets or in open containers placed in out of the way corners, will drive fleas out of a room, house, or off of your favourite pet.



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### General Hints:

1. To remove sticky residue left from decals and stickers on mirrors and glass, apply nail polish remover or lighter fluid.
2. Vacuum cleaners can damage walls, furniture, and baseboards. Prevent this by placing a two inch strip of carpet around the vacuum's base in a headband-like fashion.
3. For faded metal entrance doors, try waxing with a car wax with sunscreen.
4. After grouting bathtubs, wipe with a sponge dampened with Thompson's water seal.
5. Close the drapes on the sunny side of the building to eliminate fading and the rooms will be easier to cool.
6. Rotate mattresses every three months. Rooms with two beds switch the top mattresses. The life of the mattress will be longer.
7. To repair peeling wall vinyl, have each housekeeper carry a glue stick to make repairs.
8. Handicap room idea: due to the entry door handles, "do not disturb" signs have a habit of falling off, one property attached small magnets to the sign so that they can stick to the door on the lock handle.
9. For motor oil stains on walkways and pavement: use trisodium phosphate (TSP), heavy duty, wear gloves, sprinkle on oil, add water to activate, let sit for one hour, keep wet, may need to scrub. Rinse...will leave a white residue but it will go away.
10. One property had great success removing stains from walkways by pouring bleach on walkways, scrubbing with a stiff broom and then rinsing. Be careful to avoid getting water run-off on grass or landscaping.
11. For pool furniture, a couple of properties have reported using "E Z Off Oven Cleaner". Spray on, allow to sit for 10-45 seconds, wipe off, rinse three times fully, gloves/mask may be needed, required to complete in fully vented areas. Should remove suntan oil stains, scuff marks. Should not be used on any painted areas. Will need to experiment with this one. One place reported leaving it on too long and having it eat through the plastic.
12. Many properties have reported placing their pool furniture in the pool overnight, removing it the next morning and wiping it down. The chemicals in the pool do the work overnight.
13. When flipping mattresses sprinkle a small amount of baby powder or baking soda to freshen.
14. To remove gum, peanut butter or hair spray.
15. For cleaning glass coffee pots such as those used in room for coffee makers and in the coffee shop, allow to cool, fill with a mixture of ice cubes and salt, allow to stand on hour, then wash. The mixture will aid in cutting through any build-up on the glass.
16. To prevent hair on bedspreads when changing bedspreads or making beds, always remember to place bedspreads on a table or chair, *not on the floor*.
17. To protect both the contents of the room and the housekeeper, block the entrance to the room being cleaned with a housekeeping cart.
18. Clean ear pieces on phones with alcohol swabs available from medical outlets. The

alcohol will give the phone a pleasant sterile smell.

19. Toilet rolls, short rolls, use in employee restrooms instead of throwing out.
20. To extend the life of costly mattresses when doing a mattress rotation, also rotate the box spring. Box springs get wear zones just like mattresses and after a while start to "crush".
21. You know those TV control panel doors that will not close, stick on a Velcro round to both sides, that should work.
22. To remove hair from bed pads (the fuzzy ones) try applying two sided duct tape to a plain roller. After removing the blanket and sheets, roll this over the pad, the hair will stick to the tape.
23. When installing or replacing mirrors, shellac the backs to slow down silver deterioration.
24. Clean telephone mouthpiece by unscrewing and placing in a bucket of warm water and lemon juice. Before re-installing spray with alcohol and wipe, will give a very clean impression to your guests.
25. To give a better impression of the guest room upon entry by guests to the room for the first time, place the wastebasket on the other side of the credenza. No one likes to see a wastebasket as soon as one enters the room.

### **Laundry Stains:**

1. Special spot removers such as Shout or Vivid.
2. Sea Salt (used in most common stain removers).
3. Facial soap, make-up remover (without mineral oil) to remove make-up stains.
4. For soaking etc., Cascade dish washing detergent.
5. Grey on white linen: probably have high chlorinated water, which is OK until you add bleach. Use a non-chlorinated whitener.
6. Blood: soak in cold water and then a little peroxide.
7. Rust: WD40, rinse well (crusticator)
8. Ink: Binaca mouth wash, hairspray, milk on light ink.
9. Make-up: facial soap.
10. Urine: wet and use baking soda or cornstarch.
11. Heavy stains: soak in cold water and Cascade dish washing detergent.
12. Linen that sits on the shelf for 24 hours instead of going from the dryer to the room will get twice as many uses. Plus, the weight of stacking them will also get out the wrinkles.



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**Sun Paradise Hotels**  
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## **Acknowledgement, Blood Borne Pathogens**

I \_\_\_\_\_, acknowledge that I have received training regarding the risks of exposure to blood borne pathogens.

I fully understand that to avoid exposure to blood borne pathogens, I must protect myself through the usage of personal protection equipment, including, but not limited to rubber latex gloves, goggles, aprons and contaminated substance disposal bags. The usage of this equipment is mandatory for all staff members that may be exposed to blood borne pathogens.

I acknowledge that Sun Paradise Hotels wishes to provide me with a safe working environment, and promise to use personal protection equipment according to this hotel policy.

In the event that I do not use the equipment provided to me, I will be considered non-compliant with Sun Paradise Hotels personnel policy and subject to a policy warning.

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Date

Signed

I, \_\_\_\_\_, have read and fully understand the Policy and safe operating procedures described in Housekeeping Manual. I also clearly understand my responsibilities as an employee and will do everything in my power to create a safe and healthy work environment for all.

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Employee Signature

Date

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Manager's Signature

Date